

# FRANCHISE DISCLOSURE DOCUMENT



**Deli Management, Inc.**  
**(a Texas Corporation)**  
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**Beaumont, TX 77701**  
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## Jason's Deli®

The Franchisee will operate a Jason's Deli restaurant, which is a modified form of a New York-style delicatessen that offers a variety of delicatessen products, as well as sandwiches, soups, baked potatoes, pasta dishes, wraps, and a salad bar, as well as catering and delivery services.

The total investment necessary to begin operation of a Jason's Deli franchise is \$1,724,938.82 to \$2,542,038.82. This includes \$35,000.00 initial franchise fee that must be paid to the franchisor or affiliate(s). If an Area Development Agreement is executed, one half of the initial franchise fee, (\$17,500.00) must be paid to the franchisor for every Deli made part of the Area Development Agreement. If an Area Development Agreement is executed, you will be required to open at least two delis (see Item 5), bringing the total paid by the franchisor to \$3,434,727.64 to \$5,068,927.64.

This Franchise Disclosure Document summarizes certain provisions of your Franchise Agreement and other information in plain English. Read this Franchise Disclosure Document and all accompanying agreements carefully. You must receive this Franchise Disclosure Document at least 14 calendar days before you sign a binding agreement with, or make any payment to, the franchisor or an affiliate in connection with the proposed franchise sale. **Note, however, that no government agency has verified the information contained in this document.**

The terms of your contract will govern your franchise relationship. Don't rely on the Franchise Disclosure Document alone to understand your contract. Read your entire contract carefully. Show your contract and this Franchise Disclosure Document to an advisor, such as an attorney or accountant.

Buying a franchise is a complex investment. The information in this Franchise Disclosure Document can help you make up your mind. More information on franchising, such as "A Consumer's Guide to Buying a Franchise," which can help you understand how to use this Franchise Disclosure Document, is available from the Federal Trade Commission ("FTC"). You can contact the FTC at 1-877-FTC-HELP or by writing to the FTC at 600 Pennsylvania Avenue, NW, Washington, DC 20580. You can also visit the FTC's home page at [www.ftc.gov](http://www.ftc.gov) for additional information. Call your state agency or visit your public library for other sources of information on franchising.

There may also be laws on franchising in your state. Ask your state agencies about them.

**Issuance Date of Franchise Disclosure Document: April 1, 2024**

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## How to Use This Franchise Disclosure Document

Here are some questions you may be asking about buying a franchise and tips on how to find more information:

QUESTION	WHERE TO FIND INFORMATION
How much can I earn?	Item 19 may give you information about outlet sales, costs, profits or losses. You should also try to obtain this information from others, like current and former franchisees. You can find their names and contact information in Item 20 or Exhibit F.
How much will I need to invest?	Items 5 and 6 list fees you will be paying to the franchisor or at the franchisor's direction. Item 7 lists the initial investment to open. Item 8 describes the suppliers you must use.
Does the franchisor have the financial ability to provide support to my business?	Item 21 or Exhibit A includes financial statements. Review these statements carefully.
Is the franchise system stable, growing, or shrinking?	Item 20 summarizes the recent history of the number of company-owned and franchised outlets.
Will my business be the only [XYZ] business in my area?	Item 12 and the "territory" provisions in the franchise agreement describe whether the franchisor and other franchisees can compete with you.
Does the franchisor have a troubled legal history?	Items 3 and 4 tell you whether the franchisor or its management have been involved in material litigation or bankruptcy proceedings.
What's it like to be [an XYZ] franchisee?	Item 20 or Exhibit F lists current and former franchisees. You can contact them to ask about their experiences.
What else should I know?	These questions are only a few things you should look for. Review all 23 Items and all Exhibits in this disclosure document to better understand this franchise opportunity. See the table of contents.

## What You Need to Know About Franchising Generally

Continuing responsibility to pay fees. You may have to pay royalties and other fees even if you are losing money.

Business model can change. The franchise agreement may allow the franchisor to change its manuals and business model without your consent. These changes may require you to make additional investments in your franchise business or may harm your franchise business.

Supplier restrictions. You may have to buy or lease items from the franchisor or a limited group of suppliers the franchisor designates. These items may be more expensive than similar items you could buy on your own.

Operating restrictions. The franchise agreement may prohibit you from operating a similar business during the term of the franchise. There are usually other restrictions. Some examples may include controlling your location, your access to customers, what you sell, how you market, and your hours of operation.

Competition from franchisor. Even if the franchise agreement grants you a territory, the franchisor may have the right to compete with you in your territory.

Renewal. Your franchise agreement may not permit you to renew. Even if it does, you may have to sign a new agreement with different terms and conditions in order to continue to operate your franchise business.

When your franchise ends, the franchise agreement may prohibit you from operating a similar business after your franchise ends even if you still have obligations to your landlord or other creditors.

### Some States Require Registration

Your state may have a franchise law, or other law, that requires franchisors to register before offering or selling franchises in the state. Registration does not mean that the state recommends the franchise or has verified the information in this document. To find out if your state has a registration requirement, or to contact your state, use the agency information in Exhibit G.

Your state also may have laws that require special disclosures or amendments be made to your franchise agreement. If so, you should check the State Specific Addenda. See the Table of Contents for the location of the State Specific Addenda.

### Special Risks to Consider About This Franchise

Certain states require that the following risk(s) be highlighted:

1. **Financial Condition**. The Franchisor's financial condition is reflected in its financial statements (see Item 21) calls into question the Franchisor's financial ability to provide services and support to you.
2. **Mandatory Minimum Payments**. You must make minimum royalty or advertising fund

payments, regardless of your sales levels. Your inability to make the payments may result in termination of your franchise and loss of your investment.

Certain states may require other risks to be highlighted. Check the “State Specific Addenda” (if any) to see whether your state requires other risks to be highlighted.

3. **Out of State Dispute Resolution:** The franchise agreement requires you to resolve disputes with the franchisor by mediation, arbitration and/or litigation only in Texas. Out-of-state mediation, arbitration, or litigation may force you to accept a less favorable settlement for disputes. It may also cost more to mediate, arbitrate, or litigate with the franchisor in Texas than in your own state.

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Exhibit "A"	Franchisor's Financial Statements
Exhibit "B"	Franchise Agreement
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Exhibit "D"	Area Development Agreement
Exhibit "E"	Site Addendum
Exhibit "F"	List of Current Franchisees
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Exhibit "I"	State Specific Addenda and Amendments
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Exhibit "M"	General Release
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**ITEM 1**  
**THE FRANCHISOR AND ANY PARENTS, PREDECESSORS AND AFFILIATES**

To simplify the language in this Franchise Disclosure Document, the “Franchisor” or “we” means Deli Management, Inc. “You” means the person who buys this franchise, and may include a corporation, limited liability company, or a partnership. If a business entity or a partnership is the franchisee, “you” will also include the shareholders, members or partners, since shareholders, members and partners must sign all agreements personally or unconditionally guarantee them.

***The Franchisor:***

We are a Texas corporation, incorporated on October 3, 1983. We are not owned by a parent entity. Our principal business address is 350 Pine Street, Suite 1775, Beaumont, Texas 77701. We conduct business under the name “Jason’s Deli.” Franchisor does not have a parent company.

We have had no predecessors during the 10-year period immediately before the close of franchisor’s most recent fiscal year.

We do not have any affiliates or related entities that offer or have offered franchises in any other line of business. We do provide goods to our franchisees through our distribution centers as discussed later in this document. Franchisor’s agents for service of process are disclosed on Exhibit “K.”

***The Franchise:***

We operate, and franchise others to operate, a Jason’s Deli restaurant (“Deli”). Each Deli is a modified form of a New York-style delicatessen and offers a variety of delicatessen products, including sandwiches, soups, baked potatoes, pasta dishes, salads, sandwich wraps, and other menu items. Each Deli will also offer catering and delivery services from the premises. You must honor coupons and certificates from other Delis.

We operate an inventory and small wares distribution division within Deli Management, Inc. that we refer to as Jason’s Deli Distribution (“JDD”), from which you may purchase initial and continuing inventory and small wares for use in your Deli. We operate two distribution centers located at 2103 West IH-20, Grand Prairie, Texas 75050 and 11519 Nations Ford Road, Pineville, NC. We have never offered franchises in any line of business in relation to our distribution division.

A Franchise Agreement, which is attached as Exhibit “B”, governs each franchise. We also grant an Area Development Agreement (“Development Agreement”), which you may execute if you desire to develop two or more franchises within an exclusive area. Exhibit “D” of this Franchise Disclosure Document contains a copy of the Development Agreement. In this Franchise Disclosure Document, a person executing the Development Agreement is sometimes called a Developer.

For future unit franchise, an area developer may be required to sign a form of franchise agreement that is different from the form included in this offering.

Once opened, you will compete with full and quick service or fast casual restaurants and other food service facilities located within convenience and grocery stores. All segments of the general public may frequent the Deli. Sales may be typically higher during certain periods of the year.



You must comply with federal, state and local health regulations concerning food preparation, handling, storage and sale; United States Department of Agriculture (USDA) standards; truth in menu and labeling laws; and license, certificate and permit requirements for restaurant operation and occupancy. You should consult with your attorney concerning these and other local laws and ordinances that may affect your Deli.

We incorporated on October 3, 1983, and began on an extremely limited basis, offering franchises shortly after that date. Since corporate inception, we have operated company-owned Delis. Our corporate operations are located in major markets in Texas, Louisiana, Georgia, South Carolina, North Carolina, Florida, Arizona, Tennessee, Alabama, Illinois, Maryland and Virginia.

The first Jason's Deli was opened on November 30, 1976, in Beaumont, Texas. The Deli was owned by the Jason's Deli Corporation. In 1983, we acquired from the Jason's Deli Corporation the trademark rights and other assets associated with the franchise and licensed Jason's Deli Corporation to use the mark. Jason's Deli Corporation did not offer franchises in any line of business.

In January of 1989, we acquired the operating assets of business entities that were licensed to operate five Jason's Delis, including the assets of Jason's Deli Corporation. We then operated these restaurants as company-owned Delis.

We have not offered franchises in any other line of business.

We do own, and have franchised, "non-traditional" stores under the "Jason's Deli" name. Non-traditional Jason's Deli restaurants are designed to operate in unique locations such as airports, sporting arenas, university student centers and corporate office facilities. Franchisees must meet specific operational and financial criteria to be granted a franchise to operate one of these facilities. This Franchise Disclosure Document does not apply to a "non-traditional" Deli and as such does not constitute an offer to obtain a Franchise to operate a Jason's Deli in an airport, university, sporting arena, corporate office facility or any other similar location.

## **ITEM 2 BUSINESS EXPERIENCE**

**Chief Executive Officer; Chief Financial Officer;  
Treasurer and Director:**

**Troy Cormier  
Deli Management, Inc.  
350 Pine Street  
Suite 1775  
Beaumont, Texas 77701**

Mr. Cormier has served as Chief Financial Officer from March 2004 to March 2018. He has also been a member of the Board of Directors since May 2006. In January 2012, he also became our Treasurer. In July, 2016, Mr. Cormier also assumed the role of Chief Executive Officer.

**Chief Financial Officer:**

**Brian Hebert  
Deli Management, Inc.  
350 Pine Street Suite 1775  
Beaumont, Texas 77701**

Mr. Hebert became CFO in March, 2018. From 2015 – 2018 he served as Director of Internal Audit and Controller from 2009 – 2015.

**Director of Development:**

**Fouad Jomaa  
Deli Management, Inc.  
230 10<sup>th</sup> Street., NE  
Atlanta, Georgia 30309**

Mr. Jomaa has served as Director of Development since January of 2017. Prior to that time Mr. Jomaa served as Regional Trainer for the Eastern Region from January 2012 to 2017.

**President, Chief Operations Officer and Director:**

**Ragan Edgerly  
8500 North Mopac, #805  
Austin, Texas 78757**

In May of 2006, Mr. Edgerly was named Chief People Officer and a member of the Board of Directors. He has also been a member of the Executive Committee since May, 2008. In October of 2015, Mr. Edgerly's duties changed as he became Chief Operations Officer as well as maintaining his membership on the Board of Directors. In July of 2016, Mr. Edgerly also assumed the position of President.

**Director of Real Estate and Director**

**Greg Messina  
Deli Management, Inc.  
350 Pine Street  
Suite 1775  
Beaumont, Texas 77701**

Mr. Messina has served as the Director of Real Estate since May 2008. In May of 2011, he became a member of the Board of Directors.

**Director**

**Shelley Tortorice  
Deli Management, Inc.  
350 Pine Street, Suite 1775  
Beaumont, Texas 77701**

Ms. Tortorice became a member of the Board of Directors in May of 2020. Ms. Tortorice is the widow of our company founder, Joe Tortorice. **Director**

**Jay Tortorice  
Jen Tex, Inc.  
350 Pine Street  
Suite 270  
Beaumont, Texas 77701**

Mr. Tortorice has served as President and CEO of Jen Tex, Inc., a franchisee since August 1999. He became a member of the Board of Directors in May 2011.

**Chief Innovation Officer and Director**

**Blake Parker  
Deli Management, Inc.**

**2103 West IH 10  
Grand Prairie, Texas 75052**

From 2006 to 2011, Mr. Parker served as a Regional Operations Manager. In May 2011, he became Chief Innovation Officer and a member of the Board of Directors.

**ITEM 3  
LITIGATION**

**Mohamed Eltayeb v. Deli Management, Inc.; USDC Eastern District of Texas; Case No.: 4:20-CV-385**

On May 11, 2020, Eltayeb filed a lawsuit under the Fair Labor Standards Act to recover unpaid minimum wages and overtime hours. Eltayeb seeks to have the Court send a notice to a potential class of similarly situated current and former drivers with an invitation to “opt in” and proceed as a collective action. Two other opt-ins have joined the case, but the Court has not yet decided to send out notice to other potential opt-ins. The parties have finished pre-certification discovery and the Court is currently considering Eltayeb’s renewed request to send out notice. There is a risk that the Court may grant Eltayeb’s request for notice, which may result in other drivers who learn of the case then deciding to join it. It is not yet feasible to estimate the size of the potential class, as this depends upon the court’s decision as to the scope of any potential notice. The company believes that it has valid defenses to this claim and intends to contest the matter vigorously.

**ITEM 4  
BANKRUPTCY**

No bankruptcy information is required to be disclosed in this item.

**ITEM 5  
INITIAL FEES**

***FRANCHISE AGREEMENT:***

The initial franchise fee for a single-deli Franchise Agreement is currently \$35,000.00, payable to us in a lump sum by cashier’s check upon execution of the Franchise Agreement. The amount of the initial franchise fee is uniform as to each franchisee; however, the initial franchise fee charged to a Developer of multiple franchises is payable as described below. The initial franchise fee is nonrefundable except only as described below.

Under the Site Development Addendum to the Franchise Agreement, if you fail to obtain an acceptable site and elect to cancel within one hundred eighty (180) days after execution of the Franchise Agreement, you are entitled to a refund of seventy percent (70%) of the initial franchise fee paid by you, provided that you are not otherwise in default of the Franchise Agreement or any other agreement between you and us. You will be paid the refund within thirty (30) days after our receipt of the written notice of cancellation, which must be received within one hundred eighty (180) days after execution of the Franchise Agreement. The initial franchise fee is not refundable, in whole or in part, under any other circumstances. Failure by

you or your management personnel to meet the training requirements outlined in the Franchise Agreement shall not result in a refund of your initial franchise fee.

***DEVELOPMENT AGREEMENT:***

The development fee is payable to us in a lump sum by cashier's check upon execution of the Development Agreement. The development fee is calculated at the rate of \$17,500.00 for each Deli that you, as a Developer, are authorized to develop under the Development Agreement. You must agree to develop at least two Delis. The total number of Delis under the Development Agreement will be determined by you and us, depending upon the characteristics of the market. At signing, you must pay the development fee in full. This fee is not refundable.

In addition to the development fee, you, as a Developer, must execute a Franchise Agreement concurrently with the Development Agreement. The initial fee for the first Franchise Agreement, signed in conjunction with a Development Agreement, is \$17,500.00, payable to us at signing. The initial fee for each subsequent Franchise Agreement executed by you, for those Franchise Agreements required by the development provisions of the Development Agreement, is \$17,500.00. You must pay us the initial franchise fee at the time you execute each of the Franchise Agreements. Here is an example: if you execute a Development Agreement to develop four Delis, you must pay a development fee of \$70,000.00 at the time you sign the Development Agreement, and you must also sign a Franchise Agreement and pay an initial franchise fee of \$17,500.00 for the first Deli. Thus, a total payment by you to us of \$87,500.00 would be due when you execute the Development Agreement and the initial Franchise Agreement. Following that, an initial franchise fee of \$17,500.00 is payable each time you sign a Franchise Agreement until you meet the four deli requirement. In the example given, you must sign three additional Franchise Agreements to meet the four deli requirement. Any further Franchise Agreements that you execute will be at the then existing initial franchise fee. A onetime site evaluation fee of \$2,500.00 may be payable to us in connection with our examination of your proposed sites and for any site evaluation after the initial examination. This fee only applies if you desire us to visit a site prior to execution of a Franchise Agreement. This fee is payable prior to any visit by us to examine any prospective sites. This fee is nonrefundable once work begins on evaluation of a submitted site and/or non-refundable travel arrangements have been made by us.

We maintain standard architectural prototypical design drawings depicting the approved standard layout and design of a Jason's Deli. These drawings typically may be adapted by your architect to your space. You may want to consult your architect to determine if these drawings are helpful to you. If you choose to utilize the prototypical design drawings in connection with the design and build out of your location, those can be provided to you for a cost of \$1,500.00; once the prototypical design drawings are delivered, this fee is non-refundable.

As mentioned in Item 1, we operate an inventory and small wares distribution division from which you may purchase initial and continuing inventory and small wares for your Deli. If you elect to purchase your initial opening inventory from us, the cost will be approximately as follows: 1) food and paper goods: \$22,500.00; and 2) small wares: \$21,000.00. This order is typically placed two weeks prior to opening. At present, current suppliers of these items offer us an approximate \$4,349.00 credit on the purchase of initial opening inventory for all new stores. Franchisor passes on this onetime credit (via a deduction on the first inventory invoice) to any franchisee who purchases their initial opening inventory from us. This payment for opening inventory is non-refundable and goes solely for the payment of the initial opening inventory. Invoices for purchases from us are due thirty days after delivery.

You will not pay us, nor any affiliates of us, any other fees or payments for services or goods before your business opens.

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**ITEM 6  
OTHER FEES:**

<b>NAME OF FEE</b>	<b>AMOUNT</b>	<b>DUE DATE</b>	<b>REMARKS</b>
<b>Operating Fee</b> (Payable under Franchise Agreement only).	4% of gross sales but not less than \$2,500.00 per month.	Payable monthly on the 15 <sup>th</sup> day of the next month.	Gross sales include all revenue from franchise location, including take-out, catering and delivery orders. Gross sales do not include sales tax. See Notes 3 and 8.
<b>Advertising Fee or Advertising Co-op, if enacted</b> (Payable under Franchise Agreement only).	When collected by us, 2% gross sales but not less than \$500 per month. Also a ½ of 1% Administrative Fee may be collected.	Same as operating fee.	See Notes 1, 3, 8.
<b>Fee for tardy submission of sales report</b> (Franchise Agreement and Area Development Agreement).	\$10 per day each day Sales Report is late.	Upon payment of operating fees.	See Notes 3, 8.
<b>Transfer Fee</b> (Franchise Agreement and Area Development Agreement).	\$7,000.00	Prior to consummation of transfer.	Payable when you sell your Franchise or Development Agreement. No charge if franchise transferred to a corporation that you control.
<b>Audit</b> (Franchise Agreement).	The amount of any understatements plus penalties if applicable. In addition, a charge not to exceed \$2,500.00 may be assessed to cover the cost of the audit if it is necessitated by the actions of the Franchisee.	Immediately upon billing, if due.	Penalties payable only if audit shows an understatement of 2% or more. See Note 3.
<b>Site Evaluation Fee</b> (Franchise Agreement).	\$2,500.00	Prior to visit if no agreement is yet signed.	See Notes 2, 8.

<b>Fee for prototypical Deli drawings, if drawing is utilized by you.</b>	\$1,500.00	Prior to delivery of our prototypical drawings to you or your architect.	See Note 9.
<b>Training Fees</b> (Franchise Agreement)  • Initial Training Fee  •• Traveling Trainer Fee	Initial set up fee of \$150.00  • Full cost of meals  •• \$2,500.00 per Traveling Trainer  ** Other expenses	When incurred.	• To defray the cost of meals consumed by each trainee during the initial training program. See Note 4.  •• This fee is only payable if you fail to provide the number of Traveling Trainers that you are required to provide by the Franchise Agreement. See Note 8.  ** See Note 4.
<b>Renewal Fee</b> (Franchise Agreement)	\$5,000.00	Prior to renewal	See Note 8.
<b>Supplies approval Fee</b> (Franchise Agreement)	\$500.00 to \$2,000.00	As incurred	See Note 5, 8.
<b>Certain Taxes</b> (both agreements)	Amount levied	As incurred	See Note 6, 8.
<b>Damages &amp; Legal Fee</b> (both agreements)	Amount levied	As incurred	See Note 7.
<b>Interest on late payments</b> (Franchise Agreement and Area Development Agreement).	Maximum rate permitted by law. The highest interest rate allowed by law in California for late payments is 10% annually.	20 <sup>th</sup> day of the following month.	See Notes 3, 8.

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The footnotes follow.

**Note 1.**

From time to time, we may direct you to pay all or any part of the advertising fee (not to exceed 2% of gross sales, plus ½ of 1% for administrative fees) to one or more advertising funds, co-ops, non-profit associations, if enacted, or other entities we designate; we may otherwise place conditions upon the use or payment of such fees; or (as is currently the case) we may permit you to retain the payments and place conditions on the use of advertising fee payments. Currently, any costs that you incur as a result of redeeming Deli Dollars, which are described in detail in Item 11, you may deduct from the 2% advertising payment requirements. Any remaining funds must be utilized on local marketing/advertising efforts as approved by us with regards to content. A system-wide advertising fund, if established, will be governed solely by us. Regional cooperative advertising funds, when existing, will be governed on a voting basis consisting of one vote for each deli in the cooperative. All payments must be directed to us or to an entity designated by us.

**Note 2.**

You are responsible for all expenses to complete the site application, including any costs for demographic analyses, drafting and copying of site plans, maps, photographs, and professional services. Once the Franchise Agreement is signed, we will conduct the first inspection at no charge to you; thereafter, we may require you to reimburse us or our agent for all reasonable expenses incurred in connection with site inspections, including travel, lodging and meals. If you desire to have us evaluate a site before execution of a Franchise Agreement and payment of the initial franchise fee, we will do so, but only if you pay the site evaluation fee.

**Note 3.**

If any payment is overdue, you will pay us, in addition to the overdue amount, interest on such amount from the date it was due until paid at the maximum rate permitted under applicable federal or state law, unless we designate a lower amount.

**Note 4.**

You, as a Franchisee or Developer, or your employees, are responsible for all personal expenses you incur for training programs, including all costs and expenses relating to transportation, lodging, meals, wages, and employee benefits. We may charge a reasonable fee for materials and participation in any training courses or seminars offered by us, except that no fee is charged for you and the four persons representing you who attend the initial training program. In no event shall this fee exceed \$250.00 per person for materials and participation of individuals in excess of the four referenced above. The initial set-up fee is assigned to make the appropriate internal arrangements for your training and to hold the date for the same.

**Note 5.**

This fee does not include any charges by third parties to test the item to be approved. These charges must be paid by you.

**Note 6.**

You must pay to us an amount equal to any sales tax, gross receipts tax, or similar tax (other than income tax or similar tax) imposed on us with respect to any payments you make to us, unless the tax is credited against income tax otherwise payable by us.



**Note 7.**

You must pay all damages, costs and expenses (including reasonable legal and accounting fees) we incur in connection with the enforcement of the Development Agreement or Franchise Agreement, including confidentiality requirements, covenants not to compete, post-termination requirements, and all other ancillary agreements.

**Note 8.**

All fees are payable to us and all are non-refundable.

**Note 9.**

Your architect may draw plans and specifications for the Deli, subject to our approval, or you may elect to purchase our prototypical drawings for the fee listed in the chart. Those plans may then be utilized by your architect and reflect the approved layout and design of Jason's Deli. However, if you were to utilize the architectural firm which serves as custodian of the prototypical drawings, those drawings will typically be included in the service provided by said firm.

**ITEM 7  
ESTIMATED INITIAL INVESTMENT**

<b>YOUR ESTIMATED INITIAL INVESTMENT</b>				
<b>TYPE OF EXPENDITURE</b>	<b>AMOUNT</b>	<b>METHOD OF PAYMENT</b>	<b>WHEN DUE</b>	<b>TO WHOM PAYMENT IS TO BE MADE</b>
Initial Franchise Fee	\$35,000.00	Lump sum	At signing of Franchise Agreement	Franchisor
Development Fee	\$17,500 per additional Deli (See Note 1). At least two delis are required, bringing total development fees paid by franchisor to \$35,000.	Lump sum	At signing of Development Agreement	Franchisor
Travel and living expenses while training (See Note 6)	\$15,000.00	As incurred	During training	Airlines, Hotels and Restaurants
Build out or remodeling of 4,500-5,000 sq. ft. premises (See Note 2)	\$950,000.00 to \$1,600,000.00	As incurred	Prior to opening	Suppliers, Tradesman and Contractors

Equipment: *Fabricated Equipment Buyout Equipment; *Furniture; Small Wares Signage (See Note 4, 5, 10)	\$460,000.00  \$32,333.00 \$21,000.00 \$38,000.00 to \$100,000.00	As incurred	Prior to opening	Suppliers
Administrative and Miscellaneous: Pre- Opening Advertising, Deposits (rent, utilities, and sales tax)	\$5,000.00 to \$20,000.00	As incurred	Prior to opening	Suppliers and Landlords
Licenses Interim Interest payments Pre-opening training personnel from existing Delis, if applicable (Note 7)	\$10,000.00 \$70,000.00 to \$125,000.00	As incurred	Prior to opening	Governmental Entities suppliers Hotels, restaurants, and/or Travel Providers
Insurance (Note 3)	\$4,500.00 to \$15,000.00	Lump sum	Prior to opening	Insurance Company/ Agent
Online Ordering Set- Up Costs and Monthly Hosting	\$450.00 per store and \$130 Monthly per store	As incurred	Prior to opening	Third Party Supplier Order Restaurant Revolution Technologies, Inc.
Point-Of-Sale System	\$3,600 to \$6,000 per store & \$600 to \$1200 monthly per store	As incurred	Prior to opening	Third Party Supplier - NCR
Customer Satisfaction/Feedback Software	\$60.00/monthly Per store	As incurred	Prior to opening and monthly	Third Party Supplier
System Email	\$150.00/per user account per year	As incurred	Prior to opening and annually	Third Party Supplier Google
Initial Inventory	\$32,925.82	Lump sum	Prior to opening	Suppliers or Franchisor
Additional Funds – 3 months (See Note 8, 9, 11)	\$20,000.00 to \$35,000.00	As incurred	30 days after delivery	Vendors, Employees and other Third Parties
Total (See Note 12)	\$3,434,727.64 to \$5,068,927.64			

**NOTES:**

1. There are no initial costs associated with the Development Agreement other than the lump sum payment of the development fee when you sign the Development Agreement. The development fee is calculated at a rate of \$17,500.00 for each Deli that you are authorized to develop and computed as  
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described in Item 5 of this Franchise Disclosure Document. Additionally, a Developer must pay to us an initial franchise fee in the amount of \$17,500.00 when it signs the Development Agreement for the initial Franchise Agreement. No building, equipment, licenses, furniture or other personal property are required in connection with the Development Agreement. The initial training for a Developer and its employees is identical to that required under the Franchise Agreement, and no special program exists for Developers alone. The Development Agreement merely grants you certain exclusivity in the area granted, as described in Item 12. Total costs associated with the Development Agreement requiring franchisee to open at least two delis are \$3,434,727.64 to \$5,068,927.64.

2. Currently, we are locating primarily in retail or strip centers. There are currently Forty (40) corporate-owned, free-standing locations and Ten (10) franchise-owned free-standing locations. Most Delis are located, however, within strip centers, the interior of which are built-out by us or the franchisee. A significant portion of construction costs for these locations (\$55,000.00 - \$175,000.00) assuming a 4,500 to 5,000 square foot premises) are typically paid by lessor through lessor's allowance arrangement provided for in the lease. However, the above figures do not contain a general contractor's fee, which varies by region, but is typically between 6% and 12% of the cost of construction.

Rental costs will vary dramatically, depending upon the type of lease negotiated and regional and local factors.

Monthly rental between \$8,000 and \$15,000 (not including percentage rental, common area maintenance, taxes, and insurance and promotional fund payments) is usual in Texas markets where most Franchisor-owned Delis are located and where a landlord provides a build-out allowance in the range mentioned previously. You may purchase land and build the Deli or you may enter a land lease and build the Deli itself. In either of these instances costs would be significantly higher than outlined.

3. You must provide commercial general liability insurance in minimum amounts of \$1,000,000.00 aggregate, single limit coverage (subject to increase) and maintain other insurance in accordance with state law requirements. Some property owners require higher levels of commercial general liability insurance under their leases. Initial premiums for commercial general liability insurance are subject to change due to market forces beyond either of our control, but usually range between \$9,000.00 and \$15,000.00 per year. Failure to maintain such insurance may result in loss of your franchise and additional financial obligations. You should discuss with your insurance carrier/agent whether or not these costs need to be paid in full before opening or whether they can be budgeted. The cost of other coverage's, including workers' compensation coverage and your discretionary purchases, varies widely, but may range from 2,500 to \$4,000 per year. Your premium may be higher based upon your risk profile. Most insurance carriers require the first year to be paid in full before opening.

4. You are responsible for all freight, installation and electrical contractor's costs.

5. Costs of sign structures, exterior sign faces and interior signs will vary based upon the size and number of signs purchased. Restrictions on signage may vary from location to location.

6. You and at least four other persons must attend the initial training program.

7. As part of the training process for the opening of the Deli, you are required to supply one current employee to act as a training person ("Traveling Trainer") for each Jason's Deli owned by you to assist in the opening of your new Deli. You are not required to supply more than six Traveling Trainers for each opening. For example, if you own three Jason's Deli at the time your fourth Deli is scheduled to open, you must provide three Traveling Trainers to assist in the opening of the new Deli. If you own no Jason's Delis at the date your Deli opens, you are not required to supply any Traveling Trainers. We will supply the number of Traveling Trainers that we determine are required above those supplied by you for the opening training process. The range outlined in the chart reflects travel cost, lodging and per diem of the

Traveling Trainers you must supply. These will vary depending upon where the Traveling Trainer is located. For each Traveling Trainer that you are required to supply and do supply, you will receive a payment from us after opening and invoice from you of \$2,500.00.

8. Adequate working capital is indispensable to any start-up business. We recommend an amount not less than the amount indicated. This amount does not include a salary or living expenses for you during training or afterwards.

9. If you are engaged in developing multiple Delis, you will incur additional costs over and above the multiple of the costs described for a single Deli. You will incur additional personnel and training costs to have trained staff ready for new Delis as they open. You will also incur additional advertising expenses in connection with the grand opening advertising campaign for each Deli.

We estimate that the additional personnel and training costs you would incur under these circumstances will range from \$15,000.00 to \$50,000.00, and the additional advertising costs will range from \$5,000.00 to \$7,000.00.

10. We permit only new equipment and fixtures unless you have received our prior written approval.

11. This category estimates your initial start-up expenses for three months, based on our experience with Franchisor-owned Delis and existing franchise-owned Delis. These expenses include payroll costs, continuing inventory purchases, lease payments, etc. It is not possible to predict these expenses with exactness, since they will vary due to your experience, your willingness to follow exactly our methods and procedures, local and economic conditions, the acceptance for your products and services in the local marketplace, and the level of gross sales that you attain during the three month period.

The above figures are based upon current costs or reasonable estimates. All the figures are subject to change. These estimates do not include any expenditure for legal, accounting, or other professional fees, nor for monies may you expend to investigate the franchise opportunity. Based upon the above figures, your total investment, exclusive of the purchase of land or building construction costs, but including the initial franchise fee and typical build-out costs, is approximately \$1,724,938.82 to \$2,542,038.82 for a 4,500 to 5,000 square foot Deli. Expenses to develop multiple Delis are greater than described in this range and are described in Notes 1 and 8 to the preceding chart. These expenses will vary according to region, the time of year, and local and other conditions. We have provided these figures solely to indicate possible costs for your planning purposes. We do not offer, either directly or indirectly, any financing arrangements to you.

12. None of these amounts are generally refundable. This total represents the estimated initial investment for one outlet. If you enter into a development agreement for additional Delis, your costs will increase \$17,500.00 for each additional Deli to be developed.

## **ITEM 8 RESTRICTIONS ON SOURCES OF PRODUCTS AND SERVICES**

Except as described below, there are no goods, services, supplies, fixtures, equipment, inventory, computer software and hardware, real estate, or comparable items related to establishing or operating the business that you currently must buy or lease from us, our affiliate, or designated or approved suppliers. You must purchase or lease all equipment, services, supplies, fixtures, inventory, computer software and hardware, and other items necessary to open and operate the Deli in accordance with our specifications. These include design, appearance and quality. You must also purchase or lease inventory, certain computer software, and equipment from our designated and approved suppliers.

We maintain a list of designated and approved suppliers and you may obtain a copy of this list. Our  
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specifications for supplier approval include warranty, reliability, appearance and delivery. All specifications will be given to you upon your request. Changes to the specifications or of the designated and approved suppliers are contained in the operations manual and are revised from time to time. Currently, there are no goods, services, suppliers, fixtures, equipment, inventory, computer hardware or software or real estate relating to the establishment or operation of the Deli that you must purchase or lease from us or a designated supplier, except as described below.

A variety of inventory items, currently including products such as soup, bread, produce, certain meat items, salad dressings, some sauces, seasonings and spices, soft drinks, cheese and coffees and teas, are only available from designated suppliers. Designated suppliers are the only suppliers approved for these products. A list of these designated suppliers and the inventory items that you must purchase from the designated supplier are included in the list of suppliers mentioned previously. We supply all these products through our distribution center. You may obtain some of these products from the manufacturer or other suppliers. Typically, products like bread, meats and soups are made to our specific recipes and specifications and will only be commercially obtained through us, as they are only made for use in our stores.

You must use our designated on-line ordering system designed by Restaurant Revolution Technologies, Inc. There is also a monthly charge for each Deli that is paid directly to Restaurant Revolution Technologies, Inc.

You must utilize our designated customer satisfaction/feedback software. This software allows for real time customer feedback and comments concerning their experience in your Deli. Specifically, we measure food quality, speed of service, cleanliness, accuracy and likelihood to return. Currently, this software entitles you to unlimited customer internet surveys and thirty phone surveys per month. The cost for this software is payable to an outside vendor, for which we have no affiliation other than as a customer.

In addition, we require all email both corporately and within the franchise community to utilize the same provider. As such, your email, and that of all accounts utilized within your business will utilize the “@jasonsdeli.com” identifier. Currently, this is serviced by Google. A typical Deli may have up to ten account users.

Except as described in this item, none of these designated suppliers is affiliated with us, and we will not derive revenue as a result of purchases you make directly from these designated suppliers or any other suppliers or manufacturers. We estimate that 45% of initial and continuing food inventory purchases by you will be from these designated suppliers.

Other than the designated suppliers, all other items necessary for you to open and operate the Deli must be obtained from approved suppliers, or, if no approved supplier is available, in accordance with our specifications, as revised from time to time. We estimate that purchases from approved designated suppliers and according to our standards and specifications will range from 80% to 100% of the total cost of establishing the Deli and 15% to 20% of the total cost of operating the Deli.

If you wish to purchase inventory, equipment, or other items not previously approved by us, or from an unapproved supplier, you must submit a written request. We will investigate the supplier, examine the product, and charge you a fee that will not exceed the reasonable cost of our examination (see Item 6 and footnote 6 for further information on this fee). Typically, we will give you a written response within thirty days. We may condition approval of a supplier on requirements relating to quality, frequency of delivery, and standards of service. Any revocation of our approval of a supplier will be in writing, and we may do so at any time after initial approval. You may not receive our criteria for approval of certain suppliers.

All food products sold from the Deli may not contain monosodium glutamate (MSG), artificial trans fats, partially hydrogenated oils, shortening, or high fructose corn syrup (HFCS), except that some fountain

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drinks may at present contain HFCS. Only naturally occurring trans-fats are allowed in products sold from the Deli. In addition, all food and beverage products must be free of artificial dye. We will not consent, or may revoke any consent, to any product that fails to meet these criteria or otherwise fails to meet the specifications that we publish in the operations manual from time to time.

As of the date of this Franchise Disclosure Document, there are no purchasing and distribution cooperatives and we do not negotiate purchasing arrangements specifically for you. However, we do attempt to leverage our total system volume of purchases to obtain favorable pricing terms. You should thoroughly investigate what distribution system is available in the area where your franchise is to be located. We do not guarantee that the current purchase arrangements or distribution system offered through our division, and described, will provide inventory or other items to you, or will continue to exist.

Other than the purchases from us through our distribution division, there are no approved or designated suppliers in which any of our officers or directors own an interest.

We, through our distribution division, are an approved supplier for most food inventory used in your Deli, small wares and related non-food business inventory items, including paper and plastic products. You are under no obligation to purchase small wares, food or related inventory or supplies from us. The small wares, food and related supplies are available through approved or designated suppliers. However, in the future, we or an affiliate may be a designated supplier of any inventory product or products or other supplies, in which case you would have to buy the items from us or affiliates at their then current prices. We do not provide material benefits to you based on your use or purchases from us or the use of other approved or designated suppliers.

We do receive rebates or payments from suppliers based upon our purchases of products by our corporately-owned stores, as well as those owned by franchisees. This would include any Deli operated by you. During the 2023 fiscal year, we received \$1,080,054.00 from third party suppliers on account of purchases through our distribution division (JDD), for our stores as well as those of franchisees.

For the fiscal year ending December 31, 2023, our revenue for the sale of food, small wares and related supplies, and initial payments for the on-line ordering system was \$65,100,682.00 or 12.81% of its total revenue of \$508,323,398.00 for the applicable period. The cost of food, small wares and food-related supplies that you may purchase from us represents 72.64% of your overall annual purchases in operating the Deli. This amount exceeds our total equity as of December 31, 2023, which is reported to be a deficit of \$24,359,211.00.

If you lease the business premises, the lease is subject to our approval. To obtain our approval, the lease must include the following provisions:

1. The premises are used for business licensed under the Franchise Agreement.
2. We will have the right to enter the premises to make any modifications necessary to protect our Proprietary Marks.
3. We will have the option, but not the obligation, to assume the lease and occupy the business premises, with the right to sublease to another franchisee, upon the default, termination or expiration of the Franchise Agreement or the lease. The landlord shall give us thirty days, upon termination of your rights under the lease, to exercise its option.
4. You must not amend, assign or sublet without our prior written approval.

You must have a computer with a minimum of 8 GB memory (RAM) and 250 GB of hard drive,

minimum of an Intel I 7 processor with minimum broad band access to the internet, and an operating system of Windows 10 or greater, accompanied by a standard printer that can handle black and white (color optional) ink that results in 8 ½ x 11 printouts.

You must maintain, at your expense and throughout the term of the Agreement, insurance, with an insurance company satisfactory to us as follows:

- i) You must insure properties against loss or damage by fire, lightening, windstorm, hail, explosion, riot, riot attending a strike, civil commotion, air traffic, vehicle, smoke, or other risks usually insured against by persons operating like properties in the localities where the properties operated by you are located, in amounts sufficient to prevent you from becoming a co-insurer within the terms of the policies in question, and in any event in amounts not less than eighty percent (80%) of the then insurable value thereof;
- ii) You must obtain public liability insurance in an amount not less than One Million Dollars (\$1,000,000.00) combined single limits for bodily injury and property damage, to include products and completed operations and personal injury protection. You shall also maintain combined single limits bodily injury and property damage insurance in an amount not less than One Million Dollars;
- iii) You must obtain workers' compensation insurance in the amount of One Million Dollars (\$1,000,000.00), unemployment compensation, disability insurance, social security and other insurance coverage required by law in such amounts as may be required by any applicable law;
- iv) A business automobile policy covering hired not owned vehicles in the amount of One Million Dollars (\$1,000,000.00); and
- v) Such other insurance as we may, from time to time, require in amounts designated by us. All such policies shall insure you and us (you shall name us as a named additional insured) and shall protect you and us against any liability that may accrue by reason of this Agreement, the franchise, the licensed rights or the ownership, maintenance or operation by you or an employee or agent of you or the Deli. You shall deliver to us certificates of insurance evidencing your compliance with this requirement, and instruct the carrier to provide thirty days' notice of cancellation to us.
- vi) For the fiscal year ending December 31, 2023, our revenue for the sale of food, small wares and related supplies, and initial payment for the online ordering system was \$65,100,682.00 or 12.81% of our total revenue of \$508,323,398.00 for the applicable period.

Other than disclosed in this Item, neither we, nor any affiliate, is an approved supplier or the only approved or designated supplier for any products or services you offer, nor do we or any affiliate derive revenue or any other material consideration as a result of required purchases or leases by you from third parties. As we noted in Item 1, since we do not have any affiliates, no affiliates derive any revenue as a result of purchases or leases made in accordance with our specifications.

## ITEM 9 FRANCHISEE'S OBLIGATIONS

**This table lists your principal obligations under the Franchise and other agreements. It will help you find more detailed information about your obligations in these agreements and in other items of this disclosure document.**

<b>OBLIGATION</b>	<b>ARTICLE IN AGREEMENT</b>	<b>ARTICLE IN DEVELOPMENT AGREEMENT</b>	<b>ITEM IN FRANCHISE DISCLOSURE DOCUMENT</b>
a. Site Selection and Acquisition	Section 6(a)(b), Exhibit E	N/A	Item 6, 11
b. Pre-Opening Purchases/Leases	Section 7 and 9(k)	N/A	Item 8
c. Site Development and other Opening Requirements	Exhibit E, Section 6	N/A	Item 6, 7, 11
d. Initial and Ongoing Training	Section 9(d) and 10	N/A	Item 11
e. Opening	Section 8 and 9(e)	N/A	Item 11
f. Fee	Section 3	II	Item 5, 6
g. Compliance with Standards and Policies/Operating Manual	Section 5(b)(d)(h) Section 7 and 9(a)-(k)	N/A	Item 11
h. Trademarks and Proprietary Information	Section 1, 5 and 15	N/A	Item 8, 13
i. Restrictions on Product/Services Offered	Section 5(e), 9(b)(c) and 9(n)	N/A	Item 16
j. Warranty and Customer Service Requirements	Section 9(bb) Section 11	N/A	Item 11
k. Territorial Development and Sales	N/A	III and IV	N/A
l. Ongoing Product/Service Purchases	9(c)(j)	N/A	Item 8
m. Maintenance, Appearance and Remodeling Requirements	Section 7 and 9(e)(f)(k)(l)(r)(u)(v)	N/A	Item 11
n. Insurance	Section 12	XIV	Item 6, 7
o. Advertising	Section 11	V	Item 6, 11
p. Indemnification	Section 12	XIV	Item 6
q. Owner's Participation/ Management/ Staffing	Section 9(d) and 10	V	Item 11, 15
r. Records/Reports	Section 9(s)	V	Item 6
s. Inspection/Audits	Section 9(s)	V	Item 6, 11
t. Transfer	Section 14	VII	Item 17
u. Renewal	Section 2	N/A	Item 17



v. Post-Termination Obligations	Section 13	IX	Item 17
w. Non-Competition Covenants	Section 15	XI	Item 17
x. Dispute Resolution	Section 17	XIX	Item 17

**ITEM 10  
FINANCING**

We do not offer direct or indirect financing to you or guarantee your indebtedness, lease or other

**ITEM 11  
FRANCHISOR'S ASSISTANCE, ADVERTISING, COMPUTER SYSTEMS AND  
TRAINING**

**Except as listed below, we, as Franchisor, are not required to provide you with any assistance.**

***Development Agreement:*** Currently, there is no training specifically related to the Development Agreement. During the term of the Development Agreement, and before the opening of the Deli, we are obligated to make available to you, or assist you in obtaining, the following:

- a) Those standard construction plans, specifications and layouts for the structures, equipment, furnishings, décor and signs we are currently requiring and make available to all franchisees from time to time (see Section 5.1.1(a) of the Development Agreement);
- b) Guidance in the selection of acceptable sites for your Deli locations (See Section 5.1.1(b) of the Development Agreement);
- c) Review your site plans and final construction plans and specifications to insure conformity with the construction standards and specifications of the System (see Section 5.1.1(c) of the Development Agreement); and
- d) Approval of any site you select.

After the Deli is opened and throughout the term of the Development Agreement, we are obligated to do the following:

- a) Provide assistance that we determine is required to aid you with the development of the Option Area (see Section 5.1.1(d) of the Development Agreement), including, but not limited, to disclosure of the location of any existing outlets in the area.
- b) Provide you with other resources and assistance that we develop and offer to franchisees or developers (see Section 5.1.1(e) of the Development Agreement); and
- c) Upon your reasonable request, forward our then current form of Franchise Disclosure Document for your use in exercising options to purchase franchises you must develop in the option area (see Section 5.1.2 of the Development Agreement).

***Franchise Agreement:*** Before the Deli opens, we are obligated under the Franchise Agreement to make available to you, or assist you in obtaining, the following:

- a) Standard construction plans, specifications and layouts for the structures, equipment, furnishings, décor and signs identified with Jason's Delis that we make available to all franchisees from time to time (see paragraph 4(a) of the Franchise Agreement);
- b) Guidance in the selection of an acceptable site for the Deli location (see paragraph 4(b) of the Franchise Agreement);
- c) Review site plans and final construction plans and specifications for conformity to our construction standards and specifications, whether the Deli will be remodeled or otherwise (see paragraph 4(c) of the Franchise Agreement);
- d) Initial training, including standards, methods, procedures and techniques, at times and places that we may designate, and subject to the other terms of paragraph 10 of the Franchise Agreement (see paragraph 4(d) of the Franchise Agreement). A table summarizing the training program is included at the end of this Item 11;
- e) Assistance that we determine is required in connection with your Deli opening (see paragraph 4(e) of the Franchise Agreement);
- f) The use of our Operations Manual, other manuals and training aids, that we may revise from time to time (see paragraph 4(f) of the Franchise Agreement); and
- g) Approval of any site you select.

After the Deli is opened, we are required to provide you with the following:

- a) Merchandising, marketing and other data and advice as we may develop from time to time (see paragraph 4(g) of the Franchise Agreement);
- b) Periodic individual or group advice, consultation and assistance rendered by personal visit or telephone or by newsletters or bulletins (see paragraph 4(h) of the Franchise Agreement);
- c) Bulletins, brochures, manuals, and reports that we may publish from time to time regarding our plans, policies, research, developments and activities (see paragraph 4(i) of the Franchise Agreement);
- d) Other resources and assistance as we may develop and offer to our franchisees (see paragraph 4(j) of the Franchise Agreement).

***System-Wide Advertising Fund ("Advertising Fund"):*** We do not provide national advertising and you are not currently required to make payments into a System-Wide Advertising Fund or Co-op. If you are obligated to contribute to an Advertising Fund in the future, it will be after notice from us. Your payments, in that event, will be in amounts that we prescribe from time to time (see Item 6) but will not exceed 2% of your gross sales, plus ½ of 1% administrative fee. Our Delis will also contribute to the System-Wide Advertising Fund, if such a fund is created.

When we establish the Advertising Fund, we will direct all the programs finances and will have sole discretion over the creative concepts, materials and endorsements used and the geographic market and media placement and allocation of the programs. The Advertising Fund may be used to pay costs of preparing and producing video, audio and written advertising materials; administering national, regional and multi-regional advertising programs, including purchasing direct mail and other media advertising and employing advertising promotion and marketing agencies to provide assistance; and supporting public relations, market research and other advertising, promotion and marketing activities. The

Advertising Fund may periodically furnish you with samples of advertising, marketing and promotional formats and materials at no cost. Multiple copies of these materials will be furnished to you at the Advertising Fund's direct cost of producing them, plus any related shipping, handling and storage charges.

Accounting for the Advertising Fund will be separate from our accounting, or may be a separate business entity. We will not use contributions to defray any of our general operating expenses, except for reasonable salaries, administrative costs, travel expenses and overhead that we may incur in activities related to the administration of the Advertising Fund and its programs, including conducting market research, preparing advertising, promotion and marketing material and collecting market research, preparing advertising, promotion and marketing material and collecting and accounting for contributions to the Advertising Fund. We may spend on behalf of the Advertising Fund in any fiscal year, an amount greater or less than the aggregate contribution of all contributions to the Advertising Fund in that year, and the Advertising Fund may borrow from us or others to cover deficits or invest any surplus for future use. We will use all interest earned on monies contributed to the Advertising Fund to pay advertising costs before other assets of the Advertising Fund are expended. We will prepare an annual statement of monies collected and costs incurred by the Advertising Fund and furnish it to you upon written request. We may separately incorporate the Advertising Fund and operate it through this separate entity at such time that we deem appropriate. This successor entity will have all the rights and duties described previously.

Once established, the Advertising Fund will produce and distribute marketing and advertising to promote our Marks. The advertising and marketing materials and programs we design and place may not benefit all Jason's Delis, or affect all geographic areas proportionately, nor may equivalent monies be spent to the contributions by Jason's Delis operating in that geographic area. A specific Jason's Deli may benefit disproportionately to its contribution to the Advertising Fund.

From time to time, we may seek input from the Franchise Advisory Council ("FAC") (see Item 20). We do not assume any direct or indirect liability or obligation to you with respect to collecting amounts due to, or maintaining, directing or administering the Advertising Fund, but we will not use the funds to solicit the sale of franchises.

We reserve the right to defer or reduce contributions of a franchisee and, upon 30 days' prior written notice to you, to reduce or suspend contributions to and operations of the Advertising Fund for one or more periods of any length and to terminate (and, if terminated, to reinstate) the Advertising Fund. If the Advertising Fund is terminated, all unspent monies on the date of termination will be distributed to franchisees in proportion to their respective contributions to the Advertising Fund during the preceding twelve-month period.

**Local Advertising:** You are obligated to spend monthly for advertising and promotion of the Deli, not less than 2% of gross sales, less any amounts paid to the Advertising Fund described previously. You are also required to redeem Deli Dollars, a system-wide promotional coupon. Currently, you may credit redemption of the Deli Dollar against the 2% of gross sales advertising requirements.

We may review your books and records relating to your expenditures for such advertising and promotion. If we determine that you have not spent the requisite amounts, we may require you to pay the unexpended amounts into the Advertising Fund or otherwise insure that an equivalent amount is used by you for retail advertising.

You must only produce advertising, promotion and marketing that is clear and factual and not misleading and conforms to the highest standards of ethical marketing and the promotion policies that we prescribe. You must submit samples of all advertising, promotional and marketing materials that we have not

prepared or previously approved for approval before you use them. If you do not receive written disapproval within 15 days after our receipt of the materials, our consent will be deemed to have been given. You may not use any advertising or promotional materials that we have disapproved. (Franchise Agreement – Section 11 and 13); (see Items 6, 8 and 9). We may revoke consent at any time.

You must use our approved style guide contained with our operational manual, for all advertising materials. This style guide contains all approved fonts, type sets, colors and messages, as well as printing and production requirements.

**Cooperative:** If we establish, or authorize others to establish, an advertising and marketing cooperative in the region or area in which your Deli is located, you must contribute to the cooperative each month in an amount specified by us. Your contribution to the cooperative will be credited towards satisfaction of the obligation for expenditures for local advertising and promotional activities.

If you are required to contribute to an advertising cooperative, the amount to be paid shall not be greater than 2% of gross sales, less any amounts paid by you to a System-Wide Advertising Fund. The system-wide fund will be governed solely by us. Regional cooperative advertising funds, when existing, will be governed on a voting basis of one vote for each deli in the cooperative.

We will have the right in our discretion, to designate any geographical area for purposes of establishing a cooperative and you must participate in the cooperative if we require it. If a cooperative for the geographical area in which your Deli is located has been established at the time you commence operations, you are immediately obligated to become a member of the cooperative under the terms of the then-existing cooperative agreement.

If a cooperative for the geographic area in which the Deli is located is established during the term of the Franchise Agreement, you must immediately become a member of the cooperative and take all steps necessary to remain a member. In no event are you required to be a member of more than one cooperative for your Deli; however, if you own more than one Deli and the Delis are in different areas, it is possible that your Delis will be in different cooperatives. If you own multiple Delis, each Deli must be a member of the cooperative.

Each cooperative will be organized and governed in a form and manner approved by us in writing, and will commence operations on a date we specify. Any disputes arising among or between you, other franchisees in the cooperative, or the cooperative, will be resolved in accordance with the rules and procedures set forth in cooperative's governing documents. Each cooperative will be organized for the exclusive purpose of administering regional advertising programs and developing, subject to our approval, standardized promotional materials for use by the members in local advertising and promotion. Voting power will be determined by allocation of one vote for each Deli in the cooperative, whether or not franchisee is owned by us.

**Advertising Councils:** There currently are no franchisee advertising councils that advise us on advertising policies or any advertising cooperatives, although the Franchise Advisory Council, described in Item 20, has and will have input on these issues.

**Websites/Social Media:** We maintain the only website permitted. Details on this website are outlined in Item 8 and elsewhere in this Franchise Disclosure Document. We also maintain the only permitted "Jason's Deli" brand Facebook, Instagram, and Snap Chat pages. Individual store Facebook pages are permitted, but they must be approved by us and utilize all current brand standards. In addition, we maintain the only brand Twitter handle.

**Site Selection Methods:** Under the Franchise Agreement, you are required to open for business within one

year after the date of execution of the Franchise Agreement. If at the time of execution of the Franchise Agreement, you have not secured a location for the Deli, you must execute the Site Development Addendum to the Franchise Agreement (see Exhibit "E" of this Franchise Disclosure Document) and after the same, lease or acquire a site acceptable to us within the terms and conditions of the Addendum. Factors we consider for proposed sites include population density, demographics, traffic count and patterns, and proximity to other businesses. In addition, we consider potential for catering business, surrounding retail establishments, available parking, signage requirements and store visibility.

The typical length of time between the signing of the Franchise Agreement, or the first payment of any consideration for the franchise, and the opening of the Deli is four to twelve months. Factors affecting this length of time, and possibly extending it, include identification of a satisfactory site, financing, lease negotiation, zoning and environmental permits, construction delays (weather, labor, materials), and delivery and installation of equipment and signs.

The Franchise Agreement does not require us to approve or disapprove your site within a specific period of time. Typically, we approve or disapprove sites within four to six weeks of receipt of your written proposal with required attachments. We have ultimate approval rights over your site. If you fail to obtain an acceptable site or site approval has not been obtained within 180 days of the Franchise Agreement, you are entitled to a 70% refund of your initial franchise fee and your Franchise Agreement may be terminated. The Site Development Addendum outlines these rights in more detail.

***Electronic Cash Register System:*** We require you to purchase or use NCR electronic cash registers. Your Deli will require the following:

1. 1 Delco terminal;
2. 3-4 To-Go terminals;
3. 2 Dine In terminals;
4. 1 kiosk stand terminal for salad bar; and
5. 3 remote printers

Our approved system includes the following software packages provided by NCR:

1. Aloha QS;
2. Aloha Takeout;
3. Aloha EDC or NCR Payments;
4. Aloha Configuration Center; and
5. Aloha Insight.

Our systems provide a comprehensive ordering and store management platform that integrates with Restaurant Revolution Technologies, Inc. online ordering system and includes the following:

1. Labor Management;
2. Order Taking;
3. Delivery Order Management;
4. A/R Customer Management;
5. Annual Tax and Labor Reporting;
6. Inventory Control; and
7. Sales Information.

Estimated upfront hardware and software costs for the system we use in our stores total approximately \$3,600.00 to \$5,000.00 per Deli. Our estimated recurring support and upgrade costs per Deli are \$600.00 -

\$700.00 per month. You are responsible for all maintenance upgrades and updates of these systems. Upgrades to the system are periodic, but may occur as frequently as once or twice a year.

**Computers:** You must have a computer with a minimum of 8 GB memory (RAM) and 250 GB of hard drive, minimum of an Intel I 7 processor with minimum broad band access to the internet, and an operating system of Windows 10 or greater, accompanied by a standard printer that can handle black and white (color optional) ink that results in 8 ½ x 11 printouts.

**Training Programs: Franchise Agreement:** We conduct an initial training program for you and four other management persons who are to be actively involved in the operation of the Deli. In order for you or a trainee to perform at the level of general manager upon completion of the training program, the trainee should have five or more years of full service restaurant management experience. We require at least three and sometimes all five initial attendees to have this level of prior management experience. Attendance at the initial training program is mandatory for you or, if you operate in corporate form, the controlling shareholder (or if no controlling shareholder member exists, a person approved by us) and four other persons who will be actively involved in management of the business or operation of the Deli. New management personnel must comply with the requirements as well. Training must be completed successfully to our sole satisfaction. Failure to meet such requirements constitutes a default under the Franchise Agreement. Training programs are conducted in one of our corporate markets as determined by our Director of Development. The specific location at which your training will occur is at our discretion. Other key personnel may also attend with our approval. If you hire new management personnel, then these individuals must also attend and satisfactorily complete the initial training program.

In lieu of training at our facility, you may elect to train your management personnel at one of your Delis, as long as you have been certified to do so. Certification is not available for an initial Deli. If you do not continue to meet requirements established by us for training Delis, we may, at our option, revoke your certification, in which event management personnel must train at one of our facilities.

After you execute the Franchise Agreement and at least five weeks before opening, you and the other personnel must attend and complete the training program. The training program will last for at least a thirteen-week period. Training dates are not regularly scheduled, and training will begin on a date agreed upon by you and our Development Department. This training period could be even longer than thirteen weeks, if we determine a longer period is necessary. We also reserve the right to require that your managers be re-trained due to poor performance or consistent failure to follow operational procedures.

**Operations Manual:** We have a series of operational documents which set forth all operations, procedures and requirements for the operation of a Jason's Deli. These operational requirements are outlined in Exhibit "M" to this Disclosure Document.

The following chart contains additional information about the training program:

### TRAINING PROGRAM

<b>SUBJECT</b>	<b>HOURS OF CLASSROOM TRAINING</b>	<b>HOURS OF ON-THE-JOB TRAINING</b>	<b>LOCATION</b>
Personnel	0	8	Closest geographic corporate training location to Deli to be opened as determined by the Development Department.
Administration	0	8	
Operations	50	250	
Advertising/ Marketing	0	16	
Customer Service	0	100	
Food Preparation	0	200	
Inventory Control	0	23.5	
Sanitation and Safety	0	20	

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1. The following individuals have responsibility for training:

**a) Fouad Jomaa, Director of Development**

Mr. Jomaa has been with Franchisor as Director of Training since January 2017.

**b) Development Managers**

There are currently four full-time Development Managers. These individuals are responsible for assisting with restaurant operational training in their regions, both for company and franchise personnel. They all have at least two years of actual operational and management experience with us.

**c) Managing Partners**

These individuals are responsible for restaurant operational training in their delis, both for company and franchise personnel. Most have at least two years of actual operational and management experience with us.

**d) Certified Employees at Store Level**

Certain hourly employees have been certified to train others in specific operational functions in Delis. These persons typically may have six months or more of training experience, but some have less.

We may also offer additional training programs for both you and your management personnel, some of which are or may be designated as mandatory. There is currently no charge payable to us for you or your personnel to attend any training program under the Franchise Agreement. You are responsible for all attendant expenses (travel, motel/hotel, food, etc.) for all training programs whether initial, advanced or otherwise. We charge each person attending the actual retail cost per day for meals while participating in the training program. At present, the only additional training programs take place at an annual Franchise Conference, which take place at revolving locations throughout the United States. Topics vary, but are geared towards the general interest of franchisees.

***Development Agreement:*** We may require any principal or employee who is actively involved in the development and operation of Delis in the Option Area to attend and satisfactorily complete such training programs as we may require. You are required to complete the mandatory initial management training and technical training for a franchisee as described above. In addition, you, as a developer, must cause your employees to attend and satisfactorily complete all mandatory training programs, including basic and advanced training, refresher courses and technical or business seminars that we may require from time to time.

## **ITEM 12 TERRITORY**

***Development Agreement:***

During the term of the Development Agreement, we will not establish or grant a franchise to any person, other than you, the right to open a Jason's Deli in your option area. The option area will be determined by you and us, based upon the number of stores that is determined the particular market will hold. In new markets, we prefer sell franchises to multi-unit operators, and as such a Development Agreement conveying an exclusive territory is mandatory. There are no exclusive territorial rights conveyed without a Development Agreement. The Development Agreement will give you an exclusive territory within the option area. As such, without a Development Agreement, you may face competition from other franchisees, from outlets that we own, or from other channels of distribution or competitive brands that we control.



The option area is described in an attachment to the Development Agreement and consists of a metropolitan area or a county or other political subdivision. The continuation of your territorial rights is subject to your compliance with a development schedule that will be agreed upon between you and us, and described in an attachment to the Development Agreement. You, as Developer, are required to open the first Deli within 12 months after execution of the Development Agreement. Typically, you must execute another Franchise Agreement and open a second Deli within 18 months after execution of the Development Agreement. After opening the first Deli, you, as Developer, must execute Franchise Agreements and open Delis in accordance with the development schedule. At our election, we may temporarily waive compliance and prohibit the development of a Deli required by the development schedule if, in our sole judgment, you are not operationally or financially capable of the development. You are required to meet a revised development schedule requiring the opening of the additional Deli within six months from the date that the Deli should have been opened, if you can then demonstrate your capability to financially and operationally open an additional Deli. If you cannot comply with the preceding, you are in material default of the development schedule. The number of Delis you are required to open under the development schedule is determined by us with reference to demographic characteristics of the option area. Your failure to have Delis open and in operation in the option area in accordance with the development schedule is a material default. Upon such default, we may take any one or more of the following actions:

1. Terminate the Development Agreement and all development rights granted without affording you any opportunity to cure the default, effective immediately upon mailing a written notice to you;
2. Reduce the number of Delis you may establish in the option area;
3. Terminate the territorial exclusivity granted you under the Development Agreement;
4. Reduce the size of the option area by any amount;
5. Accelerate the development schedule; and
6. Avail ourselves of any other rights or remedies provided under the Development Agreement or permitted under law or equity. If the Development Agreement and/or the exclusive territory are terminated, you will not have any exclusive territory. You may face competition from other franchisees, from outlets that we own, or from other channels of distribution or competitive brands that we control.

If you successfully complete the development schedule, then for a two year period of time after opening date of the last Deli is required to be opened, under the development schedule, we will not establish or sell a franchise for any Deli in the option area, except upon your request or consent. After expiration of the two year period and during the term of the Development Agreement, if we propose to grant a franchise or area franchise or development rights in the option area, you will have the right of first refusal to enter into such agreement, if the following are met:

1. You are then in compliance with all Franchise Agreements;
2. The total number of Delis required to be open and in operation pursuant to the schedule are then open and in operation in the option area;
3. Within fifteen (15) days after receipt of written notice of our proposal to enter into any such agreement, you notify us of your intent to exercise your rights of first refusal and after that, within thirty (30) days of such notice to us, you execute the agreement in the form proposed and forward to

us the executed agreement, together with all then established initial fees; and

4. If you fail to notify us of your intent to exercise your right of first refusal or fail to submit the executed agreement and fees within the time limits prescribed above, we may establish or grant franchises to others to establish Delis in the option area.

***Franchise Agreement:***

You are granted the right and license and undertake the obligation to operate the Deli only at and from a specified location accepted by us. The franchise is non-exclusive and includes no right to sub-franchise to others. You will not receive an exclusive territory. You may face competition from other franchisees, from outlets that we own, or from other channels of distribution or competitive brands that we control. Unless you execute a Development Agreement, you are granted no options, right of first refusal, or similar rights to obtain additional franchises.

If you have not secured a location for the Deli at the time of execution of the Franchise Agreement, you shall execute the Site Development Addendum attached to the Franchise Agreement. Exhibit "E" to this Franchise Disclosure Document contains a copy of this Addendum. You must then execute a lease with a third party or acquire a site acceptable to us in accordance with the terms and conditions of the Site Development Addendum. The Site Development Addendum provides that your site must be located within a specified general area, which is described in the Site Development Addendum, solely for the purpose of limiting the area within which you may seek a location for the Deli. Nothing in the Franchise Agreement or Site Development Addendum shall prevent us from granting franchises to others for locations within the "General Area" (as defined in the Site Development Addendum, normally a city, county or other political subdivision) at any time.

The right and license of the Proprietary Marks granted to you under the Franchise Agreement is non-exclusive, and we may:

1. Grant other licenses and franchises for the proprietary marks, in addition to those licenses already granted;
2. Use the proprietary marks in connection with marketing and selling products and services;
3. Develop and establish other systems for the same or similar proprietary marks, or any other proprietary marks, and grant licenses for franchises without providing any rights to you.

You may solicit or receive orders from customers anywhere, but you may not use any alternative distribution channels, such as the internet (other than our system-wide internet site), catalog sales, telemarketing or other direct marketing, without our prior written approval. We reserve the right to use alternative distribution channels, such as the internet, anywhere and without compensation paid to you, including within an option area granted by a development agreement.

At present, neither we nor any parent or affiliate has established other franchises or company-owned outlets selling or leasing similar products or services under a different trade name or trade mark.

You may not relocate a Deli without our consent. If your lease expires or the premises are lost as a result of eminent domain or casualty, within thirty (30) days of the event, you are entitled to apply to us to relocate the premises. Our consent will not be unreasonably withheld, but we must approve a new location and you must open within ninety (90) days of approval (360) days if the premises are to be a free-standing building).

### ITEM 13 TRADEMARKS

You are granted the right to use our principal marks of JASON'S DELI and JASON'S in the operation and promotion of your business at the franchise location as well as the trade dress and all other symbols, logos and other marks now or adopted in the future and authorized for system-wide use.

You shall acknowledge in the Franchise Agreement: (1) our ownership and validity of our marks, JASON'S and JASON'S DELI, and other authorized marks to be used; (2) the marks shall at all times remain our sole property; and (3) the marks have substantial value.

We claim common law rights in our name, marks, trade dress and logos based on our use of each in the United States.

We have registered a number of service marks in the United States Patent and Trademark Office:

- a) Reg. No. 1,325,158 – JASON'S DELI for restaurant and delicatessen services in Class 42 (U.S. Classes 100 and 101); registered on the Principal Register on March 12, 1985. The mark has been in use since November 30, 1976; and
- b) Reg. No. 1,352,239 – JASON'S for restaurant and delicatessen services in Class 42 (U.S. Classes 100 and 101); registered on the Principal Register on July 30, 1985. The mark has been in use since November 30, 1976.



There are no currently effective agreements that significantly limit our rights to use or license the use of the principal marks listed in this section in a manner material to the franchise. All required affidavits have been filed by us and no registration is due to be renewed, although all principal marks will be renewed when required.

There are no currently effective material determinations of the Patent and Trademark Office, Trademark Trial and Appeal Board, and State Trademark Administrator or any court, nor is there any pending infringement, opposition or cancellation proceeding pending material litigation involving the principal marks. We are not expressly obligated by the Franchise Agreement, or by any other agreement, to participate in your defense or indemnify you for expenses or damages if you are a party to an administrative or judicial proceeding involving trademark licensed by the Franchisor or if the proceeding is resolved unfavorably to you. We have the right to control any administrative proceedings or litigation involving a principal mark licensed by us to you.

If it becomes advisable at any time, we may instruct you to modify or discontinue use of any mark or use one or more additional or substitute trademarks or service marks. We are not obligated to reimburse you for any loss of revenue or expenditures you make to implement the proceeding.

We are not aware of any current infringing uses of our marks and know of no infringing uses that would materially affect your use of our trademarks, service marks, trade names, logotypes or commercial

symbols in the state.

**ITEM 14**  
**PATENTS, COPYRIGHTS AND PROPRIETARY INFORMATION**

We do not own any right in or to any patents or copyrights that are material to the franchise, except certain manuals that may be copyrighted, although the copyrights may not have been filed with the United States Registration of Copyrights. With respect to certain confidential and proprietary information disclosed to you in connection with the system, including information relating to recipes and preparation methods, and your operations, you agree to treat and maintain this information as confidential during the term of the Franchise/Development Agreement and afterwards. Information, techniques and know-how developed, compiled or prepared by you, your employees or agents during the term of the Franchise Agreement and relating to the system or the operation of the Deli is a part of the confidential information protected under the Agreement. Further, you agree, at our request, to obtain and deliver to us signed Confidentiality Agreements from any or all of your employees or agents who may have access to confidential information, in a form satisfactory to us and identifying us as a third-party beneficiary with the independent right to enforce them (a copy of the Confidentiality Agreement is attached as Exhibit "H").

There are currently no effective determinations of the Copyright Office (Library of Congress) or any court regarding any of the copyrighted materials, nor are there any agreements currently in effect that significantly limit our right to use or authorize you to use the copyrighted materials. Furthermore, there are no infringing uses actually known to us that could materially affect your use of the copyrighted materials in any state. We are not required by any agreement to protect or defend copyrights or confidential information, although we intend to do so when this action is in our best interest.

Our confidential operations manuals and other technical and business manuals we issue from time to time are accessible and maintained through our website. During the franchise sales process and after you are approved as a prospective franchisee, our representative will assist you with access to these manuals for your inspection. You will at all times treat the manuals as confidential and use all reasonable efforts to maintain the information as secret and confidential. You will not at any time copy, duplicate, record, or otherwise reproduce the manuals, in whole or in part, nor otherwise make them available to any unauthorized person.

**ITEM 15**  
**OBLIGATION TO PARTICIPATE IN ACTUAL OPERATION OF THE  
FRANCHISE BUSINESS**

Under the terms of the Franchise Agreement, you, a general manager, and three other management persons, all of whom have successfully completed the training course, are required to personally manage the Deli. As noted in Item 11, persons attending the training program should have certain full-service restaurant management experience. You and the other management persons must attend and successfully complete training provided by us. If you are doing business as a business entity, the controlling shareholder or member of such entity (along with the other previously described persons) shall attend. We believe the success of the Deli will depend upon your personal and continued efforts, supervision and attention. Finally, you and your management personnel must enter the agreement attached as Exhibit "H", or a similar agreement prepared by an attorney in the state in which the Deli is located and which we have approved.

If you are a corporation or limited liability company, your owners must not only personally guarantee your obligations under the Franchise Agreement, but also agree to be personally bound by, and personally liable for, the breach of every provision of the Franchise Agreement, both monetary and non-monetary

obligations, and agree to take or refrain from taking specific actions or to engage or refrain from engaging in specific activities. This “Guaranty and Assumption of Obligations” is attached to the Franchise Agreement as Exhibit “J”.

**ITEM 16  
RESTRICTIONS ON WHAT THE FRANCHISEE MAY SELL**

We offer you the opportunity to own and operate Delis that provide restaurant and delicatessen services to the general public. You are not limited in the customers to whom you may provide services. You must operate in accordance with the systems and procedures we develop and modify from time to time to assure the services offered are of uniform quality. The Franchise Agreement provides that you will offer and sell from the Deli all services and products we require and will not offer or sell any other services or products of any kind or character without our prior written consent. We have the right to change the types of authorized goods and services from time to time at our sole discretion.

We offer many “health conscious” items in addition to traditional deli style sandwiches. All our food menu offerings are free of artificial trans-fat (hydrogenated oils), as well as artificial flavors, high fructose corn syrup (excluding some fountain beverages at the present time), and artificial dyes and flavors. In addition, many of our offerings are “organic”. You must not only offer such items, but you must ensure that such menu items meet the dietary requirements outlined in our operations manuals and other directives. You will discontinue offering any services or products (whether or not we previously authorized them) promptly upon notice from us.

The Franchise Agreement also provides that you use the Deli solely for the operation of the franchised business, keep the Deli open and in normal operation for minimum hours and days that we may from time to time specify or approve in writing, and refrain from using or permitting the use of the Deli premises for any other purpose or activity at any time without our express prior written consent. The building and premises of the franchise must also meet the design specifications we prescribe and a refurbishing or remodeling charge is required (see Franchise Agreement at Section 7(c)).

**ITEM 17  
RENEWAL, TERMINATION, TRANSFER AND DISPUTE RESOLUTION**

**THE FRANCHISE RELATIONSHIP**

**This table lists certain important provisions of the Franchise and related agreements. You should read these provisions in the agreements attached to this Franchise Disclosure Document.**

<b>PROVISION</b>	<b>ARTICLE IN FRANCHISE AGREEMENT</b>	<b>SUMMARY</b>
a. Term of Franchise	Paragraph 2(a)	Term is 20 year from date Deli opens. If you purchase an existing Deli, you will obtain the remaining term of your seller’s franchise.

b. Renewal or Extension of Term	Paragraph 2(b)	If you are in good standing, you can add successive terms of years (10 each). You may be asked to sign a contract with materially different terms and conditions than your original contract, and the continuing royalty on renewal will not be greater than the continuing royalty that we then impose on similarly-situated renewing franchisees.
c. Requirements for you to renew or extend	Paragraph 2(b)	Notify us, sign new agreement, remodel and sign release and not be in default with landlord or Company. Renewal will be for a ten year term and you may be required to sign a Franchise Agreement with materially different terms and conditions from the original Franchise Agreement.
d. Termination by You	None, except under Site Addendum.	If you are unable to locate an approved site within 180 days after execution of the Franchise Agreement and you timely provided notice and are not otherwise in default of your Franchise Agreement, you may terminate and receive a refund of 70% of your initial fee. The Franchise Agreement's provisions(s) regarding termination by the franchisee are subject to state law.
e. Termination by us Without Cause	None	N/A
f. Termination by us With Cause	Paragraph 13	We can terminate the Franchise Agreement if you commit a default that cannot be cured or fail to timely cure a default that may be cured under your Franchise Agreement for the location, or any other Franchise Agreement you have with us for this or other location.

g. "Cause" defined – defaults which can be cured	Paragraph 13(c)(d)	<p><b>You have 10 days to cure:</b> Non-payment of fees.</p> <p><b>You have 30 days to cure:</b> Failure to submit reports, maintain standards, engaging in illegal practices, misuse of marks or confidential information and default in any other provision of Franchise Agreement. Cure periods may be extended by the laws of your state.</p>
h. "Cause" defined – defaults which cannot be cured	Paragraph 13(a)(b)	<p><b>Non Curable Default:</b> Bankruptcy, conviction of felony, failure to find site or remodel, trademark misuse, false sales reports, abandonment of the premises, un-approved transfers, failure to comply with in-term covenants, failure to complete training, failure to timely pay taxes or creditors and your repeated violation to pay amounts due us. The provision in the Franchise Agreement which provides for termination upon bankruptcy of the franchise may not be enforceable under Federal Bankruptcy Law (11 U.S.C. 8 Section 101 et seq.).</p>
i. Your obligation to termination/non-renewal	Paragraph 13 (e)	Obligations include complete de-identification, payment of amounts due, and return of all records, and trademarked or copyrighted materials (see also "r" below).
j. Assignment of contract by us	Paragraph 14(b)(x)	There is no restriction on our right to assign.
k. "Transfer" by you – definition	Paragraph 14(b)	Includes transfer of contract or assets or ownership change.
l. Our approval of transfer by franchisee	Paragraph 14(b)	We have the right to approve all transfers, but will not unreasonably withhold approval.

m. Conditions for our approval of transfer	Paragraph 13(i)(j)	New franchise qualifies, transfer fee paid, purchase agreement paid approved, training arranged, release signed by you and current agreement signed by new franchisee, guarantee by you of new franchisee's obligations, if requested by us (also see "r" below).
n. Our right of first refusal to acquire your business	Paragraph 14(b)(i)(v)	We can match any offer for your business.
o. Our option to purchase your business	Paragraph 14	Upon termination, we may purchase your inventory and assume your store lease.
p. Your death or disability	Paragraph 14(b)(u)	Franchise must be assigned by estate to approved buyer within 6 months.
q. Non-competition	Paragraph 15(a)	No involvement in competing business anywhere in U.S. The Franchise Agreement's provision(s) are subject to state law.
r. Non-competition covenants after Franchise is terminated or expires	Paragraph 15(b)	No competing business for 2 years within 25 miles of another Jason's Deli (including after assignment). The Franchise Agreement's provision(s) are subject to state law.
s. Modification of agreement	None	No modification generally, but Operating Manual subject to change.
t. Integration/merger	Paragraph 20	Only the terms of Franchise Agreement are binding (subject to state law). Any representations or promises outside this disclosure document and the Franchise Agreement may not be enforceable.
u. Dispute resolution by arbitration or mediation	None	N/A
v. Choice of forum	Paragraph 17	Litigation must be in Beaumont, Texas, unless prohibited by state law.
w. Choice of law	Paragraph 17	The Franchise Agreement is governed by the laws of Texas. Nevertheless, state laws may apply.



**ITEM 18  
PUBLIC FIGURES**

No compensation or other benefit is given or promised to a public figure arising in whole or in part from the use of a public figure in the name or symbol of the franchise, or the endorsement of recommendation of the franchise by a public figure in advertisements. You may use the name of a public figure in your promotional efforts or advertising, but only with our prior approval. There are no public figures involved in our actual management or control.

**ITEM 19  
FINANCIAL PERFORMANCE REPRESENTATIONS**

The FTC’s franchise rule permits a franchisor to provide information about the actual or potential performance of its franchised and/or franchisor-owned outlets, if there is a reasonable basis for the information, and if the information is included in the disclosure document. Financial performance information that differs from that included in Item 19 may be given only if: (1) a franchisor provides the actual records of an existing outlet you are considering buying; or (2) a franchisor supplements the information provided in this Item 19; for example, by providing information about possible performance at a particular location or under particular circumstances.

We do not make any representations about the Franchisee’s future financial performance or the past financial performance of company-owned or franchised outlets. We also do not authorize our employees or representatives to make any such representations, either orally or in writing. If you are purchasing an existing outlet, however, we may provide you with the actual records of that outlet. If you receive any other financial performance information or projections of your future income, you should report it to the franchisor’s management by contacting Troy Cormier c/o Deli Management, Inc. 350 Pine Street, Suite 1775, Beaumont, Texas 77701, 409-838-1976, the Federal Trade Commission, and the appropriate state regulatory agencies.

**ITEM 20  
OUTLETS AND FRANCHISEE INFORMATION**

**Table No. 1  
System-Wide Outlet Summary  
For Years 2021/2022/2023**

<b>Column 1 Outlet Type</b>	<b>Column 2 Year</b>	<b>Column 3 Outlets at the Start of the Year</b>	<b>Column 4 Outlets at the End of the Year</b>	<b>Column 5 Net Change</b>
Franchised	2021	85	82	-3
	2022	82	82	0
	2023	82	83	1
Company-Owned	2021	165	165	0
	2022	165	162	-3
	2023	162	160	-2
Total Outlets	2021	250	247	-3
	2022	247	244	-3
	2023	244	243	-1

\*As of the close of last fiscal year there are no outstanding Area Development agreements.

**Table No. 2**  
**Transfer of Outlets from Franchisee to New Owners (Other than the Franchisor)**  
**For Years 2021/2022/2023**

<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>
<b>State</b>	<b>Year</b>	<b>Number of Transfers</b>
Ohio	2021	1
	2022	0
	2023	0

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**Table No. 3**  
**Status of Franchised Outlets**  
**For Years 2021/2022/2023**

<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>	<b>Column 5</b>	<b>Column 6</b>	<b>Column 7</b>	<b>Column 8</b>	<b>Column 9</b>
<b>State</b>	<b>Year</b>	<b>Outlets at Start of Year</b>	<b>Outlets Opened</b>	<b>Terminations</b>	<b>Non-Renewals</b>	<b>Re-acquired by Franchisor</b>	<b>Ceased Operations-Other Reasons</b>	<b>Outlets at End of Year</b>
<b>Alabama</b>	2021	2	0	0	0	0	0	2
	2022	2	0	0	0	0	0	2
	2023	2	0	0	0	0	0	2
<b>Arizona</b>	2021	0	0	0	0	0	0	0
	2022	0	0	0	0	0	0	0
	2023	0	0	0	0	0	0	0
<b>Arkansas</b>	2021	3	0	0	0	0	0	3
	2022	3	0	0	0	0	0	3
	2023	3	0	0	0	0	0	3
<b>California</b>	2021	0	0	0	0	0	0	0
	2022	0	0	0	0	0	0	0
	2023	0	0	0	0	0	0	0
<b>Colorado</b>	2021	5	0	0	0	0	0	5
	2022	5	0	0	0	0	0	5
	2023	5	0	0	0	0	0	5
<b>Florida</b>	2021	4	0	0	0	0	0	4
	2022	4	0	0	0	0	0	4
	2023	4	0	0	0	0	0	4
<b>Iowa</b>	2021	0	0	0	0	0	0	0
	2022	0	0	0	0	0	0	0
	2023	0	0	0	0	0	0	0
<b>Indiana</b>	2021	1	0	0	0	0	0	1
	2022	1	0	0	0	0	0	1
	2023	1	0	0	0	0	0	1
<b>Kansas</b>	2021	5	0	0	0	0	0	5
	2022	5	0	0	0	0	0	5
	2023	5	1	0	0	0	0	6
<b>Kentucky</b>	2021	3	0	0	0	0	0	3
	2022	3	0	0	0	0	0	3
	2023	3	0	0	0	0	0	3
<b>Louisiana</b>	2021	1	0	0	0	0	0	1
	2022	1	0	0	0	0	0	1
	2023	1	0	0	0	0	0	1
<b>Minnesota</b>	2021	0	0	0	0	0	0	0
	2022	0	0	0	0	0	0	0
	2023	0	0	0	0	0	0	0
<b>Mississippi</b>	2021	2	0	0	0	0	1	1
	2022	1	0	0	0	0	0	1
	2023	1	0	0	0	0	0	1
<b>Missouri</b>	2021	3	0	0	0	0	0	3
	2022	3	0	0	0	0	0	3
	2023	3	0	0	0	0	0	3
<b>Nebraska</b>	2021	0	0	0	0	0	0	0
	2022	0	0	0	0	0	0	0

	2023	0	0	0	0	0	0	0
Nevada	2021	0	0	0	0	0	0	0
	2022	0	0	0	0	0	0	0
	2023	0	0	0	0	0	0	0
New Mexico	2021	4	0	0	0	0	0	4
	2022	4	0	0	0	0	0	4
	2023	4	0	0	0	0	0	4
North Carolina	2021	2	0	0	0	0	0	2
	2022	2	0	0	0	0	0	2
	2023	2	0	0	0	0	0	2
Ohio	2021	4	0	0	0	0	1	3
	2022	3	0	0	0	0	0	3
	2023	3	0	0	0	0	0	3
Oklahoma	2021	5	0	0	0	0	1	4
	2022	4	0	0	0	0	0	4
	2023	4	0	0	0	0	0	4
Pennsylvania	2021	0	0	0	0	0	0	0
	2022	0	0	0	0	0	0	0
	2023	0	0	0	0	0	0	0
South Carolina	2021	0	0	0	0	0	0	0
	2022	0	0	0	0	0	0	0
	2023	0	0	0	0	0	0	0
Tennessee	2021	10	0	0	0	0	0	10
	2022	10	0	0	0	0	0	10
	2023	10	0	0	0	0	0	10
Texas	2021	31	0	0	0	0	0	31
	2022	31	1	0	0	0	1	31
	2023	31	0	0	0	0	0	31
Utah	2021	0	0	0	0	0	0	0
	2022	0	0	0	0	0	0	0
	2023	0	0	0	0	0	0	0
Totals	2021	85	1	0	0	0	3	82
	2022	82	1	0	0	0	1	82
	2023	82	1	0	0	0	0	83

**Table No. 4**  
**Status of Company-Owned Outlets**  
**For Years 2021/2022/2023**

<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>	<b>Column 5</b>	<b>Column 6</b>	<b>Column 7</b>	<b>Column 8</b>
<b>State</b>	<b>Year</b>	<b>Outlets at Start of the Year</b>	<b>Outlets Opened</b>	<b>Outlets Re-acquired from Franchisees</b>	<b>Outlets Closed</b>	<b>Outlets Sold to Franchisees</b>	<b>Outlets at End of the Year</b>
<b>Alabama</b>	2021	4	0	0	0	0	4
	2022	4	0	0	0	0	4
	2023	4	0	0	0	0	4
<b>Arizona</b>	2021	5	0	0	0	0	5
	2022	5	0	0	0	0	5
	2023	5	1	0	1	0	5
<b>Florida</b>	2021	10	0	0	0	0	10
	2022	10	0	0	0	0	10
	2023	10	0	0	0	0	10
<b>Georgia</b>	2021	15	0	0	0	0	15
	2022	15	0	0	1	0	14
	2023	14	0	0	0	0	14
<b>Illinois</b>	2021	8	0	0	1	0	7
	2022	7	1	0	0	0	8
	2023	8	0	0	0	0	6
<b>Iowa</b>	2021	1	0	0	0	0	1
	2022	1	0	0	0	0	1
	2023	1	0	0	0	0	1
<b>Louisiana</b>	2021	7	0	0	0	0	7
	2022	7	0	0	0	0	7
	2023	7	0	0	0	0	7
<b>Maryland</b>	2021	1	0	0	0	0	1
	2022	1	0	0	0	0	1
	2023	1	0	0	0	0	1
<b>Missouri</b>	2021	0	0	0	0	0	0
	2022	0	0	0	0	0	0
	2023	0	0	0	0	0	0
<b>Nebraska</b>	2021	2	0	0	0	0	2
	2022	2	0	0	0	0	2
	2023	2	0	0	0	0	2
<b>Nevada</b>	2021	4	0	0	0	0	4
	2022	4	0	0	0	0	4
	2023	4	0	0	0	0	4
<b>North</b>	2021	12	1	0	0	0	13
	2022	13	0	0	0	0	13

<b>Carolina</b>	2023	13	0	0	0	0	13
<b>Ohio</b>	2021	0	0	1	0	0	0
	2022	1	0	0	1	0	0
	2023	0	0	0	0	0	0
<b>Pennsylvania</b>	2021	1	0	0	0	0	1
	2022	1	0	0	0	0	1
	2023	1	0	0	0	0	1
<b>South Carolina</b>	2021	4	0	0	0	0	4
	2022	4	0	0	1	0	3
	2023	3	0	0	0	0	3
<b>Tennessee</b>	2021	1	0	0	0	0	1
	2022	1	0	0	0	0	1
	2023	1	0	0	0	0	1
<b>Texas</b>	2021	82	1	0	3	0	80
	2022	80	1	0	1	0	80
	2023	80	2	0	0	0	82
<b>Virginia</b>	2021	7	1	0	0	0	8
	2022	8	0	0	1	0	7
	2023	7	0	0	2	0	5
<b>Wisconsin</b>	2021	1	0	0	0	0	1
	2022	1	0	0	0	0	1
	2023	1	0	0	0	0	1
<b>Totals</b>	2021	165	3	1	4	0	165
	2022	165	2	0	5	0	162
	2023	162	3	0	5	0	160

**Table No. 5  
Projected Openings as of December 31, 2023**

<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>
<b>State</b>	<b>Franchise Agreements Signed But Outlet Not Opened</b>	<b>Projected New Franchised Outlets in the Next Fiscal Year</b>	<b>Projected New Company-Owned Outlets in the Current Fiscal Year</b>
<b>Illinois</b>			<b>0</b>
<b>Mississippi</b>		<b>1</b>	
<b>Ohio</b>		<b>1</b>	
<b>Texas</b>	<b>1</b>		<b>5</b>
<b>Total</b>	<b>1</b>	<b>2</b>	<b>5</b>

Attached as Exhibit "F" is a list of all franchises (including those with a signed Franchise Agreement, but the Deli has not yet opened), including their names, business address and telephone numbers, as of the

date reflected on Exhibit “F”.

The name, city and state, and the current business telephone number (or, if unknown, the last known home telephone number) of every franchisee who has had an outlet terminated, canceled, not renewed, or otherwise voluntarily or involuntarily ceased to do business under the Franchise Agreement during our most recently completed fiscal year or who has not communicated with us within ten weeks of the issuance date of this Franchise Disclosure Document are listed below:

\*Area developer

If you buy this Franchise, your contact information may be disclosed to others when you leave the franchise system.

During our last three fiscal years, none of our Franchisees have signed confidentiality clauses restricting their ability to speak openly about their experience with Deli Management, Inc.

The names, addresses, telephone numbers, email address and web address of each trademark-specific Franchisee organization associated with the franchise system being offered, which we have created, sponsored or endorsed, are as follows:

Franchisee Advisory Council, c/o DMI, 350 Pine Street, Suite 1775, Beaumont, Texas 77701,  
Attention: Troy Cormier

There are no independent franchisee organizations that exist or that have asked to be included in this Franchise Disclosure Document.

## **ITEM 21 FINANCIAL STATEMENTS**

Attached to this Franchise Disclosure Document as “Exhibit A” are our audited financial statements for December 31, 2021, 2022, and 2023.

## **ITEM 22 CONTRACTS**

The following agreements and other required exhibits are attached to this disclosure document in the pages immediately following:

Exhibit “B”	Franchise Agreement
Exhibit “D”	Area Development Agreement
Exhibit “E”	Site Addendum
Exhibit “J”	Guaranty Agreement
Exhibit “M”	General Release

## **ITEM 23 RECEIPTS**

You will find copies of a detachable receipt in Exhibit “O” at the very end of this Franchise Disclosure Document issued April 1, 2023.



**EXHIBIT "A"**  
**FRANCHISOR'S FINANCIAL STATEMENTS**

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**GRANT THORNTON LLP**

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April 1, 2024

Mr. Troy Cormier  
Chief Executive Officer  
Deli Management, Inc.  
350 Pine St.  
17<sup>th</sup> Floor, Ste. 1775  
Beaumont, TX 77702

Grant Thornton LLP agrees to the inclusion in the Franchise Disclosure Document, dated April 1, 2024 issued by Deli Management, Inc., of our report, dated March 28, 2024 relating to the consolidated financial statements of Deli Management, Inc. and subsidiaries as of December 31, 2023 and 2022 and for the years then ended. Grant Thornton LLP has not performed any procedures subsequent to the date of this letter.

*Grant Thornton LLP*

Consolidated Financial Statements and  
Report of Independent Certified Public  
Accountants

**Deli Management, Inc.**

December 31, 2023 and 2022

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Notes to consolidated financial statements	9

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**REPORT OF INDEPENDENT CERTIFIED PUBLIC ACCOUNTANTS**

Board of Directors  
Deli Management, Inc.

**Opinion**

We have audited the consolidated financial statements of Deli Management, Inc. (a Texas S corporation) and subsidiaries (the "Company"), which comprise the consolidated balance sheets as of December 31, 2023 and 2022, and the related consolidated statements of operations, changes in equity (deficit), and cash flows for the years then ended, and the related notes to the financial statements.

In our opinion, the accompanying consolidated financial statements present fairly, in all material respects, the financial position of the Company as of December 31, 2023 and 2022, and the results of its operations and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

**Basis for opinion**

We conducted our audits of the consolidated financial statements in accordance with auditing standards generally accepted in the United States of America (US GAAS). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of the Company and to meet our other ethical responsibilities in accordance with the relevant ethical requirements relating to our audits. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

**Responsibilities of management for the financial statements**

Management is responsible for the preparation and fair presentation of the consolidated financial statements in accordance with accounting principles generally accepted in the United States of America, and for the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the consolidated financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about the Company's ability to continue as a going concern for one year after the date the financial statements are issued.

**Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the consolidated financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with US GAAS will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the consolidated financial statements.

In performing an audit in accordance with US GAAS, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the consolidated financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the consolidated financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about the Company's ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control-related matters that we identified during the audit.

*Grant Thornton LLP*

Houston, Texas  
March 28, 2024

Deli Management, Inc.

**CONSOLIDATED BALANCE SHEETS**

December 31,

	<b>2023</b>	<b>2022</b>
<b>ASSETS</b>		
<b>Current assets:</b>		
Cash and cash equivalents	\$ 11,776,327	\$ 12,073,832
Accounts receivable - trade, net of allowance for credit losses of \$177,500 and \$177,500	8,019,660	9,105,610
State income and sales tax refunds receivable	1,323,404	4,501,242
Other receivables	572,637	977,608
Inventories	14,933,795	13,571,318
Prepaid expenses	2,348,408	1,333,023
Total current assets	38,974,233	41,562,633
<b>Property and equipment, net</b>	71,890,534	70,693,798
<b>Other assets:</b>		
Intangible assets, net	494,796	721,379
Goodwill, net	1,091,184	1,430,638
Other investments	6,433	6,570
Operating right of use assets	239,843,773	240,785,256
Deposits	214,089	6,474,727
Total other assets	241,650,275	249,418,570
Total assets	\$ 352,515,042	\$ 361,675,001
<b>LIABILITIES AND EQUITY</b>		
<b>Current liabilities:</b>		
Accounts payable - trade	\$ 10,373,379	\$ 11,239,183
Accrued liabilities	20,008,991	19,074,376
Short term lease liability	19,883,442	20,271,014
Current maturities of long-term notes payable	4,250,000	5,348,500
Total current liabilities	54,515,812	55,933,073
<b>Long-term liabilities:</b>		
Profit based compensation, net of current portion	677,635	-
Interest rate swap liability	784,476	-
Long-term lease liability	243,198,531	243,590,795
Notes payable, net of current maturities	77,697,800	87,535,004
Total long-term liabilities	322,358,442	331,125,799
<b>Equity (deficit):</b>		
Deli Management, Inc. stockholders' equity		-
Common stock (\$1 par value; 1,154 and 1,154 shares authorized, issued and outstanding)	1,154	1,154
Treasury stock, 1,344 and 1,344 shares, at cost	(99,181,525)	(99,181,525)
Note receivable for common stock	(3,765,323)	(3,481,253)
Additional paid-in capital	23,071,719	23,071,719
Retained earnings	55,514,763	54,206,034
Total deficit	(24,359,212)	(25,383,871)
Total liabilities and equity	\$ 352,515,042	\$ 361,675,001

The accompanying notes are an integral part of these consolidated financial statements.

**Deli Management, Inc.**

**CONSOLIDATED STATEMENTS OF OPERATIONS**

**Years ended December 31,**

	<b>2023</b>	<b>2022</b>
<b>Revenue</b>		
Sales - delis	\$ 422,414,574	\$ 408,090,429
Sales - distribution centers	65,100,682	64,170,878
Franchise sales	63,435	16,000
Franchise royalties	8,930,335	8,392,822
Backhaul income	2,517,985	4,020,327
Total revenue	499,027,011	484,690,456
<b>Cost of revenue</b>	187,773,300	188,669,325
Gross profit	311,253,711	296,021,131
<b>Operating expenses, excluding owners compensation</b>	275,768,088	265,707,827
Operating income before owners compensation	35,485,623	30,313,304
<b>Owners compensation</b>	2,040,161	1,470,290
Income from operations	33,445,462	28,843,014
<b>Other income (expense)</b>		-
Interest, net	(13,966,056)	(9,835,946)
Other income	2,786,005	1,086,114
Total other expense	(11,180,051)	(8,749,832)
Income before taxes	22,265,411	20,093,182
<b>State income taxes</b>	862,292	728,987
<b>NET INCOME</b>	<b>\$ 21,403,119</b>	<b>\$ 19,364,195</b>

The accompanying notes are an integral part of these consolidated financial statements.



**Deli Management, Inc.**

**CONSOLIDATED STATEMENTS OF CHANGES IN EQUITY (DEFICIT)**

Years ended December 31, 2023 and 2022

	<u>Common Stock</u>	<u>Additional Paid-in Capital</u>	<u>Retained Earnings</u>	<u>Treasury Stock</u>	<u>Note Receivable for Common Stock</u>	<u>Total Equity (Deficit)</u>
<b>Balance at December 31, 2021</b>	\$ 1,154	\$ 23,071,719	\$ 48,614,487	\$ (99,181,525)	\$ (3,481,253)	\$ (30,975,418)
Distributions	-	-	(13,772,648)	-	-	(13,772,648)
Net income	-	-	19,364,195	-	-	19,364,195
<b>Balance at December 31, 2022</b>	1,154	23,071,719	54,206,034	(99,181,525)	(3,481,253)	(25,383,871)
Distributions	-	-	(20,094,390)	-	-	(20,094,390)
Net income	-	-	21,403,119	-	-	21,403,119
Contribution of capital	-	-	-	-	(284,070)	(284,070)
<b>Balance at December 31, 2023</b>	<u>\$ 1,154</u>	<u>\$ 23,071,719</u>	<u>\$ 55,514,763</u>	<u>\$ (99,181,525)</u>	<u>\$ (3,765,323)</u>	<u>\$ (24,359,212)</u>

The accompanying notes are an integral part of these consolidated financial statements.

**Deli Management, Inc.**

**CONSOLIDATED STATEMENTS OF CASH FLOWS**

**Years ended December 31,**

	<b>2023</b>	<b>2022</b>
<b>Cash flows from operating activities:</b>		
Net income	\$ 21,403,119	\$ 19,364,195
Adjustments to reconcile net income to net cash provided by operating activities:		-
Depreciation and amortization	11,710,628	12,650,347
Amortization of deferred loan origination costs	1,269,692	566,844
Loss on disposition of assets	1,036,130	805,425
Unrealized loss on interest rate swap	784,476	-
Proceeds from business interruption insurance, net of deductible	271,302	-
Bad debt expense	24,376	39,060
Net increase (decrease) in:		
Receivables	4,373,082	(3,707,988)
Inventories	(1,362,477)	(905,700)
Prepaid expenses	(1,015,385)	720,016
Deposits	6,260,638	41,066
Net increase (decrease) in:		
Accounts payable	(865,804)	330,761
Accrued liabilities	1,774,140	(2,504,043)
Net cash provided by operating activities	45,663,917	27,399,983
<b>Cash flows from investing activities:</b>		
Purchase of property and equipment	(13,579,159)	(7,773,799)
Proceeds from sale of assets	13,215	37,756
Net cash used in investing activities	(13,565,944)	(7,736,043)
<b>Cash flows from financing activities:</b>		
Distributions	(20,094,390)	(13,772,352)
Proceeds from draws on line of credit	7,000,000	2,500,000
Proceeds from notes payable	85,000,000	-
Principal payments on notes payable	(98,561,819)	(5,707,689)
Principal payment of line of credit	(7,000,000)	(2,500,000)
Increase in owner note receivable	(284,320)	-
Loan origination costs	1,545,051	-
Net cash used in financing activities	(32,395,478)	(19,480,041)
<b>NET (DECREASE) INCREASE IN CASH AND CASH EQUIVALENTS</b>	(297,505)	183,899
<b>Cash and cash equivalents, beginning of year</b>	12,073,832	11,889,933
<b>Cash and cash equivalents, end of year</b>	\$ 11,776,327	\$ 12,073,832
<b>Supplemental disclosures of cash flow information:</b>		
Interest paid	\$ 8,971,049	\$ 9,507,244
Income taxes paid:		
State	\$ 895,792	\$ 614,987

The accompanying notes are an integral part of these consolidated financial statements.

**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**

**December 31, 2023 and 2022**

**NOTE 1 - HISTORY AND ORGANIZATION**

Deli Management, Inc. (“DMI”, “Company”, or “Franchisor”) was founded in Beaumont, Texas in 1976, and incorporated on October 3, 1983 under the laws of the State of Texas. The Company was organized for the purpose of establishing deli restaurants commonly known as “Jason’s Deli®” throughout the State of Texas. Deli operations have subsequently been expanded across the country. Corporate owned restaurants were in operation in the following states at December 31, 2023 and 2022:

	<u>2023</u>	<u>2022</u>
Alabama	4	4
Arizona	5	5
Florida	10	10
Georgia	14	14
Illinois	6	8
Iowa	1	1
Louisiana	7	7
Maryland	1	1
Nebraska	2	2
Nevada	4	4
North Carolina	13	13
Pennsylvania	1	1
South Carolina	3	3
Tennessee	1	1
Texas	80	79
Virginia	5	7
Wisconsin	1	1
	<u>158</u>	<u>161</u>

The Company offers opportunities for new franchisees, and for the expansion of existing franchisees in multiple states. The franchise agreements offer a program which enables the franchisees to operate a deli that offers a variety of delicatessen products, including New Orleans style food and Texas barbecue. Current franchisees are operational in Alabama, Arkansas, Colorado, Florida, Indiana, Kansas, Kentucky, Louisiana, Mississippi, Missouri, New Mexico, North Carolina, Ohio, Oklahoma, Tennessee, and Texas. At December 31, 2023 and 2022, respectively, there were 81 and 82 franchise restaurants in operation. In addition, there were no unopened franchise locations at December 31, 2023 and 2022, respectively.

The Company has two wholesale food distribution centers. One distribution center is located in Charlotte, North Carolina, and the second distribution center is located in Grand Prairie, Texas. These centers are operated primarily for the servicing of company owned and franchise delis. However, they generate additional revenue in the form of backhaul income, both from company suppliers and for other nearby businesses.

**NOTE 2 - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

This summary of significant accounting policies is presented to assist in understanding the Company’s financial statements. The financial statements and notes are representations of the Company’s management, who is responsible for their integrity and objectivity. These accounting policies conform to accounting principles generally accepted in the United States of America (“U.S. GAAP”) and have been consistently applied in the preparation of the consolidated financial statements.

**Deli Management, Inc**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2023 and 2022**

***Principles of Consolidation***

These financial statements present the consolidated financial results of Deli Management, Inc. and its subsidiaries after elimination of all significant accounts and transactions. The financial statements have been prepared in accordance with U.S. GAAP.

Reclassifications have been made for presentation purposes. These reclassifications did not have a material impact on the financial statements.

***Use of Estimates***

The preparation of financial statements in conformity with U.S. GAAP requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

***Cash and Cash Equivalents***

For purposes of these financial statements, all highly liquid demand and time deposits with a maturity of three months or less, including money market funds, are considered cash and cash equivalents.

The Company maintains its cash in bank deposit accounts which exceed federally insured limits. As of December 31, 2023, accounts were guaranteed by the Federal Deposit Insurance Corporation up to \$250,000. The total amount in excess of the insured limit at December 31, 2023 was \$10,055,496.

***Revenue Recognition***

See Note 4. Revenue Recognition.

***Accounts Receivable and Bad Debts***

All receivable invoices are due upon receipt, but are considered past due 31 days after the date of the invoice. Past due deli trade receivables do not accrue interest.

The Company's policy with respect to distribution center past due trade receivables is to assess finance charges at the end of each month on any balance that is older than 31 days. The distribution center receivables past due 90 days or more were \$532,222 and \$500,702 at December 31, 2023 and 2022, respectively.

Trade receivables are considered uncollectible only after repeated attempts from the collection department and/or an outside collection agency have been made. Past due invoices are routinely monitored by the Accounts Receivable Supervisor, who approves the write off of immaterial, uncollectible amounts throughout the year. Material past due balances are periodically discussed between the Accounts Receivable Supervisor, the Assistant Controller, and the Chief Financial Officer, to review and schedule their write off at yearend, or to elect continued collection efforts if deemed fruitful.

Bad debts are determined by the allowance method. The aging of the receivables, historical write-off experience, as well as management's knowledge and experience with the debtor, influences the allowance computations. Management has determined that an allowance of \$177,500 was appropriate at December 31, 2023, and \$177,500 was appropriate at December 31, 2022.

**Deli Management, Inc**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2023 and 2022**

***Inventories***

As noted in Note 1, the Company operates wholesale food distribution centers in Grand Prairie, Texas and Charlotte, North Carolina. At December 31, 2023 and 2022, inventories consist of \$3,238,327 and \$3,163,215, respectively, in deli menu items and related supplies at company owned delis, \$10,398,163 and \$10,237,500, respectively, in food and related supplies at the wholesale distribution centers, and \$1,308,525 and \$177,889, respectively, in distribution center truck parts and miscellaneous corporate supplies. Inventories are valued at the lower of cost or net realizable value based on the first-in, first-out (“FIFO”) method for distribution centers and a combination of first-in, first-out and most recent cost for delis, which approximates the FIFO method due to the rapid turnover of items.

***Shipping and Handling***

The Company does not separately charge for shipping and handling. Company costs for shipping and handling are classified in the income statements as follows:

	2023	2022
Salaries and wages	\$ 4,596,323	\$ 4,272,200
Delivery expense	2,486,559	2,691,082
Handling fees (as part of cost of revenue)	36	2,570
Insurance	593,464	516,050
Rents	1,191,968	1,058,435
Depreciation and amortization	194,170	193,967
	\$ 9,062,520	\$ 8,734,304

***Property and Equipment***

Property and equipment are stated at cost. All costs of acquisition of deli equipment and construction of leasehold improvements related to store openings, or remodel projects that total \$5,000 or more are capitalized. The Company also capitalizes other furniture and equipment purchases that cost \$5,000 or more per item. Minor repairs and replacements are expensed as incurred.

Depreciation is computed on the straight-line method for financial reporting purposes based on the following useful lives, with no salvage value:

	Years
Corporate office facilities	31 - 40
Leasehold improvements	5 - 18
Deli equipment	5 - 10
Automobiles	5
Office furniture and equipment	3 - 10
Trucks and trailers	4 - 6

***Impairment of Long-Lived Assets***

Deli locations are reviewed for impairment on a location by location basis whenever events or changes in circumstances indicate that the carrying amount of an asset may not be recovered. The recoverability of locations that are to be held and used is measured by comparison of the estimated future undiscounted cash flows associated with the asset to the carrying amount of the asset. If such assets are considered to be impaired, an impairment charge would be recorded in the amount by which the carrying amount of the

**Deli Management, Inc**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2023 and 2022**

assets exceeds their fair value using Level 3 measurements, as defined in Note 15. There were no impairment charges of long-lived assets in 2023 or 2022.

***Amortization of Intangibles***

The non-compete covenant related to the acquisition of two deli locations from a franchise in 2012 is being amortized over 15 years on a straight-line basis, with no residual value. Reacquired rights associated with the purchase of 12 deli locations from five franchisees are being amortized over 2-11 years on a straight-line basis, with no residual value. Goodwill from the purchase of the assets of seven deli locations from five franchisees is being amortized over 10 years each, one beginning in 2013, one in 2014, one in 2015, and four in 2019.

***Advertising***

The costs of advertising are expensed as incurred. Advertising expense was \$2,807,887 and \$2,812,865 for the years ended December 31, 2023 and 2022, respectively.

***Compensated Absences***

Company policy provides that any unused amounts of accrued vacation and sick leave are forfeited at separation from service for any reason. Estimated accrued vacation at December 31, 2023 and 2022 was \$1,944,143 and \$1,881,899, respectively, as reflected in these financial statements. Management does not anticipate that the accumulated sick leave benefit will have a material impact on company operations in a single year, and no accrual for sick leave has been recorded.

***Income Taxes***

Deli Management, Inc. does not provide for federal income taxes because of the election by the Company, with the consent by its stockholders, that profits of the Company be taxed at the stockholder level under Subchapter S of the Internal Revenue Code ("IRC"). The Company does, however, pay income and other types of taxes to the states in which it operates or from which it generates revenue from franchise operations. Income tax payments to states on behalf of shareholders are reflected as distributions rather than income tax expense.

Accounting guidance requires entities to evaluate uncertain tax positions. This guidance prescribes a more-likely-than-not recognition threshold and a measurement attributable for all tax positions taken or expected to be taken on a tax return in order to be recognized in the financial statements. The Company has not recorded a liability for uncertain tax positions as of December 31, 2023 and 2022 as the Company has not identified any uncertain tax positions that meet the measurement criteria. The Company would recognize interest and penalties, if any, related to unrecognized tax benefits in income tax expense.

***Presentation of State Sales Taxes***

The states in which the Company operates impose sales tax on substantially all of the Company's sales to nonexempt customers. The Company collects the taxes from customers and remits the taxes to the states, less any applicable discounts. The Company's accounting policy is to exclude the taxes collected from revenue and cost of sales.

***Amortization of Goodwill***

The Company elects to amortize goodwill on a straight-line basis over either 10 years or less than 10 years if a shorter useful life is more appropriate. Under the guidance, impairment testing is performed upon the occurrence of a triggering event indicating that the fair value of the entity might be less than its carrying

**Deli Management, Inc**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2023 and 2022**

amount, and there is no annual goodwill impairment test. The Company recorded goodwill amortization expense in 2023 and 2022 of \$339,455 and \$494,878, respectively.

***Debt Issuance Costs***

The Company's policy is to net debt issuance costs against the carrying value of the related financial liability for financial statement presentation, in agreement with ASU 2015-03, *Interest - Imputation of Interest (Subtopic 835-30)*, the Company reported unamortized debt issuance costs of \$1,025,416 and \$5,131,130 in 2023 and 2022, respectively. These costs were netted against long-term outstanding notes payable balances of \$78,625,000 and \$91,088,319 for 2023 and 2022, respectively. In 2023, the company wrote off \$4,346,260 in loan originations costs, net of amortization, due to the extinguishment of debt which was recognized as interest expense.

***New Accounting Pronouncements***

The Financial Accounting Standards Board (FASB) issued a new accounting standard, Accounting Standards Update (ASU) No. 2016-13, Topic 326, *Financial Instruments – Credit Losses*, on June 16, 2016. The new accounting standard introduces the current expected credit losses methodology (CECL) for estimating allowances for credit losses. The standard is effective for annual periods beginning after December 15, 2022. The company adopted the new standard effective January 1, 2023.

***Change in Capitalization Policy***

During the first quarter of 2024, the Company made a change to its capitalization policy. At December 31, 2022, this change understated property and equipment by \$1,142,008 and overstated operating expense by \$1,142,008. Our schedule of changes in the December 31, 2022, financial statements can be seen below.

<u>Financial Statement</u>	<u>Financial Statement Account</u>	<u>As Reported</u>	<u>Revision</u>	<u>Revised</u>
Consolidated Balance Sheet	Property and Equipment, net	\$ 69,551,790	\$ 1,142,008	\$ 70,693,798
Consolidated Balance Sheet	Retained Earnings	53,064,026	1,142,008	54,206,034
Consolidated Statements of Operations	Operating Expenses	266,849,835	(1,142,008)	267,991,843
Consolidated Changes in Equity	Net Income	18,222,187	1,142,008	19,364,195
Consolidated Statements of Cash Flows	Net Income	18,222,187	1,142,008	19,364,195
Consolidated Statements of Cash Flows	Depreciation and amortization	10,382,635	2,267,712	12,650,347
Consolidated Statements of Cash Flows	Purchase of property and equipment	(4,364,079)	(3,409,720)	(7,736,799)

We evaluated whether our previously issued consolidated financial statements for December 31, 2022 were materially misstated due to this change. Based upon our evaluation of both quantitative and qualitative factors, we concluded that the effects of these changes were not material individually or in the aggregate to this previously reported period.

**Deli Management, Inc**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2023 and 2022**

***Subsequent Events***

The Company has evaluated subsequent events through March 28, 2024, the date on which the consolidated financial statements were available for issuance.

**NOTE 3 - REVENUE RECOGNITION**

ASC Topic 606, *Revenue from Contracts with Customers* (“ASC 606”) provides five core principles to be followed by organizations as part of their adoption and transition as follows: (1) Identify the contract; (2) Identify performance obligations in the contract; (3) Determine the transaction price as specified in the contract; (4) Allocate the transaction price to the performance obligations; and (5) Recognize revenue as each performance obligation is satisfied. In applying ASC 606, the Company applied these principles to identify components of each of the following goods and service offerings, and to apply changes where necessary to meet the standard.

Deli sales consist of sales of prepared food and beverage to customers on a transaction by transaction basis, where the Company’s performance obligation is complete, and substantially all direct costs are incurred and recognized within the same period. All deli sales are recognized as revenue in the same period that product delivery occurs. Deli revenues total \$422,414,574 in 2023 and \$408,090,429 in 2022.

Physical and virtual gift cards (“stored-value products”) are available for sale to customers in deli locations, on the Company’s website, on third-party seller websites, and in third-party retail establishments. Sales of stored-value products are initially recorded as a contract liability and are included in accrued liabilities at their expected redemption value. When the stored-value products are redeemed, the Company recognizes revenue, and reduces the contract liability for the amount used. The portion of stored-value products that is never redeemed is referred to as “breakage”, and was reported as a credit to discount expense of \$55,541 and \$16,479 at December 31, 2023 and 2022, respectively. ASC 606 requires that revenue or credit related to contracts with customers be recognized in a timeframe and amount commensurate with costs realized to provide the related goods or services. As this objective pertains to credits recognized for stored-value product breakage, the Company considers these amounts to be immaterial with respect to application of a change in accounting for them and has thus opted to continue present treatment. The Company will monitor future credits related to breakage to alter recognition methods to comply with ASC 606 should they become material. At December 31, 2023 and 2022, the Company had outstanding contract liability balances related to stored-value products, of \$5,299,552 and \$5,165,002, respectively. The balances represent the uncompleted performance obligations associated with the store-value products and \$5,034,741 is expected to be earned during 2024 fiscal year with the remaining balance earned after 2024.

As a loyalty reward and future purchase incentive to customers, the Company maintains a loyalty program known as “deli-dollars”, whereby customers earn 25 deli-dollars for every \$1 ordered online. Total reward values are tracked by the customer’s reward account id and expire one year from issuance. For this customer contract, the customers’ consideration is their online spend and purchases made in-house using their reward id, and the Company’s performance obligation is the honoring of value acquired. DMI recognizes sales related to earning deli dollars at their full value as they occur. Discounts and promotional reductions in price, including deli-dollars redeemed, are recognized when redeemed as an expense. Additionally, DMI records a monthly accrual to a deli-dollar liability account and to discounts expense to reflect the average monthly change in deli-dollar liability. The monthly accrual is recalculated annually when the liability is adjusted to remove expired deli-dollars; to reflect any difference in actual deli-dollars earned versus the value accumulated using an average; and to adjust for changes in customer redemption patterns. Costs to maintain the program, other than the costs of the discounts themselves, are nominal due to being an automated feature of the Company’s online ordering program. As of December 31, 2023 and 2022, the Company had outstanding contract liability balances related to deli-dollar loyalty rewards, of



## Deli Management, Inc

### NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED

December 31, 2023 and 2022

\$738,867 and \$738,867, respectively. The balances represent the uncompleted performance obligations associated with the loyalty rewards and is expected to be earned during the 2023 and 2024 fiscal years.

The Company grants franchises to independent operators (“franchisees”) via a legal contract (“franchise agreement”), that is executed by the franchisor and the franchisee, where future consideration (“royalties”) is promised by the franchisee in exchange for the rights provided by the franchisor to establish and operate a Jason’s Deli in a specified location, and to use, on an ongoing basis, the trade name, service marks, trademarks, copyrights, and proprietary operating and technological systems that the franchisor has acquired and developed. Royalty revenue is accrued and recognized by the Company monthly as a separate line of revenue in the Company’s financial statements. Royalties are calculated at 4% of franchisees’ reported gross sales, less discounts and sales tax collected, as allowed by the franchise agreement. The underlying costs of the Company’s performance obligations, including development and maintenance of registered trademarks, copyrights, and other proprietary systems that the franchisee has purchased rights to, are deemed to be provided equally, on average, on each dollar of franchisee sales, and are thus matched against royalties in the same period that they are earned and recognized as revenue by the franchisor. Franchise royalty revenues total \$8,930,335 in 2023 and \$8,392,822 in 2022.

In addition to royalties, the franchise agreement includes an initial franchise fee per location that is determined by the size and nature, and thus anticipated cost of performance obligation to the Company, of the location being licensed. The franchise fee entitles the franchisee’s location to two weeks of training, including payroll cost, benefits, payroll taxes, travel, food, lodging, and any other support cost, for a set number of the franchisors’ dedicated training staff and supervision. The Company sets this fee at its average cost to provide this service. Where a franchisee is established and elects to supply their own training, the franchise agreement allows the franchisor and franchisee to be absolved of the performance obligation and related consideration, in which case no revenue or associated costs are recognized. Where prior to adoption of ASC 606 franchise fees were recognized entirely in the month of opening, franchise fees under ASC 606 are allocated proportionately against the period(s) that underlying payroll and support costs are recognized. Franchise fees are recognized by the Company as a separate line of revenue in the Company’s financial statements.

Franchise agreements expire 20 years after a franchise location opens, and include a 10-year renewal option. Should the franchisee renew, the franchise agreement includes a renewal fee be paid at the time to cover the franchisor’s legal and other filing fees. The fee is recognized and reported in the Company’s financials with initial franchise fee revenue, entirely in the period that includes the renewal date. Franchise renewal fees were reported at \$0 and \$4,000 at December 31, 2023 and 2022, respectively. Underlying legal and filing costs are recognized as incurred. The Company considers these amounts to be immaterial with respect to ASC 606 reporting requirements.

The Company makes available to franchisees the option of signing an Area Development Agreement (“ADA”), which grants the franchisee exclusive rights to establish and operate multiple Jason’s Deli locations in a specified area, to be opened over a period of time defined in the ADA. There is no cost to the franchisee other than a requirement that they provide a deposit to secure the exclusive rights equal to 100% of the first location’s initial franchise fee, and 50% of all remaining locations’ initial franchise fees covered by the ADA. These deposits are held in a contract liability account until such time that a location is prepared to open. At that time, the above method of accounting for initial franchise fees is followed. At December 31, 2023 and 2022, the Company had outstanding contract liability balances related to ADA’s of \$35,000 and \$39,000, respectively. The balance represents the uncompleted performance obligations associated with the ADA’s and are expected to be earned within the next fiscal year.

The franchise agreement allows, but does not require franchisees to purchase product from the Company’s distribution centers, so while each customer order and subsequent obligation constitutes a customer contract, the long-term relationship of franchisee to distribution center does not. Sales by the distribution center to franchisees are recognized as revenue on the date of shipment to the franchisee in accordance

**Deli Management, Inc**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2023 and 2022**

with shipping terms (FOB shipping-point), with relevant costs to process the order closely preceding, and costs to deliver the order closely following. As such, costs to fulfill distribution center customer contract obligations are predominantly recognized and reported in the same period as the related revenue. Franchise and third-party distribution sales revenue is reported as a separate line of revenue on the Company's financial statements. Distribution sales returns are inconsequential and do not impact timing for revenue recognition. The Company has not estimated a sales return allowance as it is not material based on historical experience. Distribution center revenues total \$65,100,682 in 2023 and \$64,170,878 in 2022.

The distribution center offers Backhaul and over the road ("OTR") Services on a transaction-by-transaction basis, with no long-term contracts involved. Sales are reported as revenue on a dedicated line on the Company's financial statements and are recognized upon completion of the delivery service. Associated costs of backhaul and OTR service performance obligations include driver payroll and benefits, fuel, and expense to maintain the vehicles, and are recognized and reported as expense in the same period as the related revenue. Backhaul and OTR revenues total \$2,517,985 and 2,359,114, respectively, in 2023 and \$4,020,327 and 687,470, respectively, in 2022.

Other than recognition of franchise renewal fees combined with initial franchise fees, all other sources of revenue are presented separately on the financial statements, and thus no additional disaggregation steps were necessary to meet this requirement of ASC 606.

The Company has no contract assets.

**NOTE 4 - PROPERTY AND EQUIPMENT**

The major classes of property and equipment consisted of the following at December 31, 2023 and 2022:

	2023	2022
Buildings	\$ 97,548	\$ 97,548
Leasehold improvements	135,495,291	130,714,977
Deli equipment	60,482,965	56,708,218
Automobiles	119,710	211,868
Trucks and trailers	3,619,512	3,116,863
Office furniture and equipment	4,850,928	4,876,290
Construction in progress	569,927	1,941,014
	205,235,882	197,666,778
Less accumulated depreciation	(133,753,739)	(127,381,371)
	71,482,143	70,285,407
Land	408,391	408,391
	\$ 71,890,534	\$ 70,693,798

Depreciation expenses for the years ended December 31, 2023 and 2022 were \$11,333,079 and \$11,422,553, respectively.

The estimated amount to complete construction projects in progress was \$10,568,240 and \$4,242,483 at December 31, 2023 and 2022, respectively.

**Deli Management, Inc**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2023 and 2022**

**NOTE 5 - INTANGIBLE ASSETS INCLUDING GOODWILL**

Intangible assets including goodwill at December 31, 2023 and 2022 consisted of the following:

	December 31, 2022	Additions	Amortization Expense	December 31, 2023
Goodwill	\$ 4,967,527	\$ -	\$ -	\$ 4,967,527
Accumulated amortization - goodwill	(3,538,888)	-	(339,454)	(3,878,343)
Other intangibles:				
Trade name	9,364	-	-	9,364
Non-compete covenant	256,000	-	-	256,000
Reacquired franchise rights	4,247,003	-	-	4,247,003
Franchise development costs	6,530	-	-	6,560
Accumulated amortization - other	(3,795,549)	-	(226,583)	(4,022,128)
<b>Total goodwill and intangibles - net</b>	<b>\$ 2,152,017</b>	<b>\$ -</b>	<b>\$ (566,037)</b>	<b>\$ 1,585,980</b>

Amortization expense for the years ended December 31, 2023 and 2022 was \$566,037 and \$778,330, respectively. Estimated aggregate amortization is \$500,384, \$331,249, \$269,048, \$266,484, and \$208,230 for 2024, 2025, 2026, 2027 and 2028, respectively. The weighted-average number of years of amortization remaining by major class of intangible assets as of December 31, 2023, was 5 years for reacquired rights; 5 years for goodwill; and 4 years for the non-compete agreement.

**NOTE 6 - DEBT**

The Company has open irrevocable stand-by letters of credit with banks as security for liability of gross receipt taxes, workers compensation insurance, deposits under certain city ordinances. At December 31, 2023 and 2022, the Company had a total of \$7,658,000 and \$6,208,000, respectively, in stand-by letters of credit, which are evaluated annually for relevance and appropriateness of amount.

The master term note has certain covenants including a maximum limit on sustaining capital expenditures. The Company was in compliance with respect to these covenants as of December 31, 2023 and 2022.

Amounts due in one year or less are presented as the current maturities of the obligations. The long-term portion represents the amount due after one year from the date of these statements. Short-term and long-term debt are the following at December 31, 2023 and 2022:

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**December 31, 2023 and 2022**

	2023	2022
Master term note with bank originally dated June 21, 2023, aggregated principal of \$85,000,000 payable in quarterly installments of \$1,062,500, with remainder due at maturity on June 21, 2028. Interest due monthly, interest at one-month SOFR plus 2.25%, Collateralized by substantially all of the assets of the Company.	\$ 82,875,000	\$ 95,796,568
Master term note with bank originally dated June 18, 2021, aggregated principal of \$105,000,000, payable in quarterly installments of \$1,312,500, with remainder due at maturity on July 18, 2026. Interest due monthly, interest at one-month LIBOR plus 7.50%, with a LIBOR floor of 1.0%. Collateralized by substantially all of the assets of the Company.	-	95,796,568
Note payable to bank, payable in monthly installments of \$8,208. Interest due monthly, interest at one-month LIBOR plus 2.75%. Matures June 17, 2024 with balloon payment of approximately \$492,500. Collateralized by land and building in Beaumont, Texas (Gemba - DOW, LLC).	-	640,251
	82,875,000	96,436,819
Less current maturities	(4,250,000)	(5,348,500)
Deferred loan origination costs, net	(927,200)	(3,553,316)
Long-term debt	\$ 77,697,800	\$ 87,535,004
Debt is payable as follows:		
<u>Year Ending December 31,</u>		
2024		\$ 4,250,000
2025		5,312,500
2026		6,375,000
2027		7,437,500
2028		59,500,000
Thereafter		-
Total		\$ 82,875,000

The Company incurred interest expenses of \$9,029,178 and \$9,994,952 in 2023 and 2022, respectively, none of which has been capitalized. The amount of interest that should have been capitalized for construction projects was immaterial.

The Company has a new credit agreement in place with a lending group. The issuance date of the credit agreement was June 21, 2023. The credit agreement consists of a master term loan with original availability of \$85,000,000, \$82,875,000 of which was outstanding at December 31, 2023, and a master revolving line of credit with a limit of \$20,000,000. Collectively, the term loan and revolving line of credit are referred to as "the notes". The notes mature on June 21, 2028. At December 31, 2023 and 2022, the Company had

**Deli Management, Inc**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2023 and 2022**

\$12,342,000 and \$10,000,000, respectively, available to borrow under the master revolving line of credit total.

**NOTE 7 - ACCRUED LIABILITIES**

Accrued liabilities are comprised of the following:

	2023	2022
Sales tax payable	\$ 948,811	\$ 974,983
Commissions payable	802,190	533,660
Payroll taxes payable	492,694	479,376
Accrued payroll	2,462,820	2,051,954
Accrued rent accretion payable	207,287	148,930
Accrued percentage rent	322,460	231,094
Accrued compensated absences	1,944,143	1,881,899
Accrued workers compensation	1,827,089	1,788,847
Other accrued expenses	4,788,614	4,629,915
Deferred franchise and other income	913,331	1,188,716
Deferred gift card income	5,299,552	5,165,002
	\$ 20,008,991	\$ 19,074,376

**NOTE 8 - LEASES**

In February 2016, the FASB established Topic 842, *Leases*, by issuing ASU No. 2016-02, which requires lessees to recognize leases on-balance sheet and disclose key information about leasing arrangements. Topic 842 was subsequently amended by ASU No. 2018-01, *Land Easement Practical Expedient for Transition to Topic 842*; ASU No. 2018-10, *Codification Improvements to Topic 842, Leases*; and ASU No. 2018-11, *Targeted Improvements*. The new standard establishes a right-of-use (“ROU”) model that requires a lessee to recognize a ROU asset and lease liability on the balance sheet for all leases with a term longer than 12 months. Leases will be classified as finance or operating, with classification affecting the pattern and classification of expense recognition in the income statement. The new standard was effective and we adopted and implemented the standard on January 1, 2022 with a modified retrospective transition approach, as permitted, applying the new standard to all leases existing at the date of initial application. Consequently, financial information will not be updated and the disclosures required under the new standard will not be provided for dates and periods before January 1, 2022. The new standard provides a number of optional practical expedients in transition. We elected the ‘package of practical expedients’, which permits us not to reassess under the new standard our prior conclusions about lease identification, lease classification and initial direct costs.

The Company has operating leases for certain corporate offices and operating locations and finance leases for certain vehicles. The Company determines if a contract is a lease or contains an embedded lease at the inception of the contract. Operating lease ROU assets are included in other current and other non-current assets, operating lease liabilities are included in other current and other non-current liabilities in our consolidated balance sheets. Finance lease ROU assets are included in property and equipment, net, and finance lease liabilities are included in our current portion of long-term debt, and long-term debt on our consolidated balance sheets.

ROU assets represent the Company’s right to use an underlying asset for the lease term and lease liabilities represent our obligation to make lease payments arising from the lease. Operating and finance lease ROU

**Deli Management, Inc**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2023 and 2022**

assets and liabilities are recognized at commencement date based on the present value of lease payments over the lease term. As most of the Company's leases do not provide an implicit rate, we use the risk free rate using periods comparable with the lease terms based on the information available at commencement date in determining the present value of lease payments. The Company uses the implicit rate when readily determinable. The Company's lease terms may include options to extend or terminate the lease. The Company's leases have remaining lease terms of less than one year to five years, some of which include options to extend the leases for up to five years, and some of which include options to terminate the leases within one year. Lease expense for lease payments is recognized on a straight-line basis over the non-cancelable term of the lease.

The Company recognized \$25,188,089 of costs related to their operating leases during the 12 months ended December 31, 2023. As of December 31, 2023, the Company's operating leases have a weighted average remaining lease term of 15.39 years and a weighted average discount rate of 1.75%.

Rent expense under operating leases is calculated using the straight-line method whereby an equal amount of rent expense is attributed to each period during the term of the lease, regardless of when actual payments are made. Rent expense generally begins on the date the Company obtained possession under the lease and includes option periods where available. Generally, this results in rent expense in excess of cash payments during the early years of a lease and rent expense less than cash payments in the later years, as many lease agreements have periodic scheduled rent increases over the lease term. The difference between rent expense recognized and actual rental payments is recorded as deferred rent and presented as a non-current liability on the consolidated balance sheets. Tenant improvement allowances are amortized as a reduction to rent expense on a straight-line basis over the lease term, as defined above. Tenant improvement allowances are presented as a non-current liability in the consolidated balance sheets.

Supplemental balance sheet information related to leases as of December 31, 2023 are as follows:

ROU assets under operating leases	<u>\$ 239,843,773</u>
Total operating lease assets	<u><u>\$ 239,843,773</u></u>
Operating lease liabilities, current portion	\$ 19,883,442
Operating lease liabilities, non-current portion	<u>243,198,531</u>
Total operating lease liabilities	<u><u>\$ 263,081,973</u></u>

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**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2023 and 2022**

The maturities of the Company's operating and finance lease liabilities as of December 31, 2023 are as follows:

Year Ending December 31,	Operating Leases
2024	\$ 24,454,806
2025	23,629,009
2026	23,558,968
2027	22,118,022
2028	21,005,862
Thereafter	190,467,475
Total lease payments	305,234,142
Less imputed interest	42,152,170
Total	\$ 263,081,972

**NOTE 9 - RELATED-PARTY TRANSACTIONS**

DMI leases two delis owned entirely by one stockholder of the Company. The leases have option periods through 2032 and 2045, with monthly payments escalating every five years.

Future minimum lease payments for the two delis over the next five years (included in Note 9 totals above), are as follows:

Year Ending December 31,	
2024	\$ 280,908
2025	283,567
2026	296,862
2027	185,607
2028	175,492
Thereafter	321,736
Total	\$ 1,544,172

Related party lease expense totaled \$280,908 and \$279,999 per year, respectively, for 2023 and 2022.

The Company has a franchise that is on the Company's board of directors and is related to four other stockholders. Total revenues from this franchise for 2023 and 2022 were approximately 2.66% and 2%, respectively, of consolidated DMI revenues. Total receivables from this franchise as of December 31, 2023 and 2022 were 2.11% and 3%, respectively, of consolidated DMI current assets.

**NOTE 10 - INCOME TAXES**

The absence of provisions for federal income taxes in 2023 and 2022 for the Company is due to the election by DMI in February 1984, and consent by its stockholders, that the stockholders will include their respective shares of taxable income of the Company in their individual tax returns in accordance with Section 1362(a) of the IRC. As a result, no federal income tax is imposed on the Company.

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**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2023 and 2022**

However, the Company does pay income taxes to most states in which it operates or from which it generates revenue from franchise operations. These taxes include franchise taxes and income taxes imposed on the Company, as well as income taxes imposed on the shareholders based on the shareholders' income from the Company, in lieu of the shareholders filing individual income tax returns with the states. These taxes are estimated to be \$862,292 in 2023 and \$728,987 in 2022. Amounts paid to the shareholders to assist in paying their personal income taxes totaled approximately \$10,100,000 and \$13,300,000 in 2023 and 2022, respectively.

Income tax years where the Company remains subject to examination by federal and state taxing entities at December 31, 2022, are 2021, 2020, 2019, and 2018.

The Company engaged with a third party service provider to assess tax credit opportunities granted by the CARES act. Based on review of wages which qualified for an Employee Retention Tax Credit ("ERTC") it was determined the Company is eligible for tax credits totaling \$2,340,179. The payroll tax credits will be captured through amending of prior period payroll tax returns. The Company received the refund in 2023.

**NOTE 11 - EMPLOYEE BENEFIT PLANS**

***401(k) Profit Sharing Plan***

In 1991, the Company established a 401(k) Savings and Incentive Retirement Plan. All full-time employees age 21 or older with one year of service are eligible to participate. Participating employees elect to contribute from 1% to 100% of compensation up to the maximum allowed by law (\$22,500 for 2023 and \$20,500 for 2022). The Company provides a discretionary matching contribution to employee contributions between 0% and 6% of compensation.

The Company matching contribution for 2023 and 2022 was 20% of the employees' contribution, to a maximum of 6% of compensation. Employee contributions for 2023 and 2022 totaled \$2,230,994 and \$1,995,474, respectively. Company contributions for 2023 and 2022 totaled \$368,029 and \$329,646, respectively, and vest as follows:

<u>Years of Service</u>	<u>Percentage</u>
0 - 2	0
2	20
3	40
4	60
5	80
6	100

***Self-Insured Medical Benefits***

In May 1998, the Company established a self-insurance plan covering certain medical benefits for substantially all of its management and administrative employees. The Company's liability is limited through the purchase of a reinsurance policy. Liability for specific claims is limited to \$250,000 and \$200,000 for the years ended December 31, 2023 and 2022 respectively. Liability for the remaining aggregate claims is based on a formula, which includes estimated premium cost per participant and estimated participation. The Company has provided \$3,806,482 and \$3,015,536 in 2023 and 2022, respectively, for claims incurred and reported. An accrual of \$441,000 and \$476,000 for claims incurred but not reported has been included in these financial statements for the years ended December 31, 2023 and 2022, respectively. The contract year is May to April. Projections by the third-party administrator for the program indicate that the specific



**Deli Management, Inc**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2023 and 2022**

stop-loss point has been reached for various covered employees as of December 31, 2023 and 2022, while the aggregate stop-loss point has not been reached for either year.

***Workers' Compensation Benefits***

The Company maintains workers' compensation insurance coverage with a deductible of \$250,000, and \$250,000 per incident for the years ended 2023 and 2022, respectively. The estimated realizable receivable from subrogation claims of \$0 and \$33,686 has been netted against the accrued workers' compensation liability as of December 31, 2023 and 2022, respectively.

***Profit-Based Compensation Arrangement***

Effective January 1, 2000, the Company adopted a profit-based compensation arrangement (the "Plan") for certain eligible employees. Under the terms of the Plan, annual bonuses to participants vest immediately, except that all amounts due are forfeited immediately upon the participant's termination for cause. The underlying value of the bonuses is based on a formula containing overall profitability of the Company and discretionary participation awards from the Plan Administration Committee. For awards granted prior to January 1, 2005, each participant has the option to request cash payment at any point after award or to allow units of participation to accumulate value based on overall growth and profitability of the Company for any period not to exceed 10 years from date of issuance. For awards granted on or after January 1, 2005, awards are only exercisable by the participant upon the occurrence of one of the following events: separation, death, disability, expiration of term or change in control, as those terms are defined in the Plan document.

Under the terms of the Plan, payments of \$50,000 or less are to be paid in a lump sum within 30 days of redemption. For payments greater than \$50,000, the participant shall be paid in five installments of 20% each at the following intervals after the triggering event: 30 days, 6 months, 1 year, 18 months, and 24 months.

During the years ended December 31, 2023 and 2022, zero and zero units, respectively, of participation were issued, and 15,250 and 29,400 units, respectively, were outstanding at year end. Under the terms of the Plan, exercise price is computed as of December 31 of each year. At December 31, 2023 and 2022, each unit was valued at up to \$386.74 and \$315.23, respectively, depending upon the year of issuance. During the years ended December 31, 2023 and 2022, 12,700 and zero units, respectively, were converted to cash, totaling \$612,440 and zero, respectively.

Participation expense is reflected in these financial statements as a charge to compensation for 2023 and 2022, and a related liability accrual of \$962,724 and \$811,505, respectively.

**NOTE 12 - CONTINGENT LIABILITIES**

The Company is party to various miscellaneous legal actions normally associated with the retail food industry. Management intends to vigorously defend these actions, the aggregate effect of which, if any, is not determinable at this time.

**NOTE 13 - CORPORATE STRUCTURE**

The Company filed Restated Articles of Incorporation with the Texas Office of the Secretary of State during 2003. The primary effect of the reorganization was to have two classes of common stock: Class A voting, and Class B non-voting. The authorized number of shares of Class A voting common stock was 24, and the authorized number of shares of Class B non-voting common stock was 2,376. All authorized shares were issued. Although each shareholder retained the same ownership percentage after the reorganization

**Deli Management, Inc**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2023 and 2022**

as was owned previously, the Class A voting shares were held equally by the two primary shareholders exclusively. The number of directors and method of selecting directors were also changed. Contemporaneously with the filing of the Restated Articles of Incorporation, the Company also adopted Amended and Restated By-laws and an Amended and Restated Stock Redemption & Purchase Agreement. Each shareholder also assigned his shares of Class A and Class B stock to newly formed grantor trusts.

In April 2011, the Company reorganized, which included the purchase of a portion of the common stock shares and a subsequent sale to new shareholders. 1,155 of the 2,400 shares of common stock were purchased by the Company for \$87,191,177. 45 shares were subsequently sold for cash and 210 shares were sold to new shareholders and were financed by the Company through the issuance of notes receivable. Based on the terms of the notes, U.S. GAAP requires stock-based compensation accounting whereby the notes exchanged for common stock resulted in the recognition of expense in the amount of \$8,628,060 in 2011. Interest income recognized on the payment on notes receivables from shareholders was \$148,708 in 2023 and \$142,989 in 2022.

Consolidated Financial Statements and  
Report of Independent Certified Public  
Accountants

**Deli Management, Inc.**

December 31, 2022 and 2021

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## REPORT OF INDEPENDENT CERTIFIED PUBLIC ACCOUNTANTS

Board of Directors  
Deli Management, Inc.

### Opinion

We have audited the consolidated financial statements of Deli Management, Inc. (a Texas S corporation) and subsidiaries (the “Company”), which comprise the consolidated balance sheets as of December 31, 2022 and 2021, and the related consolidated statements of operations, changes in equity (deficit), and cash flows for the years then ended, and the related notes to the financial statements.

In our opinion, the accompanying consolidated financial statements present fairly, in all material respects, the financial position of the Company as of December 31, 2022 and 2021, and the results of its operations and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

### Basis for opinion

We conducted our audits of the consolidated financial statements in accordance with auditing standards generally accepted in the United States of America (US GAAS). Our responsibilities under those standards are further described in the Auditor’s Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of the Company and to meet our other ethical responsibilities in accordance with the relevant ethical requirements relating to our audits. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### Emphasis of matter

As described in Note 9 to the consolidated financial statements, the Company adopted ASC 842, Leases, effective January 1, 2022. Our opinion is not modified with respect to this matter.

### Responsibilities of management for the financial statements

Management is responsible for the preparation and fair presentation of the consolidated financial statements in accordance with accounting principles generally accepted in the United States of America, and for the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the consolidated financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about the Company's ability to continue as a going concern for one year after the date the financial statements are issued.

**Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the consolidated financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with US GAAS will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the consolidated financial statements.

In performing an audit in accordance with US GAAS, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the consolidated financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the consolidated financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about the Company's ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control-related matters that we identified during the audit.

*Grant Thornton LLP*

Houston, Texas  
March 30, 2023

**Deli Management, Inc.**  
**CONSOLIDATED BALANCE SHEETS**  
**December 31, 2022**

	<b>2022</b>	<b>2021</b>
<b>ASSETS</b>		
<b>Current assets:</b>		
Cash and cash equivalents	\$ 12,073,832	\$ 11,889,933
Accounts receivable - trade, net of allowance for doubtful accounts of \$177,500 and \$177,500	9,105,610	7,772,278
State income and sales tax refunds receivable	4,501,242	2,340,179
Tenant improvement allowances receivable	-	260,989
Other receivables	977,608	542,087
Inventories	13,571,318	12,665,619
Prepaid expenses	1,333,023	2,009,808
	<u>41,562,633</u>	<u>37,480,893</u>
Total current assets		
<b>Property and equipment, net</b>	<u>69,551,790</u>	<u>75,185,733</u>
<b>Other assets:</b>		
Intangible assets, net	721,379	1,006,830
Goodwill, net	1,430,638	1,923,517
Other investments	6,570	7,101
Operating right of use assets	240,785,256	-
Deposits	6,474,727	6,515,793
	<u>249,418,570</u>	<u>9,453,241</u>
Total other assets		
Total assets	<u>\$ 360,532,993</u>	<u>\$ 122,119,867</u>
<b>LIABILITIES AND EQUITY</b>		
<b>Current liabilities:</b>		
Accounts payable - trade	\$ 11,239,183	\$ 10,908,422
Accrued liabilities	19,074,376	21,454,767
Short term lease liability	20,271,014	-
Current maturities of long-term notes payable	5,348,500	5,348,500
	<u>55,933,073</u>	<u>37,711,689</u>
Total current liabilities		
<b>Long-term liabilities:</b>		
Deferred rent	-	23,205,661
Long term lease liability	243,590,795	-
Notes payable, net of current maturities	87,535,004	92,177,935
	<u>331,125,799</u>	<u>115,383,596</u>
Total long-term liabilities		
<b>Equity (deficit):</b>		
Deli Management, Inc. stockholders' equity		
Common stock (\$1 par value; 1,154 and 1,154 shares authorized, issued and outstanding)	1,154	1,154
Treasury stock, 1,344 and 1,344 shares, at cost	(99,181,525)	(99,181,525)
Note receivable for common stock	(3,481,253)	(3,481,253)
Additional paid-in capital	23,071,719	23,071,719
Retained earnings	53,064,026	48,614,487
	<u>(26,525,879)</u>	<u>(30,975,418)</u>
Total deficit		
Total liabilities and equity	<u>\$ 360,532,993</u>	<u>\$ 122,119,867</u>

The accompanying notes are an integral part of these consolidated financial statements.

**Deli Management, Inc.**

**CONSOLIDATED STATEMENTS OF OPERATIONS**

**Years ended December 31, 2022**

	<b>2022</b>	<b>2021</b>
<b>Revenue:</b>		
Sales - delis	\$ 408,090,429	\$ 341,495,238
Sales - distribution centers	64,170,878	76,874,473
Franchise sales	16,000	8,000
Franchise royalties	8,392,822	7,104,517
Backhaul income	4,020,327	4,008,935
Total revenue	484,690,456	429,491,163
<b>Cost of revenue</b>	<b>188,669,325</b>	<b>166,252,053</b>
Gross profit	296,021,131	263,239,110
<b>Operating expenses, excluding owners compensation</b>	<b>266,849,835</b>	<b>233,403,383</b>
Operating income before owners compensation	29,171,296	29,835,727
<b>Owners compensation</b>	<b>1,470,290</b>	<b>1,401,125</b>
Income from operations	27,701,006	28,434,602
<b>Other income (expense):</b>		
Interest, net	(9,835,946)	(8,630,324)
Other income	1,086,114	618,489
Total other expense	(8,749,832)	(8,011,835)
Income before taxes	18,951,174	20,422,767
<b>State income taxes</b>	<b>728,987</b>	<b>448,771</b>
<b>NET INCOME</b>	<b>\$ 18,222,187</b>	<b>\$ 19,973,996</b>

The accompanying notes are an integral part of these consolidated financial statements.



**Deli Management, Inc.**

**CONSOLIDATED STATEMENTS OF CHANGES IN EQUITY (DEFICIT)**

Years ended December 31, 2022

	<u>Common Stock</u>	<u>Additional Paid-in Capital</u>	<u>Retained Earnings</u>	<u>Treasury Stock</u>	<u>Note Receivable for Common Stock</u>	<u>Total Equity (Deficit)</u>
<b>Balance at December 31, 2020</b>	\$ 1,154	\$ 23,071,719	\$ 29,352,701	\$ (99,181,525)	\$ (3,481,253)	\$ (50,237,204)
Distributions	-	-	(712,210)	-	-	(712,210)
Net income	-	-	19,973,996	-	-	19,973,996
<b>Balance at December 31, 2021</b>	1,154	23,071,719	48,614,487	(99,181,525)	(3,481,253)	(30,975,418)
Distributions	-	-	(13,772,648)	-	-	(13,772,648)
Net income	-	-	18,222,187	-	-	18,222,187
<b>Balance at December 31, 2022</b>	<u>\$ 1,154</u>	<u>\$ 23,071,719</u>	<u>\$ 53,064,026</u>	<u>\$ (99,181,525)</u>	<u>\$ (3,481,253)</u>	<u>\$ (26,525,879)</u>

The accompanying notes are an integral part of these consolidated financial statements.

Deli Management, Inc.

**CONSOLIDATED STATEMENTS OF CASH FLOWS**

Years ended December 31,

	<b>2022</b>	<b>2021</b>
<b>Cash flows from operating activities:</b>		
Net income	\$ 18,222,187	\$ 19,973,996
Adjustments to reconcile net income to net cash provided by operating activities:		
Depreciation and amortization	10,382,635	10,516,620
Amortization of deferred loan origination costs	566,844	1,119,909
Loss on disposition of assets	805,425	3,196,562
Proceeds from business interruption insurance, net of deductible	-	352,446
Bad debt expense	39,061	16,651
Net (increase) decrease in:		
Receivables	(3,707,988)	(373,368)
Inventories	(905,700)	(5,056,639)
Prepaid expenses	720,016	(611,382)
Deposits	41,066	(6,236,280)
Net increase (decrease) in:		
Accounts payable	331,057	(5,043,323)
Accrued liabilities	(2,504,043)	(209,230)
	<u>23,990,560</u>	<u>17,645,962</u>
<b>Cash flows from investing activities:</b>		
Purchase of property and equipment	(4,364,079)	(7,604,113)
Proceeds from sale of assets	37,755	1,050,531
	<u>(4,326,324)</u>	<u>(6,553,582)</u>
<b>Cash flows from financing activities:</b>		
Distributions and dividends	(13,772,648)	(712,210)
Proceeds from draws on line of credit	2,500,000	-
Proceeds from notes payable	-	105,000,000
Proceeds from federal Payroll Protection Program	-	2,000,000
Principal payments on notes payable	(5,707,689)	(110,711,537)
Principal payment of line of credit	(2,500,000)	-
Payroll Protection Program grant meeting forgiveness criteria	-	(2,000,000)
Loan origination costs	-	(5,545,255)
	<u>(19,480,337)</u>	<u>(11,969,002)</u>
<b>NET INCREASE IN CASH AND CASH EQUIVALENTS</b>	<b>183,899</b>	<b>(876,622)</b>
<b>Cash and cash equivalents, beginning of year</b>	<b>11,889,933</b>	<b>12,766,555</b>
<b>Cash and cash equivalents, end of year</b>	<b>\$ 12,073,832</b>	<b>\$ 11,889,933</b>
<b>Supplemental disclosures of cash flow information:</b>		
Interest paid	<b>\$ 9,507,244</b>	<b>\$ 8,004,246</b>
Income taxes paid:		
State	<b>\$ 614,987</b>	<b>\$ 297,945</b>

The accompanying notes are an integral part of these consolidated financial statements.

**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**

**December 31, 2022 and 2021**

**NOTE 1 - HISTORY AND ORGANIZATION**

Deli Management, Inc. (“DMI”, “Company”, or “Franchisor”) was founded in Beaumont, Texas in 1976, and incorporated on October 3, 1983 under the laws of the State of Texas. The Company was organized for the purpose of establishing deli restaurants commonly known as “Jason’s Deli®” throughout the State of Texas. Deli operations have subsequently been expanded across the country. Corporate owned restaurants were in operation in the following states at December 31, 2022 and 2021:

	2022	2021
Alabama	4	4
Arizona	5	5
Florida	10	10
Georgia	14	15
Illinois	8	7
Iowa	1	1
Louisiana	7	7
Maryland	1	1
Nebraska	2	2
Nevada	4	4
North Carolina	13	13
Ohio	0	1
Pennsylvania	1	1
South Carolina	3	4
Tennessee	1	1
Texas	79	79
Virginia	7	8
Wisconsin	1	1
	161	164

The Company offers opportunities for new franchisees, and for the expansion of existing franchisees in multiple states. The franchise agreements offer a program which enables the franchisees to operate a deli that offers a variety of delicatessen products, including New Orleans style food and Texas barbecue. Current franchises are operational in Alabama, Arkansas, Colorado, Florida, Indiana, Kansas, Kentucky, Louisiana, Mississippi, Missouri, New Mexico, North Carolina, Ohio, Oklahoma, Tennessee, and Texas. At December 31, 2022 and 2021, respectively, there were 82 and 82 franchise restaurants in operation. In addition, there were zero and zero unopened franchise locations at December 31, 2022 and 2021, respectively.

The Company has two wholesale food distribution centers. One distribution center is located in Charlotte, North Carolina, and the second distribution center is located in Grand Prairie, Texas. These centers are operated primarily for the servicing of company owned and franchise delis. However, they generate additional revenue in the form of backhaul income, both from company suppliers and for other nearby businesses.

**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2022 and 2021**

**NOTE 2 - LIQUIDITY AND CAPITAL RESOURCES**

The Company has a new credit agreement in place with a lending group. The issuance date of the credit agreement was June 18, 2021. The credit agreement consists of a master term loan with original availability of \$105,000,000, \$96,436,819 of which was outstanding at December 31, 2022, and a master revolving line of credit with a limit of \$10,000,000. Collectively, the term loan and revolving line of credit are referred to as “the notes”. The notes mature on June 18, 2026. At December 31, 2022 and 2021, the Company had \$10,000,000 and \$10,000,000, respectively, available to borrow under the master revolving line of credit total.

**NOTE 3 - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

This summary of significant accounting policies is presented to assist in understanding the Company’s financial statements. The financial statements and notes are representations of the Company’s management, who is responsible for their integrity and objectivity. These accounting policies conform to accounting principles generally accepted in the United States of America (“U.S. GAAP”) and have been consistently applied in the preparation of the consolidated financial statements.

***Principles of Consolidation***

These financial statements present the consolidated financial results of Deli Management, Inc. and its subsidiaries after elimination of all significant accounts and transactions. The financial statements have been prepared in accordance with U.S. GAAP.

Reclassifications have been made for presentation purposes. These reclassifications did not have a material impact on the financial statements.

***Use of Estimates***

The preparation of financial statements in conformity with U.S. GAAP requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

***Cash and Cash Equivalents***

For purposes of these financial statements, all highly liquid demand and time deposits with a maturity of three months or less, including money market funds, are considered cash and cash equivalents.

The Company maintains its cash in bank deposit accounts which exceed federally insured limits. As of December 31, 2022, accounts were guaranteed by the Federal Deposit Insurance Corporation up to \$250,000. The total amount in excess of the insured limit at December 31, 2022 was \$10,231,018.

***Revenue Recognition***

See Note 4. Revenue Recognition.

***Accounts Receivable and Bad Debts***

All receivable invoices are due upon receipt, but are considered past due 31 days after the date of the invoice. Past due deli trade receivables do not accrue interest.

**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2022 and 2021**

The Company's policy with respect to distribution center past due trade receivables is to assess finance charges at the end of each month on any balance that is older than 31 days. In February 2020, the Company temporarily suspended this policy as a means of providing support to the franchise community due to the COVID-19 impact. This policy was reinstated in February 2021 for all past due balances. The Company has remained in close contact with franchisees throughout this period regarding their stores' performance, their liquidity, and any efforts toward obtaining additional capital if necessary. Though past due balances have grown as a result of the COVID-19 pandemic, all franchisees are working to bring them current, or have pledged to do so. The distribution center receivables past due 90 days or more were \$500,702 and \$714,868 at December 31, 2022 and 2021, respectively.

Trade receivables are considered uncollectible only after repeated attempts from the collection department and/or an outside collection agency have been made. Past due invoices are routinely monitored by the Accounts Receivable Supervisor, who approves the write off of immaterial, uncollectible amounts throughout the year. Material past due balances are periodically discussed between the Accounts Receivable Supervisor, the Assistant Controller, and the CFO, to review and schedule their write off at yearend, or to elect continued collection efforts if deemed fruitful.

Bad debts are determined by the allowance method. The aging of the receivables, historical write-off experience, as well as management's knowledge and experience with the debtor, influences the allowance computations. Management has determined that an allowance of \$177,500 was appropriate at December 31, 2022, and \$177,500 was appropriate at December 31, 2021.

***Inventories***

As noted in Note 1, the Company operates wholesale food distribution centers in Grand Prairie, Texas and Charlotte, North Carolina. At December 31, 2022 and 2021, inventories consist of \$3,163,215 and \$2,923,977 in deli menu items and related supplies at company owned delis, \$10,237,500 and \$9,398,836 in food and related supplies at the wholesale distribution centers, and \$177,889 and \$342,806 in distribution center truck parts and miscellaneous corporate supplies, respectively. Inventories are valued at the lower of cost or net realizable value based on the first-in, first-out ("FIFO") method for distribution centers and a combination of first-in, first-out and most recent cost for delis, which approximates the FIFO method due to the rapid turnover of items.

***Shipping and Handling***

The Company does not separately charge for shipping and handling. Company costs for shipping and handling are classified in the income statements as follows:

	<u>2022</u>	<u>2021</u>
Salaries and wages	\$ 4,272,200	\$ 3,791,906
Delivery expense	2,691,082	1,651,134
Handling fees (as part of cost of revenue)	2,570	(27,835)
Insurance	516,050	464,944
Rents	1,058,435	1,079,140
Depreciation and amortization	193,967	216,522
	<u>\$ 8,734,304</u>	<u>\$ 7,175,811</u>

***Property and Equipment***

Property and equipment are stated at cost. All costs of acquisition of deli equipment and construction of leasehold improvements related to store openings, or remodel projects that qualify as betterments, and that

**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2022 and 2021**

total \$5,000 or more are capitalized. The Company also capitalizes other furniture and equipment purchases that cost \$5,000 or more per item, per invoice. The following costs are expensed:

- Incidental, non-inventoried materials and supplies when purchased and/or placed in service, regardless of amount.
- Routine maintenance that the Company would reasonably expect to perform more than once during the class life of the unit of property being maintained.
- Repairs and maintenance that keep a unit of property in ordinarily efficient operating condition rather than improve it, including deli refresh projects.
- Projects that constitute <30% replacement of the unit of property being maintained.
- Removal of a capital asset if separately stated on the invoice.
- Movement or reinstallation of a capital asset to a new location.

Depreciation is computed on the straight-line method for financial reporting purposes based on the following useful lives, with no salvage value:

	<u>Years</u>
Corporate office facilities	31 - 40
Leasehold improvements	5 - 18
Deli equipment	5 - 10
Automobiles	5
Office furniture and equipment	3 - 10
Trucks and trailers	4 - 6

***Impairment of Long-Lived Assets***

Deli locations are reviewed for impairment on a location by location basis whenever events or changes in circumstances indicate that the carrying amount of an asset may not be recovered. The recoverability of locations that are to be held and used is measured by comparison of the estimated future undiscounted cash flows associated with the asset to the carrying amount of the asset. If such assets are considered to be impaired, an impairment charge would be recorded in the amount by which the carrying amount of the assets exceeds their fair value using Level 3 measurements, as defined in Note 15. There were no impairment charges of long-lived assets in 2022 or 2021.

***Amortization of Intangibles***

The non-compete covenant related to the acquisition of two deli locations from a franchise in 2012 is being amortized over 15 years on a straight-line basis, with no residual value. Reacquired rights associated with the purchase of 12 deli locations from five franchisees are being amortized over 2-11 years on a straight-line basis, with no residual value. Goodwill from the purchase of the assets of seven deli locations from five franchisees is being amortized over 10 years each, one beginning in 2013, one in 2014, one in 2015, and four in 2019.

***Advertising***

The costs of advertising are expensed as incurred. Advertising expense was \$2,812,865 and \$2,488,497 for the years ended December 31, 2022 and 2021, respectively.

**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2022 and 2021**

***Compensated Absences***

Company policy provides that any unused amounts of accrued vacation and sick leave are forfeited at separation from service for any reason. Estimated accrued vacation at December 31, 2022 and 2021 was \$1,881,899 and \$1,707,803, respectively, as reflected in these financial statements. Management does not anticipate that the accumulated sick leave benefit will have a material impact on company operations in a single year, and no accrual for sick leave has been recorded.

***Income Taxes***

Deli Management, Inc. does not provide for federal income taxes because of the election by the Company, with the consent by its stockholders, that profits of the Company be taxed at the stockholder level under Subchapter S of the Internal Revenue Code ("IRC"). The Company does, however, pay income and other types of taxes to the states in which it operates or from which it generates revenue from franchise operations. Income tax payments to states on behalf of shareholders are reflected as distributions rather than income tax expense.

Accounting guidance requires entities to evaluate uncertain tax positions. This guidance prescribes a more-likely-than-not recognition threshold and a measurement attributable for all tax positions taken or expected to be taken on a tax return in order to be recognized in the financial statements. The Company has not recorded a liability for uncertain tax positions as of December 31, 2022 and 2021 as the Company has not identified any uncertain tax positions that meet the measurement criteria. The Company would recognize interest and penalties, if any, related to unrecognized tax benefits in income tax expense.

***Presentation of State Sales Taxes***

The states in which the Company operates impose sales tax on substantially all of the Company's sales to nonexempt customers. The Company collects the taxes from customers and remits the taxes to the states, less any applicable discounts. The Company's accounting policy is to exclude the taxes collected from revenue and cost of sales.

***Amortization of Goodwill***

Pursuant to Accounting Standards Update ("ASU") 2014-02, *Accounting for Goodwill - a Consensus of the Private Company Council (Topic 350)*, effective January 1, 2013, the Company elected to amortize goodwill on a straight-line basis over either 10 years or less than 10 years if a shorter useful life is more appropriate. Under the guidance, impairment testing is performed upon the occurrence of a triggering event indicating that the fair value of the entity might be less than its carrying amount, and there is no annual goodwill impairment test. The Company recorded goodwill amortization expense in 2022 and 2021 of \$494,878 and \$495,011, respectively.

***Debt Issuance Costs***

The Company's policy is to net debt issuance costs against the carrying value of the related financial liability for financial statement presentation, in agreement with ASU 2015-03, *Interest - Imputation of Interest (Subtopic 835-30)*, the Company reported unamortized debt issuance costs of \$3,553,316 and \$4,618,072 in 2022 and 2021, respectively. These costs were netted against long-term outstanding notes payable balances of \$91,088,319 and \$96,796,009 for 2022 and 2021, respectively.

***Government Grants***

U.S. GAAP does not have specific guidance on accounting for government grants that are not in the form of a tax credit. Under the guidance in ASC 105, *Generally Accepted Accounting Principles*, an entity may apply nonauthoritative guidance by analogy when guidance for a transaction is not specified within U.S.

**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2022 and 2021**

GAAP. Therefore, effective January 1, 2020, the Company elected to adopt the guidance in IAS 20 - *Accounting for Government Grants and Disclosure of Government Assistance*, by analogy for its treatment of any government grants received.

Under IAS 20, grant recipients initially recognize proceeds as an unearned revenue liability. Recipients then relieve the liability through the income statement on a systematic basis over the periods in which they recognize expenses for the related costs for which the grants are intended to compensate. IAS 20 provides the option of reflecting the credit recognized as a separate line on the income statement, or as an offset directly against related expenses. For this policy, the Company has elected to reflect grant credit as a direct reduction to the expense lines to which they relate. Similarly, the Company will reflect grant proceeds on the statement of cash flows in the same section where the related expenses are presented. The company recognized zero and \$2,000,000 in government grants in 2022 and 2021.

***New Accounting Pronouncements***

In February 2016, the FASB issued ASU No. 2016-02, *Leases (Topic 842)*. The new standard requires lessees to recognize on the balance sheet a liability to make lease payments and a corresponding right-of-use asset. The guidance also requires certain qualitative and quantitative disclosures designed to assess the amount, timing and uncertainty of cash flows arising from leases. The pronouncement is effective for annual periods beginning after December 15, 2021. The Company has adopted the new standard effective January 1, 2022. Please reference Note 9 for details on the impact on the financial statements.

***Subsequent Events***

The Company has evaluated subsequent events through March 30, 2023, the date on which the consolidated financial statements were available for issuance.

**NOTE 4 - REVENUE RECOGNITION**

ASC Topic 606, *Revenue from Contracts with Customers ("ASC 606")* provides five core principles to be followed by organizations as part of their adoption and transition as follows: (1) Identify the contract; (2) Identify performance obligations in the contract; (3) Determine the transaction price as specified in the contract; (4) Allocate the transaction price to the performance obligations; and (5) Recognize revenue as each performance obligation is satisfied. In applying ASC 606, the Company applied these principles to identify components of each of the following goods and service offerings, and to apply changes where necessary to meet the standard.

Deli sales consist of sales of prepared food and beverage to customers on a transaction by transaction basis, where the Company's performance obligation is complete, and substantially all direct costs are incurred and recognized within the same period. All deli sales are recognized as revenue in the same period that product delivery occurs. The timing and amount of revenue recognized related to company sales was not impacted by the adoption of ASC 606. Deli revenues total \$408,090,429 in 2022 and \$341,495,238 in 2021.

Physical and virtual gift cards ("stored-value products") are available for sale to customers in deli locations, on the Company's website, on third-party seller websites, and in third-party retail establishments. Sales of stored-value products are initially recorded as a contract liability, and are included in accrued liabilities at their expected redemption value. When the stored-value products are redeemed, the Company recognizes revenue, and reduces the contract liability for the amount used. The portion of stored-value products that is never redeemed is referred to as "breakage", and was reported as a credit to discount expense of \$16,479 and \$6,759 at December 31, 2022 and 2021, respectively. ASC 606 requires that revenue or credit related to contracts with customers be recognized in a timeframe and amount commensurate with costs realized



**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2022 and 2021**

to provide the related goods or services. As this objective pertains to credits recognized for stored-value product breakage, the Company considers these amounts to be immaterial with respect to application of a change in accounting for them, and has thus opted to continue present treatment. The Company will monitor future credits related to breakage in order to alter recognition methods to comply with ASC 606 should they become material. At December 31, 2022 and 2021, the Company had outstanding contract liability balances related to stored-value products, of \$5,165,002 and \$5,274,155, respectively. The balances represent the uncompleted performance obligations associated with the store-value products and \$4,965,255 is expected to be earned during 2023 fiscal year with the remaining balance earned after 2023.

As a loyalty reward and future purchase incentive to customers, the Company maintains a loyalty program known as “deli-dollars”, whereby customers earn 25 deli-dollars for every \$1 ordered online. Total reward values are tracked by the customer’s reward account id and expire one year from issuance. For this customer contract, the customers’ consideration is their online spend and purchases made in-house using their reward id, and the Company’s performance obligation is the honoring of value acquired. DMI recognizes sales related to earning deli dollars at their full value as they occur. Discounts and promotional reductions in price, including deli-dollars redeemed, are recognized when redeemed as an expense. Additionally, DMI records a monthly accrual to a deli-dollar liability account and to discounts expense to reflect the average monthly change in deli-dollar liability. The monthly accrual is recalculated annually when the liability is adjusted to remove expired deli-dollars; to reflect any difference in actual deli-dollars earned versus the value accumulated using an average; and to adjust for changes in customer redemption patterns. Costs to maintain the program, other than the costs of the discounts themselves, are nominal due to being an automated feature of the Company’s online ordering program. As of December 31, 2022 and 2021, the Company had outstanding contract liability balances related to deli-dollar loyalty rewards, of \$738,867 and \$953,721, respectively. The balances represent the uncompleted performance obligations associated with the loyalty rewards and is expected to be earned during the 2022 and 2023 fiscal years.

The Company grants franchises to independent operators (“franchisees”) via a legal contract (“franchise agreement”), that is executed by the franchisor and the franchisee, where future consideration (“royalties”) is promised by the franchisee in exchange for the rights provided by the franchisor to establish and operate a Jason’s Deli in a specified location, and to use, on an ongoing basis, the trade name, service marks, trademarks, copyrights, and proprietary operating and technological systems that the franchisor has acquired and developed. Royalty revenue is accrued and recognized by the Company monthly as a separate line of revenue in the Company’s financial statements. Royalties are calculated at 4% of franchisees’ reported gross sales, less discounts and sales tax collected, as allowed by the franchise agreement. The underlying costs of the Company’s performance obligations, including development and maintenance of registered trademarks, copyrights, and other proprietary systems that the franchisee has purchased rights to, are deemed to be provided equally, on average, on each dollar of franchisee sales, and are thus matched against royalties in the same period that they are earned and recognized as revenue by the franchisor. Franchise royalty revenues total \$8,392,822 in 2022 and \$7,104,517 in 2021.

In addition to royalties, the franchise agreement includes an initial franchise fee per location that is determined by the size and nature, and thus anticipated cost of performance obligation to the Company, of the location being licensed. The franchise fee entitles the franchisee’s location to two weeks of training, including payroll cost, benefits, payroll taxes, travel, food, lodging, and any other support cost, for a set number of the franchisors’ dedicated training staff and supervision. The Company sets this fee at its average cost to provide this service. Where a franchisee is established and elects to supply their own training, the franchise agreement allows the franchisor and franchisee to be absolved of the performance obligation and related consideration, in which case no revenue or associated costs are recognized. Where prior to adoption of ASC 606 franchise fees were recognized entirely in the month of opening, franchise fees under ASC 606 are allocated proportionately against the period(s) that underlying payroll and support costs are recognized. Franchise fees are recognized by the Company as a separate line of revenue in the Company’s financial statements.

**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2022 and 2021**

Franchise agreements expire 20 years after a franchise location opens, and include a 10-year renewal option. Should the franchisee renew, the franchise agreement includes a renewal fee be paid at the time to cover the franchisor's legal and other filing fees. The fee is recognized and reported in the Company's financials with initial franchise fee revenue, entirely in the period that includes the renewal date. Franchise renewal fees were reported at \$4,000 and zero at December 31, 2022 and 2021, respectively. Underlying legal and filing costs are recognized as incurred. The Company considers these amounts to be immaterial with respect to ASC 606 reporting requirements.

The Company makes available to franchisees the option of signing an Area Development Agreement ("ADA"), which grants the franchisee exclusive rights to establish and operate multiple Jason's Deli locations in a specified area, to be opened over a period of time defined in the ADA. There is no cost to the franchisee other than a requirement that they provide a deposit to secure the exclusive rights equal to 100% of the first location's initial franchise fee, and 50% of all remaining locations' initial franchise fees covered by the ADA. These deposits are held in a contract liability account until such time that a location is prepared to open. At that time, the above method of accounting for initial franchise fees is followed. At December 31, 2022 and 2021, the Company had outstanding contract liability balances related to ADA's of \$39,000 and 35,000, respectively. The balance represents the uncompleted performance obligations associated with the ADA's and are expected to be earned within the next fiscal year.

The franchise agreement allows, but does not require franchisees to purchase product from the Company's distribution centers, so while each customer order and subsequent obligation constitutes a customer contract, the long-term relationship of franchisee to distribution center does not. Sales by the distribution center to franchisees are recognized as revenue on the date of shipment to the franchisee in accordance with shipping terms (FOB shipping-point), with relevant costs to process the order closely preceding, and costs to deliver the order closely following. As such, costs to fulfill distribution center customer contract obligations are predominantly recognized and reported in the same period as the related revenue. Franchise and third-party distribution sales revenue is reported as a separate line of revenue on the Company's financial statements. Distribution sales returns are inconsequential and do not impact timing for revenue recognition. The Company has not estimated a sales return allowance as it is not material based on historical experience.

The distribution center offers Backhaul services on a transaction by transaction basis, with no long-term contracts involved. Sales are reported as revenue on a dedicated line on the Company's financial statements, and are recognized upon completion of the delivery service. Associated costs of backhaul service performance obligations include driver payroll and benefits, fuel, and expense to maintain the vehicles, and are recognized and reported as expense in the same period as the related revenue. Distribution center revenues total \$64,170,878 in 2022 and \$76,874,473 in 2021.

Other than recognition of franchise renewal fees combined with initial franchise fees, all other sources of revenue are presented separately on the financial statements, and thus no additional disaggregation steps were necessary to meet this requirement of ASC 606.

The Company has no contract assets.

**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2022 and 2021**

**NOTE 5 - PROPERTY AND EQUIPMENT**

The major classes of property and equipment consisted of the following at December 31, 2022 and 2021:

	2022	2021
Buildings	\$ 97,548	\$ 97,548
Leasehold improvements	129,341,404	129,793,263
Deli equipment	54,672,071	55,219,813
Automobiles	211,868	211,868
Trucks and trailers	3,116,863	2,932,768
Office furniture and equipment	4,876,290	4,992,427
Construction in progress	1,941,014	1,867,199
	194,257,058	195,114,886
Less accumulated depreciation	(125,113,659)	(120,337,544)
	69,143,399	74,777,342
Land	408,391	408,391
	\$ 69,551,790	\$ 75,185,733

Depreciation expense for the years ended December 31, 2022 and 2021 was \$9,154,841 and \$9,688,933, respectively.

The estimated amount to complete construction projects in progress was \$4,242,483 and \$3,889,156 at December 31, 2022 and 2021, respectively.

**NOTE 6 - INTANGIBLE ASSETS INCLUDING GOODWILL**

Intangible assets including goodwill at December 31, 2022 and 2021 consisted of the following:

	December 31, 2021	Additions	Amortization Expense	December 31, 2022
Goodwill	\$ 4,967,527	\$ -	\$ -	\$ 4,967,527
Accumulated amortization - goodwill	(3,044,010)	-	(494,878)	(3,538,888)
Other intangibles:				
Trade name	9,364	-	-	9,364
Non-compete covenant	256,000	-	-	256,000
Reacquired franchise rights	4,247,003	-	-	4,247,003
Franchise development costs	6,560	-	-	6,560
Accumulated amortization - other	(3,512,097)	-	(283,452)	(3,795,549)
Total goodwill and intangibles - net	\$ 2,930,347	\$ -	\$ (778,330)	\$ 2,152,017

**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2022 and 2021**

Amortization expense for the years ended December 31, 2022 and 2021 was \$778,330 and \$827,687, respectively. Estimated aggregate amortization is \$566,034, \$500,384, \$331,249, \$269,048 and \$266,484 for 2023, 2024, 2025, 2026 and 2027, respectively. The weighted-average number of years of amortization remaining by major class of intangible assets as of December 31, 2022, was five years for reacquired rights; 6 years for goodwill; and five years for the non-compete agreement.

**NOTE 7 - DEBT**

The Company has open irrevocable stand-by letters of credit with banks as security for liability of gross receipt taxes, workers compensation insurance, deposits under certain city ordinances. At December 31, 2022 and 2021, the Company had a total of \$6,208,000 and \$6,267,297, respectively, in stand-by letters of credit, which are evaluated annually for relevance and appropriateness of amount.

The master term note has certain covenants including a maximum limit on sustaining capital expenditures. The Company was in compliance with respect to these covenants as of December 31, 2022 and 2021.

Amounts due in one year or less are presented as the current maturities of the obligations. The long-term portion represents the amount due after one year from the date of these statements. Short-term and long-term debt are the following at December 31, 2022 and 2021:

	2022	2021
Master term note with bank originally dated June 18, 2021, aggregated principal of \$105,000,000, payable in quarterly installments of \$1,312,500, with remainder due at maturity on July 18, 2026. Interest due monthly, interest at one-month LIBOR plus 7.50%, with a LIBOR floor of 1.0%. Collateralized by substantially all of the assets of the Company.	\$ 95,796,568	\$ 101,405,757
Note payable to bank, payable in monthly installments of \$8,208. Interest due monthly, interest at one-month LIBOR plus 2.75%. Matures June 17, 2024 with balloon payment of approximately \$492,500. Collateralized by land and building in Beaumont, Texas (Gemba - DOW, LLC).	640,251	738,750
	96,436,819	102,144,507
Less: Current maturities	(5,348,500)	(5,348,500)
Deferred loan origination costs, net	(3,553,316)	(4,618,072)
Long-term debt	\$ 87,535,004	\$ 92,177,935

**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2022 and 2021**

Debt is payable as follows:

<u>Year Ending December 31,</u>	
2023	\$ 5,348,500
2024	5,791,750
2025	5,250,000
2026	80,046,569
2027	-
Thereafter	-
	<hr/>
Total	<u>\$ 96,436,819</u>

The Company incurred interest expense of \$9,994,952 and \$8,828,226 in 2022 and 2021, respectively, none of which has been capitalized. The amount of interest that should have been capitalized for construction projects was immaterial.

During 2020 the Company acquired additional capital outside of debt, including \$10,000,000 in April 2020, and \$2,000,000 in February 2021, made available under the federal government's Payroll Protection Program ("PPP"). Provisions of the program allow that these loans can be forgiven if after a specified period of time from receipt, the recipient can prove via an application process that the proceeds were used for approved purposes, principally to maintain payroll at stipulated levels versus a defined comparative period. The Company met this requirement and received forgiveness of both the initial \$10,000,000 and the subsequent \$2,000,000 in 2021. The Company has applied the Company's grant accounting policy detailed in Note 3 to these financial statements, which states that the Company's policy is to recognize such proceeds directly as an offset to the expenses they're intended to compensate. The \$10,000,000 received in 2020 was entirely used for and reported on the Income Statement as a credit to Operating Expense. More specifically, the funds were applied as a \$7,500,000 credit to payroll expense; a \$1,400,000 credit to lease expense; and a \$1,100,000 credit to utilities expense. All three applications reflected those amounts or greater in realized expenses that were all incurred during 2020 and are allowable uses of PPP funds under the government's forgiveness criteria. The \$2,000,000 received in 2021 was entirely used for and reported on the Income Statement as a credit to Operating Expense. More specifically, the funds were applied as a \$1,381,226 credit to payroll expense; a \$488,258 credit to lease expense; and a \$130,326 credit to utilities expense.

**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2022 and 2021**

**NOTE 8 - ACCRUED LIABILITIES**

Accrued liabilities are comprised of the following:

	2022	2021
Sales tax payable	\$ 974,983	\$ 1,075,440
Commissions payable	533,660	796,922
Payroll taxes payable	479,376	2,376,385
Accrued payroll	2,051,954	1,601,092
Accrued rent accretion payable	148,930	195,803
Accrued percentage rent	231,094	154,899
Accrued compensated absences	1,881,899	1,707,803
Accrued workers compensation	1,788,847	2,753,307
Other accrued expenses	4,629,915	3,963,025
Deferred franchise and other income	1,188,716	1,555,936
Deferred gift card income	5,165,002	5,274,155
	\$ 19,074,376	\$ 21,454,767

**NOTE 9 - LEASES**

In February 2016, the FASB established Topic 842, *Leases*, by issuing ASU No. 2016-02, which requires lessees to recognize leases on-balance sheet and disclose key information about leasing arrangements. Topic 842 was subsequently amended by ASU No. 2018-01, *Land Easement Practical Expedient for Transition to Topic 842*; ASU No. 2018-10, *Codification Improvements to Topic 842, Leases*; and ASU No. 2018-11, *Targeted Improvements*. The new standard establishes a right-of-use model (ROU) that requires a lessee to recognize a ROU asset and lease liability on the balance sheet for all leases with a term longer than 12 months. Leases will be classified as finance or operating, with classification affecting the pattern and classification of expense recognition in the income statement. The new standard was effective and we adopted and implemented the standard on January 1, 2022 with a modified retrospective transition approach, as permitted, applying the new standard to all leases existing at the date of initial application. Consequently, financial information will not be updated and the disclosures required under the new standard will not be provided for dates and periods before January 1, 2022. The new standard provides a number of optional practical expedients in transition. We elected the ‘package of practical expedients’, which permits us not to reassess under the new standard our prior conclusions about lease identification, lease classification and initial direct costs.

The Company has operating leases for certain corporate offices and operating locations and finance leases for certain vehicles. The Company determines if a contract is a lease or contains an embedded lease at the inception of the contract. Operating lease right-of-use (“ROU”) assets are included in other current and other non-current assets, operating lease liabilities are included in other current and other non-current liabilities in our consolidated balance sheets. Finance lease ROU assets are included in property and equipment, net, and finance lease liabilities are included in our current portion of long-term debt, and long-term debt on our consolidated balance sheets.

ROU assets represent the Company’s right to use an underlying asset for the lease term and lease liabilities represent our obligation to make lease payments arising from the lease. Operating and finance lease ROU assets and liabilities are recognized at commencement date based on the present value of lease payments over the lease term. As most of the Company’s leases do not provide an implicit rate, we use the risk free rate using periods comparable with the lease terms based on the information available at commencement

**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2022 and 2021**

date in determining the present value of lease payments. The Company uses the implicit rate when readily determinable. The Company's lease terms may include options to extend or terminate the lease. The Company's leases have remaining lease terms of less than one year to five years, some of which include options to extend the leases for up to five years, and some of which include options to terminate the leases within one year. Lease expense for lease payments is recognized on a straight-line basis over the non-cancelable term of the lease.

The Company recognized \$25,361,555 of costs related to their operating leases during the twelve months ended December 31, 2022. As of December 31, 2022, the Company's operating leases have a weighted average remaining lease term of 15.85 years and a weighted average discount rate of 1.74%.

Rent expense under operating leases is calculated using the straight-line method whereby an equal amount of rent expense is attributed to each period during the term of the lease, regardless of when actual payments are made. Rent expense generally begins on the date the Company obtained possession under the lease and includes option periods where available. Generally, this results in rent expense in excess of cash payments during the early years of a lease and rent expense less than cash payments in the later years, as many lease agreements have periodic scheduled rent increases over the lease term. The difference between rent expense recognized and actual rental payments is recorded as deferred rent and presented as a non-current liability on the consolidated balance sheets. Tenant improvement allowances are amortized as a reduction to rent expense on a straight-line basis over the lease term, as defined above. Tenant improvement allowances are presented as a non-current liability in the consolidated balance sheets.

Supplemental balance sheet information related to leases as of December 31, 2022 are as follows:

Right-of-use assets under operating leases

Total operating lease assets	<u>\$ 240,785,256</u>
Operating lease liabilities, current portion	\$ 20,271,014
Operating lease liabilities, non-current portion	<u>243,590,795</u>
Total operating lease liabilities	<u>\$ 263,861,809</u>

The maturities of the Company's operating and finance lease liabilities as of December 31, 2022 are as follows:

Year Ending December 31,	Operating Leases
2023	\$ 25,284,531
2024	23,936,956
2025	23,488,709
2026	23,920,652
2027	21,751,654
Thereafter	<u>199,873,926</u>
Total lease payments	318,256,429
Less imputed interest	<u>54,394,620</u>
Total	<u>\$ 263,861,809</u>

**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2022 and 2021**

**NOTE 10 - RELATED-PARTY TRANSACTIONS**

DMI leases one deli that is located in a strip-center that is partially owned by two stockholders and several key employees of the Company. The lease expires in 2024 with no option periods, and with monthly payments of \$11,252 over the remaining term.

DMI leases an additional two delis owned entirely by one stockholder of the Company. Both leases have option periods through 2045, with monthly payments escalating every five years.

Future minimum lease payments for the three delis over the next five years (included in Note 9 totals above), are as follows:

<u>Year Ending December 31,</u>	
2023	\$ 256,388
2024	259,850
2025	266,774
2026	266,774
2027	185,607
Thereafter	<u>497,229</u>
Total	<u>\$ 1,732,622</u>

Related party lease expense totaled \$279,999 and \$245,483 per year, respectively, for 2022 and 2021.

The Company has a franchise that is on the Company's board of directors, and is related to four other stockholders. Total revenues from this franchise for 2022 and 2021 were approximately 2% and 2%, respectively, of consolidated DMI revenues. Total receivables from this franchise as of December 31, 2022 and 2021 were 3% and 3%, respectively, of consolidated DMI current assets.

**NOTE 11 - INCOME TAXES**

The absence of provisions for federal income taxes in 2022 and 2021 for the Company is due to the election by DMI in February 1984, and consent by its stockholders, that the stockholders will include their respective shares of taxable income of the Company in their individual tax returns in accordance with Section 1362(a) of the IRC. As a result, no federal income tax is imposed on the Company.

However, the Company does pay income taxes to most states in which it operates or from which it generates revenue from franchise operations. These taxes include franchise taxes and income taxes imposed on the Company, as well as income taxes imposed on the shareholders based on the shareholders' income from the Company, in lieu of the shareholders filing individual income tax returns with the states. These taxes are estimated to be \$728,987 in 2022 and \$448,771 in 2021. Amounts paid to the shareholders to assist in paying their personal income taxes totaled approximately \$13,300,000 and \$500,000 in 2022 and 2021, respectively.

Income tax years where the Company remains subject to examination by federal and state taxing entities at December 31, 2022, are 2021, 2020, 2019, and 2018.



**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2022 and 2021**

The Company engaged with a third party service provider to assess tax credit opportunities granted by the CARES act. Based on review of wages which qualified for an Employee Retention Tax Credit (ERTC) it was determined the Company is eligible for tax credits totaling \$2,340,179. The payroll tax credits will be captured through amending of prior period payroll tax returns. The Company received the refund in 2023.

**NOTE 12 - EMPLOYEE BENEFIT PLANS**

***401(k) Profit Sharing Plan***

In 1991, the Company established a 401(k) Savings and Incentive Retirement Plan. All full-time employees age 21 or older with one year of service are eligible to participate. Participating employees elect to contribute from 1% to 100% of compensation up to the maximum allowed by law (\$20,500 for 2022 and \$19,500 for 2021). The Company provides a discretionary matching contribution to employee contributions between 0% and 6% of compensation.

The Company matching contribution for 2022 and 2021 was 20% of the employees' contribution, to a maximum of 6% of compensation. Employee contributions for 2022 and 2021 totaled \$1,995,474 and \$1,752,015, respectively. Company contributions for 2022 and 2021 totaled \$329,646 and \$305,506, respectively, and vest as follows:

<u>Years of Service</u>	<u>Percentage</u>
0 - 2	0
2	20
3	40
4	60
5	80
6	100

***Self-Insured Medical Benefits***

In May 1998, the Company established a self-insurance plan covering certain medical benefits for substantially all of its management and administrative employees. The Company's liability is limited through the purchase of a reinsurance policy. Liability for specific claims is limited to \$200,000 for the years ended December 31, 2022 and 2021. Liability for the remaining aggregate claims is based on a formula, which includes estimated premium cost per participant and estimated participation. The Company has provided \$3,015,536 and \$3,911,267 in 2022 and 2021, respectively, for claims incurred and reported. An accrual of \$476,000 and \$539,000 for claims incurred but not reported has been included in these financial statements for the years ended December 31, 2022 and 2021, respectively. The contract year is May to April. Projections by the third-party administrator for the program indicate that the specific stop-loss point has been reached for various covered employees as of December 31, 2022 and 2021, while the aggregate stop-loss point has not been reached for either year.

***Workers' Compensation Benefits***

The Company maintains workers' compensation insurance coverage with a deductible of \$250,000, and \$250,000 per incident for the years ended 2022 and 2021, respectively. The estimated realizable receivable from subrogation claims of \$33,686 and \$60,312 has been netted against the accrued workers' compensation liability as of December 31, 2022 and 2021, respectively.

**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2022 and 2021**

***Profit-Based Compensation Arrangement***

Effective January 1, 2000, the Company adopted a profit-based compensation arrangement (the "Plan") for certain eligible employees. Under the terms of the Plan, annual bonuses to participants vest immediately, except that all amounts due are forfeited immediately upon the participant's termination for cause. The underlying value of the bonuses is based on a formula containing overall profitability of the Company and discretionary participation awards from the Plan Administration Committee. For awards granted prior to January 1, 2005, each participant has the option to request cash payment at any point after award or to allow units of participation to accumulate value based on overall growth and profitability of the Company for any period not to exceed 10 years from date of issuance. For awards granted on or after January 1, 2005, awards are only exercisable by the participant upon the occurrence of one of the following events: separation, death, disability, expiration of term or change in control, as those terms are defined in the Plan document.

Under the terms of the Plan, payments of \$50,000 or less are to be paid in a lump sum within 30 days of redemption. For payments greater than \$50,000, the participant shall be paid in five installments of 20% each at the following intervals after the triggering event: 30 days, 6 months, 1 year, 18 months, and 24 months.

During the years ended December 31, 2022 and 2021, zero and zero units of participation were issued, and 29,400 and 46,050 units were outstanding at year end, respectively. Under the terms of the Plan, exercise price is computed as of December 31 of each year. At December 31, 2022 and 2021, each unit was valued at up to 315.23 and zero, respectively, depending upon the year of issuance. During the years ended December 31, 2022 and 2021, zero and zero units were converted to cash, totaling zero and zero, respectively.

Participation expense is reflected in these financial statements as a charge to compensation for 2022 and 2021, and a related liability accrual of \$811,505 and 719,859, respectively.

**NOTE 13 - CONTINGENT LIABILITIES**

The Company is party to various miscellaneous legal actions normally associated with the retail food industry. Management intends to vigorously defend these actions, the aggregate effect of which, if any, is not determinable at this time.

**NOTE 14 - CORPORATE STRUCTURE**

The Company filed Restated Articles of Incorporation with the Texas Office of the Secretary of State during 2003. The primary effect of the reorganization was to have two classes of common stock: Class A voting, and Class B non-voting. The authorized number of shares of Class A voting common stock was 24, and the authorized number of shares of Class B non-voting common stock was 2,376. All authorized shares were issued. Although each shareholder retained the same ownership percentage after the reorganization as was owned previously, the Class A voting shares were held equally by the two primary shareholders exclusively. The number of directors and method of selecting directors were also changed. Contemporaneously with the filing of the Restated Articles of Incorporation, the Company also adopted Amended and Restated By-laws and an Amended and Restated Stock Redemption & Purchase Agreement. Each shareholder also assigned his shares of Class A and Class B stock to newly formed grantor trusts.

**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2022 and 2021**

In April 2011, the Company reorganized, which included the purchase of a portion of the common stock shares and a subsequent sale to new shareholders. 1,155 of the 2,400 shares of common stock were purchased by the Company for \$87,191,177. 45 shares were subsequently sold for cash and 210 shares were sold to new shareholders and were financed by the Company through the issuance of notes receivable. Based on the terms of the notes, U.S. GAAP requires stock-based compensation accounting whereby the notes exchanged for common stock resulted in the recognition of expense in the amount of \$8,628,060 in 2011. Interest income recognized on the payment on notes receivables from shareholders was \$142,989 in 2022 and \$139,250 in 2021.

Consolidated Financial Statements and  
Report of Independent Certified Public  
Accountants

**Deli Management, Inc.**

December 31, 2021 and 2020

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**GRANT THORNTON LLP**

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**REPORT OF INDEPENDENT CERTIFIED PUBLIC ACCOUNTANTS**

Board of Directors  
Deli Management, Inc.

**Opinion**

We have audited the consolidated financial statements of Deli Management, Inc. (a Texas S corporation) and subsidiaries (the "Company"), which comprise the consolidated balance sheets as of December 31, 2021 and 2020, and the related consolidated statements of operations, changes in equity (deficit), and cash flows for the years then ended, and the related notes to the financial statements.

In our opinion, the accompanying consolidated financial statements present fairly, in all material respects, the financial position of the Company as of December 31, 2021 and 2020, and the results of its operations and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

**Basis for opinion**

We conducted our audits of the consolidated financial statements in accordance with auditing standards generally accepted in the United States of America (US GAAS). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of the Company and to meet our other ethical responsibilities in accordance with the relevant ethical requirements relating to our audits. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

**Responsibilities of management for the financial statements**

Management is responsible for the preparation and fair presentation of the consolidated financial statements in accordance with accounting principles generally accepted in the United States of America, and for the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the consolidated financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about the Company's ability to continue as a going concern for one year after the date the financial statements are issued.

**Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the consolidated financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with US GAAS will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the consolidated financial statements.

In performing an audit in accordance with US GAAS, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the consolidated financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the consolidated financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about the Company's ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control-related matters that we identified during the audit.

*Grant Thornton LLP*

Houston, Texas  
March 30, 2022

**Deli Management, Inc.**

**CONSOLIDATED BALANCE SHEETS**

**December 31,**

	<b>2021</b>	<b>2020</b>
<b>ASSETS</b>		
<b>Current assets:</b>		
Cash and cash equivalents	\$ 11,889,933	\$ 12,766,555
Accounts receivable - trade, net of allowance for doubtful accounts of \$177,500 and \$177,500	7,772,278	10,209,533
State income and sales tax refunds receivable	2,340,179	-
Tenant improvement allowances receivable	260,989	143,845
Other receivables	542,087	557,883
Inventories	12,665,619	7,608,980
Prepaid expenses	2,009,808	1,441,657
	<u>37,480,893</u>	<u>32,728,453</u>
Total current assets		
	<u>75,185,733</u>	<u>81,526,049</u>
<b>Property and equipment, net</b>		
	<u>75,185,733</u>	<u>81,526,049</u>
<b>Other assets:</b>		
Intangible assets, net	1,006,830	1,337,642
Goodwill, net	1,923,517	2,420,392
Other investments	7,101	7,101
Deposits	6,515,793	279,513
	<u>9,453,241</u>	<u>4,044,648</u>
Total other assets		
	<u>9,453,241</u>	<u>4,044,648</u>
Total assets	<u>\$ 122,119,867</u>	<u>\$ 118,299,150</u>
<b>LIABILITIES AND EQUITY</b>		
<b>Current liabilities:</b>		
Accounts payable - trade	\$ 10,908,422	\$ 15,951,441
Accrued liabilities	21,454,767	20,279,162
Current maturities of long-term notes payable	5,348,500	107,117,294
	<u>37,711,689</u>	<u>143,347,897</u>
Total current liabilities		
	<u>37,711,689</u>	<u>143,347,897</u>
<b>Long-term liabilities:</b>		
Deferred rent	23,205,661	24,590,500
Notes payable, net of current maturities	92,177,935	597,957
	<u>115,383,596</u>	<u>25,188,457</u>
Total long-term liabilities		
	<u>115,383,596</u>	<u>25,188,457</u>
<b>Equity (deficit):</b>		
Deli Management, Inc. stockholders' equity		
Common stock (\$1 par value; 1,154 and 1,154 shares authorized, issued and outstanding)	1,154	1,154
Treasury stock, 1,344 and 1,344 shares, at cost	(99,181,525)	(99,181,525)
Note receivable for common stock	(3,481,253)	(3,481,253)
Additional paid-in capital	23,071,719	23,071,719
Retained earnings	48,614,487	29,352,701
	<u>(30,975,418)</u>	<u>(50,237,204)</u>
Total deficit		
	<u>(30,975,418)</u>	<u>(50,237,204)</u>
Total liabilities and equity	<u>\$ 122,119,867</u>	<u>\$ 118,299,150</u>

The accompanying notes are an integral part of these consolidated financial statements.



**Deli Management, Inc.**

**CONSOLIDATED STATEMENTS OF OPERATIONS**

**Years ended December 31,**

	<b>2021</b>	<b>2020</b>
<b>REVENUE:</b>		
Sales - delis	\$ 341,495,238	\$ 272,173,485
Sales - distribution centers	76,874,473	50,759,622
Franchise sales	8,000	23,000
Franchise royalties	7,104,517	5,520,118
Backhaul income	4,008,935	3,119,308
Total revenue	429,491,163	331,595,533
<b>COST OF REVENUE</b>	<b>166,252,053</b>	<b>126,996,909</b>
Gross profit	263,239,110	204,598,624
<b>OPERATING EXPENSES, EXCLUDING OWNERS COMPENSATION</b>	<b>233,403,383</b>	<b>213,701,627</b>
Operating income (loss) before owners compensation	29,835,727	(9,103,003)
<b>OWNERS COMPENSATION</b>	<b>1,401,125</b>	<b>838,019</b>
Income (loss) from operations	28,434,602	(9,941,022)
<b>OTHER INCOME (EXPENSE):</b>		
Interest, net	(8,630,324)	(5,327,645)
Other income	618,489	507,509
Total other expense	(8,011,835)	(4,820,136)
Income (loss) before taxes	20,422,767	(14,761,158)
<b>STATE INCOME TAXES</b>	<b>448,771</b>	<b>247,045</b>
Net income (loss)	<b>\$ 19,973,996</b>	<b>\$ (15,008,203)</b>

The accompanying notes are an integral part of these consolidated financial statements.

**Deli Management, Inc.**

**CONSOLIDATED STATEMENTS OF CHANGES IN EQUITY (DEFICIT)**

Years ended December 31,

	<u>Common Stock</u>	<u>Additional Paid-in Capital</u>	<u>Retained Earnings</u>	<u>Treasury Stock</u>	<u>Note Receivable for Common Stock</u>	<u>Total Equity (Deficit)</u>
<b>Balance at December 31, 2019</b>	\$ 1,154	\$ 8,071,719	\$ 46,278,600	\$ (99,181,525)	\$ (3,481,253)	\$ (48,311,305)
Distributions	-	-	(1,917,696)	-	-	(1,917,696)
Net income	-	-	(15,008,203)	-	-	-
Contribution of Capital	-	15,000,000	-	-	-	15,000,000
<b>Balance at December 31, 2020</b>	1,154	23,071,719	29,352,701	(99,181,525)	(3,481,253)	(50,237,204)
Distributions	-	-	(712,210)	-	-	(712,210)
Net income	-	-	19,973,996	-	-	19,973,996
Contribution of Capital	-	-	-	-	-	-
<b>Balance at December 31, 2021</b>	<u>\$ 1,154</u>	<u>\$ 23,071,719</u>	<u>\$ 48,614,487</u>	<u>\$ (99,181,525)</u>	<u>\$ (3,481,253)</u>	<u>\$ (30,975,418)</u>

The accompanying notes are an integral part of these consolidated financial statements.

Deli Management, Inc.

**CONSOLIDATED STATEMENTS OF CASH FLOWS**

Years ended December 31,

	2021	2020
<b>Cash flows from operating activities:</b>		
Net income	\$ 19,973,996	\$ (15,008,203)
Adjustments to reconcile net income to net cash provided by operating activities:		
Depreciation and amortization	10,516,620	12,059,150
Long lived asset impairment expense	-	2,050,274
Amortization of deferred loan origination costs	1,119,909	752,824
Loss on disposition of assets	3,196,562	4,123,706
Proceeds from business interruption insurance, net of deductible	352,446	58,222
Bad debt expense	16,651	32,530
Net (increase) decrease in:		
Receivables	(373,368)	1,469,010
Inventories	(5,056,639)	4,061,632
Prepaid expenses	(611,382)	(547,855)
Deposits	(6,236,280)	2,000
Net increase (decrease) in:		
Accounts payable	(5,043,323)	1,708,935
Accrued liabilities	(209,230)	(862,440)
Net cash provided by operating activities	17,645,962	9,899,785
<b>Cash flows from investing activities:</b>		
Purchase of property and equipment	(7,604,113)	(716,794)
Proceeds from sale of assets	1,050,531	2,971,791
Net cash provided by (used in) investing activities	(6,553,582)	2,254,997
<b>Cash flows from financing activities:</b>		
Distributions and dividends	(712,210)	(1,917,696)
Proceeds from draws on line of credit	-	5,800,000
Proceeds from notes payable	105,000,000	-
Proceeds from federal Payroll Protection Program	2,000,000	10,000,000
Principal payments on notes payable	(110,711,537)	(106,707)
Principal payment of line of credit	-	(23,531,206)
Payroll Protection Program grant meeting forgiveness criteria	(2,000,000)	(10,000,000)
Loan origination costs	(5,545,255)	(502,983)
Net cash used in financing activities	(11,969,002)	(5,258,592)
Net increase (decrease) in cash and cash equivalents	(876,622)	6,896,190
CASH AND CASH EQUIVALENTS, beginning of year	12,766,555	5,870,365
CASH AND CASH EQUIVALENTS, end of year	\$ 11,889,933	\$ 12,766,555
<b>Supplemental disclosures of cash flow information:</b>		
Interest paid	\$ 8,004,246	\$ 5,508,334
Income taxes paid:		
State	\$ 297,945	\$ 503,651

The accompanying notes are an integral part of these consolidated financial statements.

**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**

**December 31, 2021 and 2020**

**NOTE 1 - HISTORY AND ORGANIZATION**

Deli Management, Inc. (“DMI”, “Company”, or “Franchisor”) was founded in Beaumont, Texas in 1976, and incorporated on October 3, 1983 under the laws of the State of Texas. The Company was organized for the purpose of establishing deli restaurants commonly known as “Jason’s Deli®” throughout the State of Texas. Deli operations have subsequently been expanded across the country. Corporate owned restaurants were in operation in the following states at December 31, 2021 and 2020:

	<u>2021</u>	<u>2020</u>
Alabama	4	4
Arizona	5	5
Florida	10	10
Georgia	15	15
Illinois	7	8
Iowa	1	1
Louisiana	7	7
Maryland	1	1
Missouri	0	0
Nebraska	2	2
Nevada	4	4
North Carolina	13	12
Ohio	1	0
Pennsylvania	1	1
South Carolina	4	4
Tennessee	1	1
Texas	79	81
Virginia	8	7
Wisconsin	1	1
	<u>164</u>	<u>164</u>

The Company offers opportunities for new franchisees, and for the expansion of existing franchisees in multiple states. The franchise agreements offer a program which enables the franchisees to operate a deli that offers a variety of delicatessen products, including New Orleans style food and Texas barbecue. Current franchises are operational in Alabama, Arkansas, Colorado, Florida, Indiana, Kansas, Kentucky, Louisiana, Mississippi, Missouri, New Mexico, North Carolina, Ohio, Oklahoma, Tennessee, and Texas. At December 31, 2021 and 2020, respectively, there were 82 and 88 franchise restaurants in operation. In addition, there were zero and zero unopened franchise locations at December 31, 2021 and 2020, respectively.

The Company has two wholesale food distribution centers. One distribution center is located in Charlotte, North Carolina, and the second distribution center is located in Grand Prairie, Texas. These centers are operated primarily for the servicing of company owned and franchise delis. However, they generate additional revenue in the form of backhaul income, both from company suppliers and for other nearby businesses.

**NOTE 2 - LIQUIDITY AND CAPITAL RESOURCES**

The Company has a new credit agreement in place with a lending group. The issuance date of the credit agreement was 06/18/2021. The credit agreement consists of a master term loan with original availability of \$105,000,000, \$102,144,507 of which was outstanding at December 31, 2021, and a master revolving

**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2021 and 2020**

line of credit with a limit of \$10,000,000. Collectively, the term loan and revolving line of credit are referred to as “the notes”. The notes mature on June 18, 2026. At December 31, 2021 and 2020, the Company had \$10,000,000 and \$32,703, respectively, available to borrow under the master revolving line of credit total then applicable.

**NOTE 3 - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

This summary of significant accounting policies is presented to assist in understanding the Company's financial statements. The financial statements and notes are representations of the Company's management, who is responsible for their integrity and objectivity. These accounting policies conform to accounting principles generally accepted in the United States of America (“U.S. GAAP”) and have been consistently applied in the preparation of the consolidated financial statements.

***Principles of Consolidation***

These financial statements present the consolidated financial results of Deli Management, Inc. and its subsidiaries after elimination of all significant accounts and transactions. The financial statements have been prepared in accordance with U.S. GAAP.

Reclassifications have been made for presentation purposes. These reclassifications did not have a material impact on the financial statements.

***Use of Estimates***

The preparation of financial statements in conformity with U.S. GAAP requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

***Cash and Cash Equivalents***

For purposes of these financial statements, all highly liquid demand and time deposits with a maturity of three months or less, including money market funds, are considered cash and cash equivalents.

The Company maintains its cash in bank deposit accounts which exceed federally insured limits. As of December 31, 2021, accounts were guaranteed by the Federal Deposit Insurance Corporation up to \$250,000. The total amount in excess of the insured limit at December 31, 2021 was \$11,639,933.

***Revenue Recognition***

See Note 4. Revenue Recognition.

***Accounts Receivable and Bad Debts***

All receivable invoices are due upon receipt, but are considered past due 31 days after the date of the invoice. Past due deli trade receivables do not accrue interest.

The Company's policy with respect to distribution center past due trade receivables is to assess finance charges at the end of each month on any balance that is older than 31 days. In February 2020, the Company temporarily suspended this policy as a means of providing support to the franchise community due to the COVID-19 impact. This policy was reinstated in February 2021 for all past due balances. The Company has remained in close contact with franchisees throughout this period regarding their stores' performance, their liquidity, and any efforts toward obtaining additional capital if necessary. Though past

**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2021 and 2020**

due balances have grown as a result of the COVID-19 pandemic, all franchisees are working to bring them current, or have pledged to do so. The distribution center receivables past due 90 days or more were \$714,868 and \$696,103 at December 31, 2021 and 2020, respectively.

Trade receivables are considered uncollectible only after repeated attempts from the collection department and/or an outside collection agency have been made. Past due invoices are routinely monitored by the Accounts Receivable Supervisor, who approves the write off of immaterial, uncollectible amounts throughout the year. Material past due balances are periodically discussed between the Accounts Receivable Supervisor, the Assistant Controller, and the CFO, to review and schedule their write off at yearend, or to elect continued collection efforts if deemed fruitful.

Bad debts are determined by the allowance method. The aging of the receivables, historical write-off experience, as well as management's knowledge and experience with the debtor, influences the allowance computations. Management has determined that an allowance of \$177,500 was appropriate at December 31, 2021, and \$177,500 was appropriate at December 31, 2020.

***Inventories***

As noted in Note 1, the Company operates wholesale food distribution centers in Grand Prairie, Texas and Charlotte, North Carolina. At December 31, 2021 and 2020, inventories consist of \$2,923,977 and \$2,536,369 in deli menu items and related supplies at company owned delis, \$9,398,836 and \$4,935,468 in food and related supplies at the wholesale distribution centers, and \$342,806 and \$137,143 in distribution center truck parts and miscellaneous corporate supplies, respectively. Inventories are valued at the lower of cost or net realizable value based on the first-in, first-out ("FIFO") method for distribution centers and a combination of first-in, first out and most recent cost for delis, which approximates the FIFO method due to the rapid turnover of items.

***Shipping and Handling***

The Company does not separately charge for shipping and handling. Company costs for shipping and handling are classified in the income statements as follows:

	2021	2020
Salaries and wages	\$ 3,791,906	\$ 3,246,288
Delivery expense	1,651,134	1,043,208
Handling fees (as part of cost of revenue)	(27,835)	5,765
Insurance	464,944	395,427
Rents	1,079,140	1,053,171
Depreciation and amortization	216,522	279,724
	\$ 7,175,811	\$ 6,023,583

***Property and Equipment***

Property and equipment are stated at cost. All costs of acquisition of deli equipment and construction of leasehold improvements related to store openings, or remodel projects that qualify as betterments, and that total \$5,000 or more are capitalized. The Company also capitalizes other furniture and equipment purchases that cost \$5,000 or more per item, per invoice. The following costs are expensed:

- Incidental, non-inventoried materials and supplies when purchased and/or placed in service, regardless of amount.

**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2021 and 2020**

- Routine maintenance that the Company would reasonably expect to perform more than once during the class life of the unit of property being maintained.
- Repairs and maintenance that keep a unit of property in ordinarily efficient operating condition rather than improve it, including deli refresh projects.
- Projects that constitute <30% replacement of the unit of property being maintained.
- Removal of a capital asset if separately stated on the invoice.
- Movement or reinstallation of a capital asset to a new location.

Depreciation is computed on the straight-line method for financial reporting purposes based on the following useful lives, with no salvage value:

	<u>Years</u>
Corporate office facilities	31 - 40
Leasehold improvements	5 - 18
Deli equipment	5 - 10
Automobiles	5
Office furniture and equipment	3 - 10
Trucks and trailers	4 - 6

***Impairment of Long-Lived Assets***

Deli locations are reviewed for impairment on a location by location basis whenever events or changes in circumstances indicate that the carrying amount of an asset may not be recovered. The recoverability of locations that are to be held and used is measured by comparison of the estimated future undiscounted cash flows associated with the asset to the carrying amount of the asset. If such assets are considered to be impaired, an impairment charge would be recorded in the amount by which the carrying amount of the assets exceeds their fair value using Level 3 measurements, as defined in Note 15. There were no impairment charges of long-lived assets in 2021. Three locations were impaired during 2020 for a combined loss of \$2,050,274.

***Straight-line Rent and Tenant Improvement Allowance***

Rent expense under operating leases is calculated using the straight-line method whereby an equal amount of rent expense is attributed to each period during the term of the lease, regardless of when actual payments are made. Rent expense generally begins on the date the Company obtained possession under the lease and includes option periods where available. Generally, this results in rent expense in excess of cash payments during the early years of a lease and rent expense less than cash payments in the later years, as many lease agreements have periodic scheduled rent increases over the lease term. The difference between rent expense recognized and actual rental payments is recorded as deferred rent and presented as a non-current liability on the consolidated balance sheets.

Tenant improvement allowances are amortized as a reduction to rent expense on a straight-line basis over the lease term, as defined above. Tenant improvement allowances are presented as a non-current liability in the consolidated balance sheets.

**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2021 and 2020**

***Amortization of Intangibles***

The non-compete covenant related to the acquisition of two deli locations from a franchise in 2012 is being amortized over 15 years on a straight-line basis, with no residual value. Reacquired rights associated with the purchase of 12 deli locations from five franchisees are being amortized over 2, 3, 4, 5, 6, 7, 8, 9, 10, and 11 years on a straight-line basis, with no residual value. Goodwill from the purchase of the assets of seven deli locations from five franchisees is being amortized over 10 years each, one beginning in 2013, one in 2014, one in 2015, and four in 2019.

***Advertising***

The costs of advertising are expensed as incurred. Advertising expense was \$2,488,497 and \$2,462,712 for the years ended December 31, 2021 and 2020, respectively.

***Compensated Absences***

Company policy provides that any unused amounts of accrued vacation and sick leave are forfeited at separation from service for any reason. Estimated accrued vacation at December 31, 2021 and 2020 was \$1,707,803 and \$1,834,243, respectively, as reflected in these financial statements. Management does not anticipate that the accumulated sick leave benefit will have a material impact on company operations in a single year, and no accrual for sick leave has been recorded.

***Income Taxes***

Deli Management, Inc. does not provide for federal income taxes because of the election by the Company, with the consent by its stockholders, that profits of the Company be taxed at the stockholder level under Subchapter S of the Internal Revenue Code ("IRC"). The Company does, however, pay income and other types of taxes to the states in which it operates or from which it generates revenue from franchise operations. Income tax payments to states on behalf of shareholders are reflected as distributions rather than income tax expense.

Accounting guidance requires entities to evaluate uncertain tax positions. This guidance prescribes a more-likely-than-not recognition threshold and a measurement attributable for all tax positions taken or expected to be taken on a tax return in order to be recognized in the financial statements. The Company has not recorded a liability for uncertain tax positions as of December 31, 2021 and 2020 as the Company has not identified any uncertain tax positions that meet the measurement criteria. The Company would recognize interest and penalties, if any, related to unrecognized tax benefits in income tax expense.

***Presentation of State Sales Taxes***

The states in which the Company operates impose sales tax on substantially all of the Company's sales to nonexempt customers. The Company collects the taxes from customers and remits the taxes to the states, less any applicable discounts. The Company's accounting policy is to exclude the taxes collected from revenue and cost of sales.

***Amortization of Goodwill***

Pursuant to Accounting Standards Update ("ASU") 2014-02, *Accounting for Goodwill - a Consensus of the Private Company Council (Topic 350)*, effective January 1, 2013, the Company elected to amortize goodwill on a straight-line basis over either 10 years or less than 10 years if a shorter useful life is more appropriate. Under the guidance, impairment testing is performed upon the occurrence of a triggering event indicating that the fair value of the entity might be less than its carrying amount, and there is no annual goodwill impairment test. The Company recorded goodwill amortization expense in 2021 and 2020 of \$495,011 and \$494,878, respectively.



NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED

December 31, 2021 and 2020

**Debt Issuance Costs**

The Company's policy is to net debt issuance costs against the carrying value of the related financial liability for financial statement presentation, in agreement with ASU 2015-03, *Interest - Imputation of Interest (Subtopic 835-30)*, the Company reported unamortized debt issuance costs of \$4,618,072 and \$140,794 in 2021 and 2020, respectively. These costs were netted against long-term outstanding notes payable balances of \$96,796,009 and \$738,751 for 2021 and 2020, respectively.

**Government Grants**

U.S. GAAP does not have specific guidance on accounting for government grants that are not in the form of a tax credit. Under the guidance in ASC 105, *Generally Accepted Accounting Principles*, an entity may apply nonauthoritative guidance by analogy when guidance for a transaction is not specified within U.S. GAAP. Therefore, effective January 1, 2020, the Company elected to adopt the guidance in IAS 20 - *Accounting for Government Grants and Disclosure of Government Assistance*, by analogy for its treatment of any government grants received.

Under IAS 20, grant recipients initially recognize proceeds as an unearned revenue liability. Recipients then relieve the liability through the income statement on a systematic basis over the periods in which they recognize expenses for the related costs for which the grants are intended to compensate. IAS 20 provides the option of reflecting the credit recognized as a separate line on the income statement, or as an offset directly against related expenses. For this policy, the Company has elected to reflect grant credit as a direct reduction to the expense lines to which they relate. Similarly, the Company will reflect grant proceeds on the statement of cash flows in the same section where the related expenses are presented.

**New Accounting Pronouncements**

In February 2016, the FASB issued ASU No. 2016-02, *Leases (Topic 842)*. The new standard requires lessees to recognize on the balance sheet a liability to make lease payments and a corresponding right-of-use asset. The guidance also requires certain qualitative and quantitative disclosures designed to assess the amount, timing and uncertainty of cash flows arising from leases. The pronouncement is effective for annual periods beginning after December 15, 2021. The Company has scheduled January 1, 2022 for adoption. The Company is assessing the impact this change will have on its accounting processes and recordkeeping, researching a suitable software solution, and monitoring the experience of earlier adopters of the pronouncement in preparation for this requirement. Upon adoption, we expect the amount that will be recorded as a gross up to the balance sheet to be significant.

**Subsequent Events**

The Company has evaluated subsequent events through March 30, 2022, the date on which the consolidated financial statements were available for issuance.

**NOTE 4 - REVENUE RECOGNITION**

ASC Topic 606, Revenue from Contracts with Customers ("ASC 606") provides five core principles to be followed by organizations as part of their adoption and transition as follows: (1) Identify the contract; (2) Identify performance obligations in the contract; (3) Determine the transaction price as specified in the contract; (4) Allocate the transaction price to the performance obligations; and (5) Recognize revenue as each performance obligation is satisfied. In applying ASC 606, the Company applied these principles to identify components of each of the following goods and service offerings, and to apply changes where necessary to meet the standard.

**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2021 and 2020**

Deli sales consist of sales of prepared food and beverage to customers on a transaction by transaction basis, where the Company's performance obligation is complete, and substantially all direct costs are incurred and recognized within the same period. All deli sales are recognized as revenue in the same period that product delivery occurs. The timing and amount of revenue recognized related to company sales was not impacted by the adoption of ASC 606.

Physical and virtual gift cards ("stored-value products") are available for sale to customers in deli locations, on the Company's website, on third-party seller websites, and in third-party retail establishments. Sales of stored-value products are initially recorded as a contract liability, and are included in accrued liabilities at their expected redemption value. When the stored-value products are redeemed, the Company recognizes revenue, and reduces the contract liability for the amount used. The portion of stored-value products that is never redeemed is referred to as "breakage", and was reported as a credit to discount expense of \$6,759 and \$9,274 at December 31, 2021 and 2020, respectively. ASC 606 requires that revenue or credit related to contracts with customers be recognized in a timeframe and amount commensurate with costs realized to provide the related goods or services. As this objective pertains to credits recognized for stored-value product breakage, the Company considers these amounts to be immaterial with respect to application of a change in accounting for them, and has thus opted to continue present treatment. The Company will monitor future credits related to breakage in order to alter recognition methods to comply with ASC 606 should they become material. At December 31, 2021 and 2020, the Company had outstanding contract liability balances related to stored-value products, of \$5,274,155 and \$5,278,088, respectively. The balances represent the uncompleted performance obligations associated with the store-value products and \$5,108,527 is expected to be earned during 2022 fiscal year with the remaining balance earned after 2023.

As a loyalty reward and future purchase incentive to customers who place orders on the Company's online ordering website, the Company maintains a loyalty program known as "deli-dollars", whereby customers earn 25 deli-dollars for every \$1 ordered online. Total reward values are tracked by online id, are only redeemable online, and expire one year from issuance. For this customer contract, the customers' consideration is their online spend, and the Company's performance obligation is the honoring of value acquired. DMI recognizes sales related to earning deli dollars at their full value as they occur. Discounts and promotional reductions in price, including deli-dollars redeemed, are recognized when redeemed as an expense. Additionally, DMI records a monthly accrual to a deli-dollar liability account and to discounts expense to reflect the average monthly change in deli-dollar liability. The monthly accrual is recalculated annually when the liability is adjusted to remove expired deli-dollars; to reflect any difference in actual deli-dollars earned versus the value accumulated using an average; and to adjust for changes in customer redemption patterns. Costs to maintain the program, other than the costs of the discounts themselves, are nominal due to being an automated feature of the Company's online ordering program. As of December 31, 2021 and 2020, the Company had outstanding contract liability balances related to deli-dollar loyalty rewards, of \$953,721 and \$879,952, respectively. The balances represent the uncompleted performance obligations associated with the loyalty rewards and is expected to be earned during the 2022 and 2023 fiscal years.

The Company grants franchises to independent operators ("franchisees") via a legal contract ("franchise agreement"), that is executed by the franchisor and the franchisee, where future consideration ("royalties") is promised by the franchisee in exchange for the rights provided by the franchisor to establish and operate a Jason's Deli in a specified location, and to use, on an ongoing basis, the trade name, service marks, trademarks, copyrights, and proprietary operating and technological systems that the franchisor has acquired and developed. Royalty revenue is accrued and recognized by the Company monthly as a separate line of revenue in the Company's financial statements. Royalties are calculated at 4% of franchisees' reported gross sales, less discounts and sales tax collected, as allowed by the franchise agreement. The underlying costs of the Company's performance obligations, including development and maintenance of registered trademarks, copyrights, and other proprietary systems that the franchisee has purchased rights to, are deemed to be provided equally, on average, on each dollar of franchisee sales,

**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2021 and 2020**

and are thus matched against royalties in the same period that they are earned and recognized as revenue by the franchisor.

In addition to royalties, the franchise agreement includes an initial franchise fee per location that is determined by the size and nature, and thus anticipated cost of performance obligation to the Company, of the location being licensed. The franchise fee entitles the franchisee's location to two weeks of training, including payroll cost, benefits, payroll taxes, travel, food, lodging, and any other support cost, for a set number of the franchisors' dedicated training staff and supervision. The Company sets this fee at its average cost to provide this service. Where a franchisee is established and elects to supply their own training, the franchise agreement allows the franchisor and franchisee to be absolved of the performance obligation and related consideration, in which case no revenue or associated costs are recognized. Where prior to adoption of ASC 606 franchise fees were recognized entirely in the month of opening, franchise fees under ASC 606 are allocated proportionately against the period(s) that underlying payroll and support costs are recognized. Franchise fees are recognized by the Company as a separate line of revenue in the Company's financial statements.

Franchise agreements expire 20 years after a franchise location opens, and include a 10-year renewal option. Should the franchisee renew, the franchise agreement includes a renewal fee be paid at the time to cover the franchisor's legal and other filing fees. The fee is recognized and reported in the Company's financials with initial franchise fee revenue, entirely in the period that includes the renewal date. Franchise renewal fees were reported at zero and \$23,000 at December 31, 2021 and 2020, respectively. Underlying legal and filing costs are recognized as incurred. The Company considers these amounts to be immaterial with respect to ASC 606 reporting requirements.

The Company makes available to franchisees the option of signing an Area Development Agreement ("ADA"), which grants the franchisee exclusive rights to establish and operate multiple Jason's Deli locations in a specified area, to be opened over a period of time defined in the ADA. There is no cost to the franchisee other than a requirement that they provide a deposit to secure the exclusive rights equal to 100% of the first location's initial franchise fee, and 50% of all remaining locations' initial franchise fees covered by the ADA. These deposits are held in a contract liability account until such time that a location is prepared to open. At that time, the above method of accounting for initial franchise fees is followed. At December 31, 2021 and 2020, the Company had outstanding contract liability balances related to ADA's of \$35,000 and zero, respectively. The balance represents the uncompleted performance obligations associated with the ADA's and are expected to be earned within the next fiscal year.

The franchise agreement allows, but does not require franchisees to purchase product from the Company's distribution centers, so while each customer order and subsequent obligation constitutes a customer contract, the long-term relationship of franchisee to distribution center does not. Sales by the distribution center to franchisees are recognized as revenue on the date of shipment to the franchisee in accordance with shipping terms (FOB shipping-point), with relevant costs to process the order closely preceding, and costs to deliver the order closely following. As such, costs to fulfill distribution center customer contract obligations are predominantly recognized and reported in the same period as the related revenue. Franchise and third-party distribution sales revenue is reported as a separate line of revenue on the Company's financial statements. Distribution sales returns are inconsequential and do not impact timing for revenue recognition. The Company has not estimated a sales return allowance as it is not material based on historical experience.

The distribution center offers Backhaul services on a transaction by transaction basis, with no long-term contracts involved. Sales are reported as revenue on a dedicated line on the Company's financial statements, and are recognized upon completion of the delivery service. Associated costs of backhaul service performance obligations include driver payroll and benefits, fuel, and expense to maintain the vehicles, and are recognized and reported as expense in the same period as the related revenue.

**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2021 and 2020**

Other than recognition of franchise renewal fees combined with initial franchise fees, all other sources of revenue are presented separately on the financial statements, and thus no additional disaggregation steps were necessary to meet this requirement of ASC 606.

The Company has no contract assets.

**NOTE 5 - PROPERTY AND EQUIPMENT**

The major classes of property and equipment consisted of the following at December 31, 2021 and 2020:

	2021	2020
Buildings	\$ 97,548	\$ 351,027
Leasehold improvements	129,793,263	129,842,519
Deli equipment	55,219,813	55,435,526
Automobiles	211,868	236,022
Trucks and trailers	2,932,768	2,893,831
Office furniture and equipment	4,992,427	4,994,950
Construction in progress	1,867,199	722,693
	195,114,886	194,476,568
Less accumulated depreciation	(120,337,544)	(114,320,694)
	74,777,342	80,155,874
Land	408,391	1,370,175
	\$ 75,185,733	\$ 81,526,049

Depreciation expense for the years ended December 31, 2021 and 2020 was \$9,688,933 and \$10,825,759, respectively.

The estimated amount to complete construction projects in progress was \$3,889,156 and \$3,306,229 at December 31, 2021 and 2020, respectively.

**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2021 and 2020**

**NOTE 6 - INTANGIBLE ASSETS INCLUDING GOODWILL**

Intangible assets including goodwill at December 31, 2021 and 2020 consisted of the following:

	December 31, 2020	Additions	Amortization Expense	December 31, 2022
Goodwill	\$ 4,967,527	\$ -	\$ -	\$ 4,967,527
Accumulated amortization - goodwill	(2,547,135)	-	(496,875)	(3,044,010)
Other intangibles:				
Trade name	9,364	-	-	9,364
Non-compete covenant	256,000	-	-	256,000
Reacquired franchise rights	4,247,003	-	-	4,247,003
Franchise development costs	6,560	-	-	6,560
Accumulated amortization - other	(3,181,285)	-	(330,812)	(3,512,097)
 Total goodwill and intangibles - net	 <u>\$ 3,758,034</u>	 <u>\$ -</u>	 <u>\$ (827,687)</u>	 <u>\$ 2,930,347</u>

Amortization expense for the years ended December 31, 2021 and 2020 was \$827,687 and \$1,233,391, respectively. Estimated aggregate amortization is \$599,757 for each of the following five years. The weighted-average number of years of amortization remaining by major class of intangible assets as of December 31, 2021, was 5.24 years for reacquired rights; 6.27 years for goodwill; and 6.67 years for the non-compete agreement.

**NOTE 7 - DEBT**

The Company has open irrevocable stand-by letters of credit with banks as security for liability of gross receipt taxes, workers compensation insurance, deposits under certain city ordinances. At December 31, 2021 and 2020, the Company had a total of \$6,267,297 and \$6,267,297, respectively, in stand-by letters of credit, which are evaluated annually for relevance and appropriateness of amount.

The master term note has certain covenants including a maximum limit on sustaining capital expenditures. The Company was in compliance with respect to these covenants as of December 31, 2021 and 2020.

**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2021 and 2020**

Amounts due in one year or less are presented as the current maturities of the obligations. The long-term portion represents the amount due after one year from the date of these statements. Short-term and long-term debt are the following at December 31, 2021 and 2020:

	2021	2020
Master term note with bank originally dated June 18, 2021, aggregated principal of \$105,000,000, payable in quarterly installments of \$1,312,500, with remainder due at maturity on July 18, 2026. Interest due monthly, interest at one-month LIBOR plus 7.50%, with a LIBOR floor of 1.0%. Collateralized by substantially all of the assets of the Company	\$101,405,757	\$ -
Master term loan with bank originally dated April 21, 2011, amended July 31, 2020, aggregate principal of \$68,062,500 payable in monthly installments of \$527,589, with remainder due at maturity on July 31, 2021. Interest due monthly, interest at one-month LIBOR plus 6.0%, with a LIBOR floor of 1.0%. Collateralized by substantially all of the assets of the Company.	-	23,288,638
Master term loan with bank originally dated December 19, 2012, amended March 2021, aggregate principal of \$27,500,000 payable in monthly installments of \$305,744, with remainder due at maturity in July 2021. Interest due monthly, interest at one-month LIBOR plus 6.0%, with a LIBOR floor of 1.0%. Collateralized by substantially all of the assets of the Company.	-	12,530,155
Master revolving promissory note with bank originally dated April 21, 2011, amended July 31, 2020, aggregate principal of \$77,500,000. Only interest due monthly, interest at one-month LIBOR plus 6.0%, with a LIBOR floor of 1.0%. Due at maturity on July 31, 2021. Collateralized by substantially all of the assets of the Company.	-	71,200,000
Note payable to bank, payable in monthly installments of \$8,208. Interest due monthly, interest at one-month LIBOR plus 2.75%. Matures June 17, 2024 with balloon payment of approximately \$492,500. Collateralized by land and building in Beaumont, Texas (Gemba - DOW, LLC).	738,750	837,252
	102,144,507	107,856,045
Less: Current maturities	(5,348,500)	(107,117,294)
Deferred loan origination costs, net	(4,618,072)	(140,794)
Long-term debt	\$ 92,177,935	\$ 597,957

**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2021 and 2020**

Debt is payable as follows:

<u>Year Ending December 31,</u>	
2022	\$ 5,348,500
2023	5,348,500
2024	5,791,750
2025	5,250,000
2026	80,405,757
Thereafter	<u>-</u>
Total	<u>\$ 102,144,507</u>

The Company incurred interest expense of \$8,828,226 and \$5,508,334 in 2021 and 2020, respectively, none of which has been capitalized. The amount of interest that should have been capitalized for construction projects was immaterial.

During 2020 the Company acquired additional capital outside of debt, including \$10,000,000 in April 2020, and \$2,000,000 in February 2021, made available under the federal government's Payroll Protection Program ("PPP"). Provisions of the program allow that these loans can be forgiven if after a specified period of time from receipt, the recipient can prove via an application process that the proceeds were used for approved purposes, principally to maintain payroll at stipulated levels versus a defined comparative period. The Company met this requirement and received forgiveness of both the initial \$10,000,000 and the subsequent \$2,000,000 in 2021. The Company has applied the Company's grant accounting policy detailed in Note 3 to these financial statements, which states that the Company's policy is to recognize such proceeds directly as an offset to the expenses they're intended to compensate. The \$10,000,000 received in 2020 was entirely used for and reported on the Income Statement as a credit to Operating Expense. More specifically, the funds were applied as a \$7,500,000 credit to payroll expense; a \$1,400,000 credit to lease expense; and a \$1,100,000 credit to utilities expense. All three applications reflected those amounts or greater in realized expenses that were all incurred during 2020 and are allowable uses of PPP funds under the government's forgiveness criteria. The \$2,000,000 received in 2021 was entirely used for and reported on the Income Statement as a credit to Operating Expense. More specifically, the funds were applied as a \$1,381,226 credit to payroll expense; a \$488,258 credit to lease expense; and a \$130,326 credit to utilities expense.

**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2021 and 2020**

**NOTE 8 - ACCRUED LIABILITIES**

Accrued liabilities are comprised of the following:

	2021	2020
Sales tax payable	\$ 1,075,440	\$ 626,386
Commissions payable	796,922	382,894
Payroll taxes payable	2,376,385	4,449,147
Accrued payroll	1,601,092	901,405
Accrued rent accretion payable	195,803	138,923
Accrued percentage rent	154,899	108,898
Accrued compensated absences	1,707,803	1,834,243
Accrued workers compensation	2,753,307	2,574,065
Other accrued expenses	3,963,025	2,653,122
Deferred franchise and other income	1,555,936	1,261,289
Deferred gift card income	5,274,155	5,278,088
	\$ 21,454,767	\$ 20,208,460

**NOTE 9 - LEASES**

The Company leases certain restaurants under operating leases that expire over the next 20 years and generally contain options to renew for periods of 5 to 10 years, and often contain escalation clauses. Rental payments are based on a minimum rental plus, for certain delis, a percentage of the restaurant's sales in excess of stipulated amounts. In addition, the Company leases its distribution centers and corporate office facilities under operating leases. Beginning in 2008, the Company also began leasing a portion of its trucks and trailers under operating leases.

Future minimum rental payments required under the leases for the next five years were as follows at December 31, 2021:

<u>Year Ending December 31,</u>	
2022	\$ 24,550,758
2023	22,376,306
2024	20,926,788
2025	20,424,520
2026	19,592,312
Thereafter	176,120,126
Total	\$ 283,990,810

The Company incurred rental expense of \$29,789,150 and \$32,060,833 in 2021 and 2020, minimum rental expense of \$26,227,079 and \$28,301,927, respectively. There was no sub-lease income for either year.

**NOTE 10 - RELATED-PARTY TRANSACTIONS**

DMI leases one deli that is located in a strip-center that is partially owned by two stockholders and several key employees of the Company. The lease expires in 2024 with no option periods, and with monthly payments of \$11,252 over the remaining term.



**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2021 and 2020**

DMI leases an additional two delis owned entirely by one stockholder of the Company. Both leases have option periods through 2045, with monthly payments escalating every five years.

Future minimum lease payments for the three delis over the next five years (included in Note 9 totals above), are as follows:

<u>Year Ending December 31,</u>	
2022	\$ 255,479
2023	256,388
2024	259,850
2025	266,774
2026	266,774
Thereafter	<u>1,176,808</u>
Total	<u>\$ 2,482,073</u>

Related party lease expense totaled \$245,483 and \$404,858 per year, respectively, for 2021 and 2020.

The Company has a franchise that is on the Company's board of directors, and is related to four other stockholders. Total revenues from this franchise for 2021 and 2020 were approximately 2% and 3%, respectively, of consolidated DMI revenues. Total receivables from this franchise as of December 31, 2021 and 2020 were 3% and 5%, respectively, of consolidated DMI current assets.

**NOTE 11 - INCOME TAXES**

The absence of provisions for federal income taxes in 2021 and 2020 for the Company is due to the election by DMI in February 1984, and consent by its stockholders, that the stockholders will include their respective shares of taxable income of the Company in their individual tax returns in accordance with Section 1362(a) of the IRC. As a result, no federal income tax is imposed on the Company.

However, the Company does pay income taxes to most states in which it operates or from which it generates revenue from franchise operations. These taxes include franchise taxes and income taxes imposed on the Company, as well as income taxes imposed on the shareholders based on the shareholders' income from the Company, in lieu of the shareholders filing individual income tax returns with the states. These taxes are estimated to be \$448,771 in 2021 and \$247,045 in 2020. Amounts paid to the shareholders to assist in paying their personal income taxes totaled approximately \$500,000 and \$2,000,000 in 2021 and 2020, respectively.

Income tax years where the Company remains subject to examination by federal and state taxing entities at December 31, 2021, are 2020, 2019, 2018, and 2017.

The Company engaged with a third party service provider to assess tax credit opportunities granted by the CARES act. Based on review of wages which qualified for an Employee Retention Tax Credit (ERTC) it was determined the Company is eligible for tax credits totaling \$2,340,179. The payroll tax credits will be captured through amending of prior period payroll tax returns. The Company is expected to receive the refund.

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2021 and 2020**

**NOTE 12 - EMPLOYEE BENEFIT PLANS**

***401(k) Profit Sharing Plan***

In 1991, the Company established a 401(k) Savings and Incentive Retirement Plan. All full-time employees age 21 or older with one year of service are eligible to participate. Participating employees elect to contribute from 1% to 100% of compensation up to the maximum allowed by law (\$19,500 for 2021 and \$19,500 for 2020). The Company provides a discretionary matching contribution to employee contributions between 0% and 6% of compensation.

The Company matching contribution for 2021 and 2020 was 20% of the employees' contribution, to a maximum of 6% of compensation. Employee contributions for 2021 and 2020 totaled \$1,752,015 and \$1,683,804, respectively. Company contributions for 2021 and 2020 totaled \$305,506 and \$283,533, respectively, and vest as follows:

Years of Service	Percentage
0 - 2	0
2	20
3	40
4	60
5	80
6	100

***Self-Insured Medical Benefits***

In May 1998, the Company established a self-insurance plan covering certain medical benefits for substantially all of its management and administrative employees. The Company's liability is limited through the purchase of a reinsurance policy. Liability for specific claims is limited to \$200,000 for the years ended December 31, 2021 and 2020. Liability for the remaining aggregate claims is based on a formula, which includes estimated premium cost per participant and estimated participation. The Company has provided \$3,911,267 and \$4,657,938 in 2021 and 2020, respectively, for claims incurred and reported. An accrual of \$539,000 and \$407,000 for claims incurred but not reported has been included in these financial statements for the years ended December 31, 2021 and 2020, respectively. The contract year is May to April. Projections by the third-party administrator for the program indicate that the specific stop-loss point has been reached for various covered employees as of December 31, 2021 and 2020, while the aggregate stop-loss point has not been reached for either year.

***Workers' Compensation Benefits***

The Company maintains workers' compensation insurance coverage with a deductible of \$500,000, and \$250,000 per incident for the years ended 2021 and 2020, respectively. The estimated realizable receivable from subrogation claims of \$60,312 and \$86,075 has been netted against the accrued workers' compensation liability as of December 31, 2021 and 2020, respectively.

***Profit-Based Compensation Arrangement***

Effective January 1, 2000, the Company adopted a profit-based compensation arrangement (the "Plan") for certain eligible employees. Under the terms of the Plan, annual bonuses to participants vest immediately, except that all amounts due are forfeited immediately upon the participant's termination for cause. The underlying value of the bonuses is based on a formula containing overall profitability of the Company and discretionary participation awards from the Plan Administration Committee. For awards granted prior to January 1, 2005, each participant has the option to request cash payment at any point after award or to

**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2021 and 2020**

allow units of participation to accumulate value based on overall growth and profitability of the Company for any period not to exceed 10 years from date of issuance. For awards granted on or after January 1, 2005, awards are only exercisable by the participant upon the occurrence of one of the following events: separation, death, disability, expiration of term or change in control, as those terms are defined in the Plan document.

Under the terms of the Plan, payments of \$50,000 or less are to be paid in a lump sum within 30 days of redemption. For payments greater than \$50,000, the participant shall be paid in five installments of 20% each at the following intervals after the triggering event: 30 days, 6 months, 1 year, 18 months, and 24 months.

During the years ended December 31, 2021 and 2020, zero and zero units of participation were issued, and 46,050 and 43,150 units were outstanding at year end, respectively. Under the terms of the Plan, exercise price is computed as of December 31 of each year. At December 31, 2021 and 2020, each unit was valued at up to 7.98 and zero, respectively, depending upon the year of issuance. During the years ended December 31, 2021 and 2020, zero and zero units were converted to cash, totaling zero and zero, respectively.

Participation expense is reflected in these financial statements as a charge to compensation for 2021 and 2020, and a related liability accrual of \$719,859 and zero, respectively.

**NOTE 13 - CONTINGENT LIABILITIES**

The Company is party to various miscellaneous legal actions normally associated with the retail food industry. Management intends to vigorously defend these actions, the aggregate effect of which, if any, is not determinable at this time.

**NOTE 14 - CORPORATE STRUCTURE**

The Company filed Restated Articles of Incorporation with the Texas Office of the Secretary of State during 2003. The primary effect of the reorganization was to have two classes of common stock: Class A voting, and Class B non-voting. The authorized number of shares of Class A voting common stock was 24, and the authorized number of shares of Class B non-voting common stock was 2,376. All authorized shares were issued. Although each shareholder retained the same ownership percentage after the reorganization as was owned previously, the Class A voting shares were held equally by the two primary shareholders exclusively. The number of directors and method of selecting directors were also changed. Contemporaneously with the filing of the Restated Articles of Incorporation, the Company also adopted Amended and Restated By-laws and an Amended and Restated Stock Redemption & Purchase Agreement. Each shareholder also assigned his shares of Class A and Class B stock to newly formed grantor trusts.

In April 2011, the Company reorganized, which included the purchase of a portion of the common stock shares and a subsequent sale to new shareholders. 1,155 of the 2,400 shares of common stock were purchased by the Company for \$87,191,177. 45 shares were subsequently sold for cash and 210 shares were sold to new shareholders and were financed by the Company through the issuance of notes receivable. Based on the terms of the notes, U.S. GAAP requires stock-based compensation accounting whereby the notes exchanged for common stock resulted in the recognition of expense in the amount of \$8,628,060 in 2011. Interest income recognized on the payment on notes receivables from shareholders was \$139,250 in 2021 and \$139,708 in 2020.

**Deli Management, Inc.**

**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS - CONTINUED**

**December 31, 2021 and 2020**

**NOTE 15 - FAIR VALUE**

U.S. GAAP establishes a framework for measuring fair value. That framework provides a fair value hierarchy that prioritizes the inputs to valuation techniques used to measure fair value. The hierarchy gives the highest priority to unadjusted quoted prices in active markets for identical assets or liabilities (Level 1 measurements) and the lowest priority to unobservable inputs (Level 3 measurements). The three levels of fair value hierarchy are:

Level 1 - Inputs to the valuation methodology are unadjusted quoted prices for identical assets or liabilities in active markets that the Company has the ability to access.

Level 2 - Inputs to the valuation methodology include:

- Quoted prices for similar assets or liabilities in active markets;
- Quoted prices for identical or similar assets or liabilities in inactive markets;
- Inputs other than quoted prices that are observable for the asset or liability; and
- Inputs that are derived principally from or corroborated by observable market data by correlation or other means.

If the asset or liability has a specified (contractual) term, the Level 2 input must be observable for substantially the full term of the asset or liability.

Level 3 - Inputs to the valuation methodology are unobservable and significant to the fair value measurement.

The asset's or liability's fair value measurement level within the fair value hierarchy is based on the lowest level of any input that is significant to the fair value measurement. Valuation techniques used need to maximize the use of observable inputs and minimize the use of unobservable inputs.

The Company has a number of financial instruments, including cash, accounts receivable, accounts payable and notes payable, none of which are held for trading purposes. The Company estimates that the fair values of all financial instruments at December 31, 2021 and 2020 do not differ materially from the aggregate carrying values of its financial instruments recorded in the accompanying balance sheets, and are classified as Level 1.

The method described above may produce a fair value calculation that may not be indicative of net realizable value or reflective of future fair values. Furthermore, while the Company believes its valuation methods are appropriate and consistent with other market participants, the use of different methodologies or assumptions to determine the fair value of certain financial instruments could result in a different fair value measurement at the reporting date. There was no impairment for the year ended December 31, 2021.

Non-recurring fair value measurements related to impaired property and equipment consist of the following:

	Year ended December 31, 2020	Level 1	Level 2	Level 3	Total Property and Equipment
Property and equipment	\$ 2,050,274	\$ -	\$ -	\$ 2,050,274	\$ 2,050,274

**EXHIBIT “B”**  
**FRANCHISE AGREEMENT**

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**DELI MANAGEMENT, INC.**

**FRANCHISE AGREEMENT**

***THIS AGREEMENT***, made at Beaumont, Texas, as of the date set forth below, by and between DELI MANAGEMENT, INC., a Texas corporation (hereinafter "***Franchisor***"), and \_\_\_\_\_, (hereinafter "***Franchisee***").

***WHEREAS***, Franchisor is engaged in the business of franchising a restaurant and delicatessen under the name of "Jason's Deli"; and

***WHEREAS***, Franchisor has developed a business plan and method in connection with the operation of a Jason's Deli (hereinafter sometimes "***Deli***") for providing products and services, utilizing certain standards, specifications, methods, procedures, techniques, management systems, identification schemes, proprietary marks and information (hereinafter "***Jason's Deli System***"), all of which may be changed, improved and further developed from time to time by Franchisor; and

***WHEREAS***, the distinguishing characteristics of the Jason's Deli System include, without limitation, the name and marks "Jason's Deli," together with such other trade names, service marks, trademarks and trade symbols, emblems, signs, slogans, insignia and copyrights as Franchisor has adopted and designated for use in connection with the Jason's Deli System and as Franchisor may hereafter acquire or develop and designate for use in connection with the Jason's Deli System (hereinafter "***Licensed Rights***"); and

***WHEREAS***, Franchisor has established an excellent reputation and goodwill with the public with respect to the quality of products and services available at the Delis, which reputation and goodwill have been, and continue to be, of major benefit to Franchisor and its Franchisees; and

***WHEREAS***, Franchisee recognizes the benefits to be derived from being identified with and licensed by Franchisor and being able to utilize the Jason's Deli System and the Licensed Rights which Franchisor makes available to its Franchisees; and

***WHEREAS***, Franchisee desires to own and operate a Deli at the location described in paragraph 1 hereof or at such other approved location as it may hereafter select, upon the terms and conditions set forth herein, which terms and conditions are reasonably necessary to maintain Franchisor's high and uniform standards of quality and service, and to protect the goodwill and enhance the public image of the Jason's Deli System and the Licensed Rights;

***NOW, THEREFORE***, in consideration of the foregoing and of the covenants herein contained, the parties, intending to be legally bound, hereby agree as follows:



**1. Grant of Franchise and Licensed Rights.**

- a) Subject to the terms and conditions of this Agreement, Franchisor hereby grants to the Franchisee the exclusive right to own and operate a Deli at the following location:\_\_\_\_\_. At the time of execution of this Agreement, if Franchisee has not secured an approved location for the Deli, Franchisee will have the right to select and locate the Deli upon an approved site in the general area set forth on the Site Development Addendum to this Agreement.
- b) Subject to the terms and conditions of this Agreement, Franchisor hereby franchises and licenses to Franchisee the right to use the Jason's Deli System and the Licensed Rights at the Deli.
- c) It is understood and agreed that Franchisee will have the exclusive right to operate the Deli and to use the Jason's Deli System and Licensed Rights only at the Deli, and no rights to sublicense will exist.

**2. Term and Renewal.**

- a) Term: The term of this Agreement will commence on the date of execution of this Agreement by Franchisor at Beaumont, Texas, and will expire twenty (20) years from the date Deli opens for business, unless sooner terminated under the terms hereof.
- b) Option to Renew: Franchisee will have the right to renew the Franchise granted herein, for successive ten (10) year terms, upon the following conditions:
  - i) Franchisee will have substantially complied with all terms and conditions of the Franchise Agreement throughout the current term and, at the time of renewal, will not be in default of any material term or condition of that Agreement, any amendment thereof, or any other agreement between Franchisee and Franchisor, or its subsidiaries, affiliates or divisions;
  - ii) Franchisee will give Franchisor written notice of Franchisee's election to renew not less than ninety (90) nor more than one hundred eighty (180) days prior to the end of the current term;
  - iii) At the time of renewal, Franchisee will have satisfied all monetary obligations owed by Franchisee to Franchisor and its subsidiaries, affiliates and divisions.
  - iv) Franchisee will present satisfactory evidence to Franchisor that Franchisee has the right to remain in possession of the accepted location for the duration of the renewal term or, in the alternative, will obtain Franchisor's acceptance of a new location for the Deli.

- v) Franchisee will make or commit to provide, in a manner satisfactory to Franchisor, such renovation and modernization of the Deli premises as Franchisor may reasonably require, to reflect the then-current standards and image of the Jason's Deli System;
- vi) Franchisee will comply with Franchisor's then-current qualification and training requirements for Franchisee and its employees;
- vii) Franchisee will execute a general release, in a form prescribed by Franchisor, of any and all claims against Franchisor and its subsidiaries, affiliates, and divisions, and their respective officers, directors, shareholders, employees and agents;
- viii) Franchisee will execute Franchisor's then-current form of renewal Franchise Agreement, which Agreement will supersede the expiring Franchise Agreement in all respects (except the original renewal provisions), and the terms of which may differ from the terms of that Agreement; provided, however, that Franchisee will not be required to pay operating fees more than two (2) percentage points higher than the operating fees provided under the expiring Franchise Agreement and provided that in lieu of an initial fee, Franchisee will pay a renewal fee of Five Thousand and No/100 Dollars (\$5,000.00).

### 3. **Payments.**

a) ***Initial Franchise Fee.*** Upon execution of this Agreement by Franchisor, Franchisee will pay to Franchisor, by certified check, an initial Franchise fee of Thirty Five Thousand and No/100 Dollars (\$35,000.00). The initial Franchise fee is non-refundable, other than as provided in the Site Development Addendum, if any.

b) ***Operating Fee.*** Franchisee agrees to pay to Franchisor a monthly operating fee equal to four percent (4%) of the gross sales of the Deli during the month, or Two Thousand Five Hundred and No/100 Dollars (\$2,500.00), whichever is greater. The operating fee will be payable commencing on the date the Deli is opened to the public, and paid each month, or fraction thereof, thereafter throughout the original and any renewal term hereof. Payment of the operating fee will be made as described in Section 3(f), and received on or before the 15th day following the last day of the month for which gross sales are due. In the event Franchisee fails to make such payment within the preceding time period, such payment will be considered overdue. In addition to any other remedies Franchisor may have, if Franchisee is more than ten (10) days late in paying such operating fee, interest at the maximum rate permitted by state and/or federal law will be payable on the unpaid operating fee from the date such payment was due, unless Franchisor will designate a lower interest rate.

c) ***Advertising Fees.*** Commencing from the date Deli opens for business, Franchisee will pay on a monthly basis to Franchisor, or an assignee of Franchisor, an advertising fee

of two percent (2%) of the gross sales generated monthly by Franchisee, or the sum of Five Hundred and No/100 Dollars (\$500.00) per month, whichever sum is greater. All advertising fees payable hereunder will be subject to the same interest payments required for late or non-payment as set forth under Section 3(b). Such fees will accompany the operating fees and otherwise be due and payable in the manner prescribed under Sections 3(b) and 3(f). However, payment of all or a portion of such advertising fees may be waived by Franchisor from time to time, or Franchisor may instruct Franchisee to pay such fees, or a portion thereof, to a designated national, regional or local advertising cooperative, or may otherwise place conditions upon the use of the funds. Currently, the Franchisor allows each Franchisee to retain the funds otherwise payable to Franchisor as an advertising fee on the condition that the funds retained will be spent monthly on local and/or regional retail advertising by Franchisee on Franchisor approved retail advertising. If advertising fees are collected by local, regional or national cooperative, Franchisor may charge a reasonable administrative fee, not to exceed one half of one percent of gross sales. Franchisee understands that Franchisor may, when it deems appropriate, request and expend one-half of one percent of gross sales of Franchisee for production and placement of retail advertising which may be used by all Jason's Delis.

d) **Gross Sales.** As used in this Agreement, the term "gross sales" will mean the amount of sales of all products and services sold in, on about or from the Deli by Franchisee, whether for cash or on a charge, credit or time basis, without reserve or deduction for inability or failure to collect, including, but not limited to, such sales and services (i) where orders originate and/or are accepted by Franchisee in the Deli, but delivery or performance thereof is made from or at any place other than the Deli, or (ii) pursuant to telephone or other similar orders received or filled at or in the Deli. Gross sales may be reduced by (i) the amount of over rings, refunds, allowances or discounts to customers (including coupon sales), provided they have been included in gross sales and provided credits have been taken, documentation provided and all other terms are met within the time periods and requirements established by Licensor; (ii) the amount of any excise or sales tax levied upon retail sales and payable over to appropriate governmental authority; and (iii) isolated sales of non-inventory items or the bulk sale of the business itself, if the same have been included in gross sales.

e) **Governmental Taxes.** Should any local or state governmental taxing authority acting under any present or future law, ordinance or regulation, levy, assess, or impose a tax, excise and/or assessment (other than an income or franchise tax) upon or against the initial Franchise fee or the operating fee, or any part of either, either by way of substitution for, or in addition to, any existing tax, Franchisee will be responsible for and will pay such tax, excise and/or assessment, or will on demand reimburse Franchisor for the amount thereof, as the case may be.

f) ***Method of Payment.*** Operating fees, advertising fees, amounts due for purchases by Franchisee from Franchisor, and other amounts that Franchisee may owe to Franchisor will be paid by electronic transfer of funds in a manner described in the Operations Manual or will be paid in such other manner as may be prescribed by Franchisor from time to time.

**4. Services by Franchisor.**

Franchisor agrees to make available to Franchisee, or assist Franchisee in obtaining the following:

- a) Such standard construction plans, specifications and layouts for the structures, equipment, furnishings, décor and signs identified with Delis as Franchisor from time to time makes available to all Franchisees.
- b) Guidance in the selection by Franchisee of an approvable site for the location of its Deli.
- c) Review and approve site plans and final construction plans and specifications for conformity to the construction standards and specifications of the Jason's Deli System.
- d) Initial and advanced training in the Jason's Deli System, including standards, methods, procedures and techniques, at such times and places as Franchisor may designate for its training program in its discretion, and subject to other terms of paragraph 10 herein.
- e) Assistance with operational standards, as Franchisor determines is required in connection with the opening of the Deli by Franchisee, including assistance by Franchisor's personnel.
- f) The use of Franchisor's Operations Manual and other manuals and training aids, as revised by Franchisor from time to time when, in Franchisor's discretion, modifications are necessary.
- g) Such merchandising, marketing and other data and advice as may from time to time be developed by Franchisor and deemed by it to be helpful in the operation of the Deli.
- h) Such periodic individual or group advice, consultation and assistance regarding operational standards rendered by personal visit or telephone, or by newsletters or bulletins made available from time to time to all Franchisees of Franchisor, as Franchisor may deem necessary or appropriate.
- i) Such bulletins, brochures, manuals and reports as may from time to time be published by Franchisor, or on behalf of Franchisor, regarding its plans, policies, research, developments, activities and changes to operational standards.

j) Such other resources and assistance as may hereafter be developed and offered by Franchisor to its Franchisees.

**5. Limitations of Franchise and License Rights.**

Franchisee acknowledges and agrees that:

a) Franchise and Licensed Rights granted hereunder are personal to Franchisee and cannot be sold, assigned or transferred or encumbered, in whole or in part, except as set forth in paragraph 14 herein.

b) Franchisor is the owner of the Licensed Rights and of the identification schemes, standards, specifications, operating procedures and other concepts embodied in the Jason's Deli System. Franchisee will use the Jason's Deli System and the Licensed Rights strictly in accordance with the terms of this Agreement and the terms of the Operations Manual. Franchisor may add, remove or change any of the Licensed Rights and/or other concepts that constitute the Jason's Deli System. Any unauthorized use of the Jason's Deli System and the Licensed Rights is, and will be, deemed an infringement of Franchisor's rights. The grants of the use of the Licensed Rights are limited solely to use at the Deli. Except as expressly provided by this Agreement, Franchisee will acquire no right, title or interest to the Jason's Deli System or the Licensed Rights. Any and all goodwill associated with the Jason's Deli System and the Licensed Rights will inure exclusively to Franchisor's benefit. Upon the expiration or termination of this Agreement, no monetary amount will be assigned as attributable to any goodwill associated with Franchisee's use of the Jason's Deli System and the Licensed Rights. Franchisee will at no time take any action whatsoever to contest the validity or ownership of the Licensed Rights and the goodwill associated therewith.

c) Franchisee will have no right to use in its corporate name the name "Deli Management" or "Jason's Deli" or any other names used by Franchisor or a subsidiary thereof. Without Franchisor's prior written approval, Franchisee will not use any Licensed Rights as part of any e-mail address, internet website, domain name or any other electronic media (including use with any prefix, suffix other modifying words, terms, designs or symbols), or in any other manner connected with an internet website, advertisements on an internet website or other similar electronic media means.

d) Except as provided in paragraph one herein, the Franchise and Licensed Rights granted hereunder are non-exclusive, and Franchisor retains the right, in its sole discretion:

i) To continue to construct and operate other Delis and to use the Jason's Deli System and Licensed Rights at any location, except the location of the Deli described in paragraph 1(a), and to license others to do so.

- ii) To develop, use and franchise rights to any trade names, trademarks, service marks, trade symbols, emblems, signs, slogans, insignia or copyrights not designated by Franchisor as Licensed Rights, for use with similar or different franchise Systems for the sale of the same, similar or different products or services, other than in connection with the Jason's Deli System at any location, on such terms and conditions as Franchisor may deem advisable and without granting Franchisee any rights therein.
  - iii) To develop, merchandise, sell and license others to sell products to the public through non-deli outlets and to use the Licensed Rights in connection therewith.
- e) Franchisor has the right to determine, approve and supervise the quality of the service, products and equipment used by Franchisee; to conduct periodic inspection of the Deli, equipment, furnishings and products, to examine the Deli; and to take all action deemed necessary to maintain the quality and standards of the services and products, the Deli and the Jason's Deli System.
- f) Franchisee will carefully monitor the performance of any person actively involved in management or operation of the Deli.
- g) Any disputes between Franchisee and Franchisor as to matters such as merchandising, production, distribution, sales promotions, advertising, sales and general brand operating policies will be resolved as determined by Franchisor.
- h) Because complete and detailed uniformity under many varying conditions may not be possible or practical, Franchisor specifically reserves the right and privilege, at its sole discretion, and as it may deem in the best interests of all concerned in any specific instance, to vary standards for any Franchisee, based on the peculiarities of the particular site or circumstance, density of population, business potential, population of trade area, existing business practices or any other condition which Franchisor deems to be of importance to the successful operation of such Franchisee's business. Franchisee will not be heard to complain on account of any variation from standard specifications and practices granted to any other Franchisee and will not be entitled to require Franchisor to disclose or grant to Franchisee a like or similar variation hereunder.
- i) Pursuant to this Agreement, Franchisee has sole responsibility for performance of all obligations arising out of operation of its business, including, but not limited to, payment when due of any and all taxes, including, but not limited to, workers' compensation, real estate, sales, payroll, franchise, income, personal property and gross receipt taxes levied or assessed by reason of such operation.
- j) Pursuant to this Agreement and all other agreements between the parties, Franchisee and each person who is actively involved in management or operation of the business of Franchisee must continuously demonstrate to Franchisor its ability to operate the business of Franchisee.

k) In all public records, in its relationship with other persons, and in any Franchise Disclosure Document, prospectus or similar document, Franchisee will indicate clearly the independent ownership of Franchisee's business, and that the operations of said business are separate and distinct from the operation of Franchisor's business.

l) Franchisee will conspicuously post at the Deli a notice to the effect that the Deli is a franchised business operated independently of Franchisor.

m) Further, it will be the sole responsibility of Franchisee to assert control over, and direct the work of, its employees. Subject to any applicable labor and employment laws, Franchisee will have the sole authority and responsibility to:

- i) Hire, fire and discipline its employees;
- ii) Supervise and control employee work schedules and employment conditions;
- iii) Maintain employment records;
- iv) Determine rate and method of pay of its employees;
- v) Maintain ownership of equipment and facilities;
- vi) Assign tasks and direction of employees; and
- vii) Promulgate workplace rules, employee handbooks, working conditions and other human resource activities.

Franchisor will not control, nor be responsible for, matters pertaining to the relationship between Franchisee and its employees. Franchisor specifically disclaims any authority or ability to make any employment-related decisions as they relate to employees of Franchisee.

## 6. **Site.**

a) Franchisee agrees to acquire a site and open the Deli for business within one (1) year of the date of this Agreement.

b) Before commencing any construction or remodeling of the Deli, Franchisee will comply, to Franchisor's satisfaction, with all the following requirements:

- i) Franchisee will employ a qualified architect or engineer who is reasonably acceptable to Franchisor to prepare for Franchisor's review and acceptance, preliminary plans and specifications for site improvement and construction of the Deli. If Franchisee elects to do so, it may request

Franchisor's standard prototype drawings, which will be furnished by Franchisor at a single cost of \$1,500.00 for each prototypical drawing supplied. The architect or engineer will meet the insurance requirements established by Franchisor from time to time and published in the Operations Manual.

- ii) Franchisee will be responsible for obtaining all zoning and environmental classifications and clearances that may be required by state or local laws, ordinances, or regulations, or that may be necessary or advisable, owing to any applicable restrictive covenants. After having obtained such classifications and clearances, Franchisee will submit to Franchisor for review and acceptance final plans for construction or remodeling, based on the preliminary plans and specifications. Once accepted by Franchisor, the final plans may not be substantially changed or modified without Franchisor's permission.
  - iii) Franchisee will be responsible for obtaining all permits and certifications required for the lawful construction, remodeling and operation of the Deli and will certify to Franchisor that all such permits and certifications have been obtained.
  - iv) Franchisee will employ a qualified licensed general contractor, who is reasonably acceptable to Franchisor, to complete all site improvements and construction of the Deli. During the entire period of construction, Franchisee will obtain and maintain liability insurance as provided under Section 12 of the Franchise Agreement.
- c) Upon expiration of the lease covering the Deli, and upon Franchisee's inability to renew the lease, Franchisee will have the right to relocate the Deli, provided that:
- i) Franchisee secures a Franchisor-approved location prior to expiration of lease, or within a reasonable period of time thereafter, where Franchisee has diligently attempted over a period of at least sixty (60) days prior to the expiration of the lease, to find a new location. Franchisor may refuse to approve a location for business reasons, solely within Franchisor's discretion.
  - ii) Within ninety (90) days of securing a Franchisor-approved location, or within three hundred sixty (360) days where Franchisee has secured a build-to-suit location, in accordance with Franchisor's specifications, Franchisee will totally equip and prepare the location for opening to the public. Franchisee will cause the commencement of operation of the Franchise immediately thereafter.
  - iii) Franchisee will continue to pay the minimum operating and advertising fees required under paragraph three of this Agreement.



7. **Equipment and Furnishings.**

a) Franchisee will only install in and about the Deli such equipment, fixtures, interior and exterior signs and other personal property as are required and which strictly conform to the appearance uniform standards and specifications of Franchisor existing from time to time. Franchisor will have the right to inspect all equipment, fixtures, furnishings, furniture and signs and their installation, to assure Franchisee's compliance with its standards and specifications.

b) In the event Franchisee installs any equipment, fixtures, furniture, interior or exterior signs or any other personal property which is not in conformity with Franchisor's appearance, uniform standards or specifications, in addition to any other remedies under this Agreement Franchisor may demand that Franchisee close the Deli and take the necessary steps to bring its equipment, fixtures, furnishings, furniture, interior and exterior signs and other personal property into conformity with Franchisor's appearance, uniform standards and specifications. Franchisee will not reopen said Deli until it has been approved by Franchisor in writing. Franchisee will continue to pay the minimum monthly operating and advertising fees required under paragraph three of this Agreement. In the event Franchisor designates that new or additional equipment will be utilized in conjunction with the Jason's Deli System, Franchisee agrees to promptly obtain such equipment at its expense, and utilize the same in accordance with Franchisor's requirements and instructions.

c) Franchisor will have the right, at any time and from time to time, after the expiration of five (5) years from opening for business of the Deli by Franchisee, to require Franchisee to perform such remodeling, repairs, replacements and redecoration in and upon the Deli, fixtures and furnishings as Franchisor will deem necessary and practical to bring the Deli, equipment and furnishings up to the then current standards of other Delis; provided, however, that in making and performing same, Franchisee will not be required to expend an amount in excess of a Hundred Thousand and No/100 Dollars (\$100,000.00) in any five year period. Any previous remodeling and refurbishing by Franchisee will only be credited against this requirement if such remodeling and refurbishing was non-maintenance remodeling or refurbishing and received the prior written consent of Franchisor.

8. **Opening.**

Franchisee will give Franchisor at least thirty (30) days' prior written notice of the opening of the Deli.

9. **Operations.**

Franchisee covenants and agrees that:

a) In order to protect the Jason's Deli System and to maintain uniform standards of operation under the Licensed Rights, Franchisee will operate the Deli in accordance with

Franchisor's Operations Manual, and such other supplemental manuals as may be utilized by Franchisor from time to time. Franchisee understands and acknowledges that Franchisor may, from time to time, revise the contents of the Operations Manual and such other manuals to implement new or different operating requirements applicable to all Delis, including any Delis owned by Franchisor, and Franchisee will at all times insure that its copy of the Operations Manual and any other manuals given to it are kept current and up to date. In the event of any dispute as to the contents thereof, the terms of the master copies maintained by Franchisor at its principal place of business will be controlling.

b) In order to further protect the Jason's Deli System, the Licensed Rights and goodwill associated therewith, Franchisee will:

- i) Operate under the name "Jason's Deli," or such other name or mark as may be designated by Franchisor, and advertise only under the Licensed Rights designated by Franchisor for use for that purpose, and will use such rights without prefix or suffix, except where such use may conflict with a prior registration or use, in which event Franchisee will operate and advertise only under such other names as Franchisor has previously approved in writing.
- ii) Feature and use the Licensed Rights solely in the manner prescribed by Franchisor.
- iii) Observe such reasonable requirements with respect to service mark, tradesman, trademark and fictitious name registrations and copyright notices as Franchisor may, from time to time, direct in writing.

c) Franchisee will sell from the Deli all products and services specified by Franchisor and will not sell or offer for sale any other products or services of any kind or character without first obtaining the express written consent of Franchisor. Franchisee will use only such products and provide such services as conform to the specifications and standards of Franchisor in effect from time to time, including additional services required by Franchisor. Franchisee will discontinue selling or offering for sale any products or services Franchisor may, in its discretion, disapprove in writing at any time.

d) Franchisee and four other management personnel who have successfully completed the training course are required to personally manage the Deli. The Franchisee and manager(s) of the Deli must attend and successfully complete training provided by the Franchisor as previously described. The Franchisor believes the success of the Deli will depend upon the personal and continued efforts, supervision and attention of the Franchisee.

e) Franchisee will provide personnel from other Jason's Delis ("Traveling Trainers") owned by Franchisee, if any, prior to the opening of the Deli for the training period prescribed by Franchisor. Franchisee will provide the number of Traveling Trainers

designated by Franchisor, and from time to time otherwise meet the requirements related to training personnel prescribed by Franchisor in the Operations Manual. Franchisee will receive a payment from Franchisor of \$2,500.00 for each required Traveling Trainer that it supplies for opening. Upon receipt of invoice from Franchisee after opening, payment will be made by Franchisor. If Franchisee fails to meet all or some of the requirements of this Section 9(e), Franchisor may, at its option, provide all necessary Traveling Trainers and charge Franchisee \$3,500.00 for each Traveling Trainer provided by Franchisor. For purposes of this Section 9(e), if Franchisee is a business entity, another Jason's Deli owned by it will include any Jason's Deli in which any member or shareholder owning greater than 25% of Franchisee also owns greater than 25% of the ownership interest in an entity that owns another Jason's Deli Franchise, or such member or shareholder owns a Jason's Deli Franchise personally.

f) Franchisee will cause its employees to wear apparel which conforms strictly to the specifications, design and style approved by Franchisor from time to time.

g) Franchisee will maintain, at its expense, at all times, the Deli, equipment, fixtures, furnishings and furniture and related premises, parking areas, landscape areas and interior and exterior signs, in a good, clean, attractive and safe condition in conformity with Franchisor's high standards, public image and local codes. In connection therewith, Franchisee will make such additions, alterations, repairs and replacements thereto (but no others without Franchisor's prior written consent), as may be required to keep the Deli in the highest degree of sanitation, repair and condition, including, without limitation, such periodic repainting, repairs to equipment not in good working order, and replacement, at its cost, of outdated signs, as Franchisor may reasonably direct.

h) Franchisee will comply with all laws, ordinances and regulations affecting the operation of the Deli. Without limiting the generality of the foregoing, Franchisee specifically agrees to comply with applicable health and safety laws, ordinances and regulations, all state and federal labor and employment laws, and applicable data privacy regulations. Franchisee also agrees to obtain at its expense, the services of an approved third-party food safety auditor, and authorize such auditor to perform safety inspections on at least an annual basis.

i) Franchisee will notify Franchisor in writing within ten (10) days of the commencement of any action, suit or proceeding, and of the issuance of any order, writ, injunction, award or decree of any court, agency or other governmental instrumentality, which may adversely affect Franchisee's financial condition or ability to meet its obligations hereunder.

j) Franchisee will display as directed by Franchisor, franchise sales literature and similar materials which are supplied from time to time by Franchisor.

k) Franchisee will permit personnel of Franchisor, without notice, to enter the Deli at any time during normal business hours for the purpose of inspecting and examining the operations and facilities.

l) Franchisee will obtain and utilize all fixtures, furnishings, signs (exterior and interior), equipment, inventory and other supplies, products, and materials used in the operation of the Deli as Franchisor, in its discretion, may specify from time to time, solely from suppliers who demonstrate to Franchisor's reasonable satisfaction, the ability to meet Franchisor's standards and specifications for such items, and who have been approved in writing by Franchisor and not thereafter disapproved. If Franchisee desires to purchase any such items from an unapproved supplier, Franchisee will submit to Franchisor a written request for such approval or will request the supplier to do so. Franchisor reserves the right, at its option, to re-inspect and retest the products of any such approved supplier at any time and to revoke such approval, if the supplier has failed to continue to meet any of the Franchisor's criteria. Franchisee agrees that Franchisor may charge a testing fee which will compensate Franchisor for its reasonable expenses in testing such products.

m) The need for uniformity in the Jason's Deli image is acknowledged by Franchisee. Franchisee agrees to distribute and/or display at Franchisee's location, literature, display and promotional materials specified and developed by Franchisor, or on its behalf. Initial, replacement and/or updated literature, display and promotional materials may be obtained from Franchisor at Franchisee's expense. Literature, display and/or promotional materials, including all advertising, developed by Franchisee will not be used by Franchisee without the prior written approval of Franchisor.

n) Franchisee will operate the Franchise granted herein under the name "**JASON'S DELI,**" or such other name or mark as may be established by Franchisor from time to time and authorized for use. Franchisee will properly designate the Franchise location with such name.

o) Franchisee will open and operate the Deli every day (except during such periods as it may be required by law or permitted by Franchisor to be closed) during the hours prescribed by Franchisor.

p) Franchisee will pay on a timely basis for all products and other items used in the operation of the Deli. Franchisee is aware that failure to make prompt payment to its suppliers may cause irreparable harm to the reputation and credit of Franchisor and other Franchisees.

q) Franchisee will execute and submit a monthly report, on Franchisor's prescribed form, of its gross sales from the reported month's operations, a monthly profit and loss statement, in a form prescribed by Franchisor, and any additional information which Franchisor reasonably requests. These reports must be mailed to Franchisor together with payment of the monthly operating fee and advertising fee, as prescribed in paragraph three3 herein.

r) Franchisee agrees to execute, at Franchisor's request, a power of attorney, I.R.S. Form 4506 or similar document to authorize Franchisor to obtain copies of Franchisee's previous years' state and federal tax filings.

s) Franchisee will maintain the premises in a clean and attractive manner as prescribed by Franchisor, will continually train and supervise its personnel, and will conduct the Franchise using its best efforts, in furtherance of the mutual business interest of both Franchisor and Franchisee.

t) Franchisee will keep books of account in accordance with generally accepted accounting practices which accurately show the gross sales of the Deli and will deliver to Franchisor, within ninety (90) days after the end of each fiscal year of Franchisee, a profit and loss statement for the Deli, covering operations during such fiscal year, a balance sheet of the Franchisee taken as of the close of such fiscal year, and such other operating forms that are prescribed by Franchisor, at its expense. The original of each such report required by this paragraph will be mailed by Franchisee to Franchisor. Additionally, such statement and report will be accompanied by a statement sworn to under penalty of perjury by Franchisee, or by the president and vice president of any Franchisee which is a corporation, or by each partner or joint venture of any Franchisee which is a partnership or joint venture, that the items contained therein are true and accurate, and completely and fully describe and disclose the information sought in such statement, and that the signer thereof has made diligent and careful efforts to ascertain the truth, accuracy and completeness of such information. Franchisee agrees that all financial data submitted by it pursuant to this Agreement may be used by Franchisor as it deems appropriate, and Franchisee hereby waives any right to confidentiality in the data. In addition, Franchisee will permit certified public accountants or other representatives of Franchisor, designated by Franchisor, to audit its books of account at any reasonable time. If such an audit discloses the reported gross sales of Franchisee have been understated, Franchisee will immediately pay to Franchisor the amount overdue, unreported, or understated, together with interest at the highest rate permitted under state or federal law, unless Franchisor will designate a lower interest rate. In addition, if such audit discloses the reported gross sales of Franchisee have been understated to the extent of two percent (2%) or more, Franchisee will reimburse Franchisor for any and all expenses connected with the audit. The foregoing remedies will be in addition to any other remedies available to Franchisor.

u) Franchisee will keep the computer system in good repair, and will promptly install additions, changes, modifications, substitutions and/or replacements to the computer system as Franchisor directs. Franchisee will have the sole and complete responsibility for (a) the acquisition, operation, maintenance and upgrading of its computer system; (b) the manner in which Franchisee's computer system may interface with Franchisor's computer systems and the computer systems of third parties; and (c) any and all consequences that may arise if Franchisee's computer system is not properly operated, maintained and upgraded.

v) From time to time and at Franchisor's discretion, the hardware and software will permit Franchisor to have access, either electronically or by such other method as

Franchisor may determine, to each computer on which Franchisee will have installed the software specified by Franchisor, for the purposes of obtaining revenue, expense, billing and other information with respect to Franchisee's operations. From time to time, Franchisor may specify in the Manuals or otherwise in writing the information that Franchisee will collect and maintain on the computer system installed at the Deli, and Franchisee will provide to Franchisor such reports as Franchisor may reasonably request from the data so collected and maintained. The reporting requirements set forth herein will be in addition to, and not in lieu of, the reporting requirements set forth under Section 9(s) herein. Franchisee will cooperate with Franchisor and will execute all documents required by Franchisor to permit access. All data provided by Franchisee, downloaded from Franchisee's computer system, and otherwise collected from Franchisee's computer system by Franchisor, and/or otherwise provided to Franchisor is, and will be, owned exclusively by Franchisor, and Franchisor will have the right to use such data in any manner that Franchisor deems appropriate without compensation to Franchisee.

w) At its expense, Franchisee will participate in any on-line ordering system established from time to time by Franchisor, as further outlined in the Operating Manual.

x) Franchisee agrees to maintain a sufficient working capital to cover lease deposits, prepaid rents, sales tax deposits, prepaid insurance, utility deposits, business license fees and other operating needs.

y) Franchisee will be responsible for all terms and conditions of the lease covering the Franchise location, including any required security deposit and prepaid rent, unless otherwise agreed to in writing between Franchisor and Franchisee. Upon execution of same, Franchisee will furnish a copy of said lease to Franchisor.

z) Franchisee will be responsible for the expenses incurred for leasehold improvements.

aa) Franchisee will operate the Deli only at the location designated by Franchisor, except Franchisee may operate a catering service from the Deli in accordance with Franchisor's prescribed method of operation.

bb) Franchisee agrees to comply with all Payment Card Industry Security Compliance Requirements (PCI) for credit card processing, as revised from time to time. Franchisee will notify a customer immediately of any unauthorized use of any password, account or any other known or suspected breach of security. Franchisee will protect cardholder data by allowing it to be viewed only by authorized personnel and to destroy the data once it is no longer needed for a transaction. PCI include, but are not limited to, the requirement that printed copies of cardholder data are cross-shredded once the data is no longer needed for a transaction. Franchisee confirms that all other service providers with whom there are contracts and who may have access to credit card data, including, but not limited to, their point of sale vendor and credit card processor are certified to be in compliance with PCI.

For the purpose of conducting audits and examinations of PCI compliance, Franchisor or its authorized representatives will have the right of direct access to all of Franchisee's equipment and records related to payment transactions. These records will also include licensed software and any records in electronic form, including, but not limited to, computer hard drives, tape backups and other such storage devices. Franchisor or its authorized representatives will give Franchisee written notice of the results of an audit. If a deficiency or non-compliance exists, then Franchisee will have fifteen (15) days from the date of such notice to remedy a deficiency or non-compliance, and to provide Franchisor with documentation of said remedy. In the event that a deficiency or non-compliance by Franchisee results in damages to Franchisor, including, but not limited to, brand image, Franchisee will pay to Franchisor the amount of such damages and indemnify and hold Franchisor harmless, as required by Section 12 of this Agreement.

cc) Franchisee will comply with all other requirements set forth in this Agreement.

#### **10. Franchisor's Training Program.**

a) Prior to the date Deli opens for business and at all times thereafter, the following persons will satisfy all the conditions established by Franchisor from time to time for admission to, and graduation from, Franchisor's initial training program, at the training school designated by Franchisor, and will attend and satisfactorily complete additional training programs established by Franchisor:

- i) Franchisee or if Franchisee is a corporation, the controlling shareholder of such corporation (or if no controlling shareholder exists, such person with Franchisee as may be designated by Franchisor); and
- ii) Four additional management persons who are actively involved in the operation of the Deli.

Such persons will successfully complete Franchisor's training programs to Franchisor's satisfaction. Upon the failure of Franchisee or any other such person to complete the training program successfully for any reason, a substituted trainee, satisfactory to Franchisor, will attend and successfully complete the program and will operate or supervise the operation of the Deli thereafter, if Franchisor, at its option, so directs.

b) No fee will be charged by Franchisor for participation in the initial training programs by up to five (5) management level persons, including Franchisee, although Franchisor may charge a cancellation fee if Franchisee cancels its registration. Franchisor may charge a fee for attendance at any time by additional persons. Franchisee will be responsible for the costs and expenses (such as room, board and transportation) of each person who attends the program.

c) The management level persons listed above will also attend any advanced training programs or seminars and other mandatory training programs conducted by or on behalf of Franchisor, if requested to do so by Franchisor. Franchisee will be responsible for the costs and expenses of each person who attends any such program.

## **11. Advertising and Promotions.**

a) Franchisee agrees to expend not less than Five Thousand and No/100 Dollars (\$5,000.00) for pre-opening and grand opening advertising.

b) In the event payment of the advertising fee provided for under paragraph three is waived in whole or in part by Franchisor, that portion retained by Franchisee will be spent on Franchisor-approved local and/or cooperative advertising and promotional activities. If Franchisee fails to expend the advertising monies retained by it, then, in addition to any other remedies set forth herein, Franchisor may require Franchisee to pay to Franchisor an amount equal to the amount of retained advertising funds not spent by Franchisee. However, the retail cost of meals for all attendees will be charged.

c) Franchisee will be free to conduct, at its expense, additional advertising and marketing activities in its local market area. Samples of all local advertising and marketing materials not prepared or previously approved by Franchisor or its designated agents will be submitted (by certified mail, return receipt requested) to Franchisor for approval (except with respect to prices to be charged), which approval will not be withheld unreasonably, prior to their use by Franchisee. If written disapproval is not received by Franchisee within fifteen (15) days from the date of receipt by Franchisor of such materials, Franchisor will be deemed to have waived the required approval, provided that Franchisee will discontinue the use thereof within a reasonable time, if Franchisor subsequently requests such action in writing. Franchisor reserves the right to require Franchisee to participate with other Franchisees in connection with national and regional marketing activities.

d) Franchisee agrees to honor any Franchisor-approved coupons or similar promotional materials issued or authorized by Franchisor, including Deli Dollars.

e) In the event all or a part of the monies referred to in paragraph three relating to advertising are retained by Franchisor, such funds will be spent by it for national, regional or local advertising as Franchisor deems appropriate. Franchisee agrees and understands that Franchisor will charge a reasonable administrative fee against such funds, which charge will not exceed .05 percent (.05%) of gross sales. During regular business hours, Franchisee may inspect the records of Franchisor, at Franchisee's expense and at Franchisor's corporate office, upon thirty (30) days' written notice. The Advertising Fund, when established, is intended to maximize recognition of the Franchisor's Marks. Although Franchisor will endeavor to utilize the Advertising Fund to develop advertising and marketing materials and programs and to place advertising that will benefit all Jason's Delis, Franchisor will undertake no obligation to ensure that such expenditures by the Advertising Fund in or affecting any geographic area are



proportionate or equivalent to the contributions to the Advertising Fund by Jason's Delis operating in that geographic area, or that any specific Jason's Delis will benefit directly or in proportion to its contribution to the Advertising Fund from the development of advertising and marketing materials or the placement of advertising.

f) Franchisee specifically acknowledges and agrees that any website (as defined below) will be deemed "advertising" under this Agreement, and will be subject to (among other things) Franchisor's approval under this Section 11. Franchisor is not currently approving any website, other than the site maintained by Franchisor. (As used in this Agreement, the term "website" means interactive electronic documents, contained in a network of computers linked by communications software that the Franchisee operates or authorizes others to operate, and that refers to the Deli, the Marks, Franchisor and/or the System. The term "website" also includes, but is not limited to, internet and worldwide web home pages). In connection with any future approved website, Franchisee agrees to the following:

g) Before establishing the website, Franchisee will submit to Franchisor a sample of the website format and information in the form and manner Franchisor may reasonably require.

h) Franchisee will not establish or use the website without Franchisor's prior written approval.

i) In addition to any other applicable requirements, Franchisee will comply with Franchisor's standards and specifications for websites as prescribed from time to time by Franchisor in the Manual or otherwise in writing. If required by Franchisor, Franchisee will, at its expense, establish its website as part of Franchisor's website and/or establish electronic links to Franchisor's website.

j) If Franchisee proposes any material revision to the website or any of the information contained in the website, Franchisee will submit each such revision to Franchisor for Franchisor's prior written approval as provided above.

## 12. **Hold Harmless: Insurance.**

a) Franchisee agrees to indemnify, defend and hold Franchisor, its officers, directors and shareholders harmless from any liability or damage Franchisor or others may incur, including reasonable attorneys' fees, as a result of claims, demands, costs or judgment, of any kind or nature, by anyone whomsoever, arising out of or otherwise connected with this Agreement, the Franchise, the Licensed Rights, claims by or on behalf of Franchisee's employees, state or federal labor laws, data privacy laws, acts of employees or agents of Franchisee or the ownership, maintenance or operation of the Deli by the Franchisee or an agent or employee of Franchisee. Pursuant to paragraph 13, this paragraph will survive termination of the Agreement. Notwithstanding the foregoing, Franchisor agrees to cooperate with Franchisee to protect Franchisee against the infringement of the Jason's Deli System and the Licensed Rights, including, but not

limited to, the defense or prosecution of any lawsuits if, in the judgment of Franchisor's counsel, such action is necessary or advisable.

b) Franchisee agrees to maintain at its expense and throughout the term of this Agreement, insurance with an insurance company satisfactory to Franchisor as follows:

- i) All insurable properties will be insured against loss or damage by fire, lightning, windstorm, hail, explosion, riot, riot attending a strike, civil commotion, air traffic, vehicle, smoke, or other risks usually insured against by persons operating like properties in the localities where the properties operated by Franchisee are located, in amounts sufficient to prevent the Franchisee from becoming a co-insurer within the terms of the policies in question, and in any event, in amounts not less than eighty percent (80%) of the then insurable value thereof.
- ii) Public liability insurance will be maintained in an amount not less than One Million and No/100 Dollars (\$1,000,000.00) combined single limits for bodily injury and property damage, to include products and completed operations and personal injury protection. The Franchisee will also maintain combined single limits bodily injury and property damage insurance in an amount not less than One Million and No/100 Dollars (\$1,000,000.00).
- iii) Workers' compensation insurance in the amount of One Million and No/100 Dollars (\$1,000,000.00). Unemployment compensation, disability insurance, social security and other insurance coverage will be maintained in such amounts as may now or hereafter be required by any applicable law.
- iv) A business automobile policy in the amount of One Million and No/100 Dollars (\$1,000,000.00) covering hired, not owned, vehicles.
- v) Such other insurance as Franchisor may, from time to time, require in amounts designated by Franchisor. All such policies will insure Franchisee and Franchisor (Franchisor will be a named insured), and will protect the Franchisee and Franchisor against any liability which may accrue by reason of this Agreement, the Franchise, the Licensed Rights or the ownership, maintenance or operation by Franchisee or an employee or agent of Franchisee of the Deli. Franchisee's obligation to obtain and maintain the foregoing policy or policies of insurance will not be limited in any way by reason of any insurance which may be maintained by Franchisor, nor will Franchisee's performance of this obligation relieve it of liability under the indemnity provision set forth in paragraph 12 herein. Franchisee will deliver to Franchisor certificates of insurance evidencing

its compliance with this paragraph 12 and instruct the carrier to provide thirty (30) days' notice of cancellation to Franchisor.

**13. Default; Termination.**

a) Except as otherwise required or prohibited under applicable statute, this Agreement and all rights granted to Franchisee hereunder will automatically terminate if Franchisee becomes insolvent or makes a general assignment for the benefit of creditors; or if a petition in bankruptcy is filed by Franchisee or filed against Franchisee and not opposed by Franchisee; or if Franchisee is adjudicated as bankrupt or insolvent; or if a bill in equity or other proceeding for the appointment of a receiver of Franchisee or other custodian for Franchisee's business or assets is filed and consented to by Franchisee; or if a receiver or other custodian (permanent or temporary) of Franchisee's assets or property, or any part thereof, is appointed by any court of competent jurisdiction; or if proceedings for a composition with creditors under any state or federal law are instituted by or against Franchisee; or if a final judgment remains unsatisfied or off record for thirty (30) days or longer (unless supersedeas bond is filed); or if Franchisee is dissolved; or if a suit to foreclose any lien or mortgage against the premises or equipment of the Deli is instituted against Franchisee and not dismissed within thirty (30) days; or if execution is levied against Franchisee's business or property; or if the real or personal property of the Deli is sold after levy thereupon by any sheriff, marshal or constable.

b) Except as otherwise required or prohibited under applicable statute, Franchisee will be deemed to be in default, and Franchisor, may at its option, terminate this Agreement and all rights granted Franchisee hereunder, effective immediately upon receipt of notice by Franchisee and without affording Franchisee any opportunity to cure the default, upon the occurrence of any of the following events:

- i) If Franchisee fails to secure an acceptable site or fails to commence construction or remodeling of the Deli, or fails to open the Deli for business within the time periods specified in the Site Development Addendum or Franchise Agreements;
- ii) If Franchisee, without Franchisor's prior written consent, ceases to operate or otherwise abandons the Deli, or loses the right to possession of the Deli premises, or forfeits the legal right to do so or transact business in the jurisdiction where the Deli is located; provided, however, that if any such loss of possession results from the governmental exercise of the power of eminent domain or if, through no fault of Franchisee, the premises are damaged or destroyed, within thirty (30) days after such event, Franchisee will be entitled to apply for Franchisor's consent to relocate or reconstruct the premises, which consent will not be unreasonably withheld;

- iii) If Franchisee (or if Franchisee is a corporation, limited liability company or partnership, any principal of Franchisee) is convicted of a felony, a fraud, a crime involving moral turpitude, or found liable in a civil claim for fraud or any unfair or deceptive act or practice that Franchisor believes is reasonably likely to have an adverse effect on the system, the proprietary marks, the goodwill associated therewith, or Franchisor's interest therein;
- iv) If a threat or danger to the public health or safety results from the construction, maintenance, or operation of the Deli;
- v) If Franchisee or any member, partner or shareholder in Franchisee purports to transfer any rights or obligations under this Agreement or any interest in Franchisee to a third party without Franchisor's prior written consent, contrary to paragraph 14;
- vi) If Franchisee (or if Franchisee is a corporation, limited liability company or partnership, any principal of Franchisee) fails to comply with the in-term covenants in paragraph 15;
- vii) If Franchisee or its designee fails to attend and complete, to Franchisor's satisfaction, the initial Franchise management training program required by Franchisor, as provided in paragraph 10;
- viii) If contrary to the terms of paragraph 15, Franchisee discloses or divulges the contents of the Operations Manual or other manuals or any other confidential information provided to Franchisee by Franchisor;
- ix) If an approved transfer is not effected within a reasonable time, as required under Paragraph 14, following Franchisee's death or mental incapacity;
- x) If Franchisee knowingly maintains false books or records or submits any false reports to Franchisor, or if Franchisee makes any material false statements to Franchisor in connection with its application for the Franchise;
- xi) If Franchisee repeatedly fails to pay on a timely basis its taxes or other governmental charges, rent, lease payments or payments to suppliers or other trade creditors;
- xii) If Franchisee repeatedly is in default under paragraph 13(c) or 13(d), for failure substantially to comply with any of the requirements imposed under this Agreement, whether or not cured, after notice; and/or

xiii) If Franchisee knowingly fails to comply with the provision of paragraph 5(i).

c) If Franchisee fails, refuses, or neglects promptly to pay when due any operating or advertising fees or any other amounts owing to Franchisor, its subsidiaries, affiliates, or divisions, except as otherwise prohibited or required under applicable statute, Franchisee will have ten (10) days after receipt from Franchisor of a written Notice of Termination within which to cure such default. If any such default is not cured within that time, or such longer period as applicable law may require, this Agreement will terminate without further notice to Franchisee immediately upon the expiration of said period.

d) Except as provided in Paragraphs (a), (b), and (c) herein, and except as otherwise prohibited or required under applicable statute, Franchisee will have thirty (30) days after receipt from Franchisor of a written Notice of Termination within which to remedy any other default hereunder and provide evidence thereof to Franchisor. If any such default is not cured within that time, or such longer period as applicable law may require, this Agreement will terminate without further notice to Franchisee immediately upon the expiration of said period. Franchisee will be in default hereunder for any failure to substantially comply with any of its obligations under this Agreement or to carry out the terms of this Agreement in good faith. Such defaults include, without limitation, the occurrence of any of the following events:

- i) If Franchisee fails to submit when due any reports, financial information, or other information or documents required by Franchisor under this Agreement;
- ii) If Franchisee fails to observe or maintain any of the standards or procedures prescribed by Franchisor in this Agreement, the Operations Manual, or otherwise in writing;
- iii) If Franchisee engages in any illegal, fraudulent, unfair or deceptive business practices;
- iv) If Franchisee misuses or makes any unauthorized use of the proprietary marks;
- v) If Franchisee directly or indirectly commences or conducts any business operation, or markets any product or service, under any name or proprietary mark which, in Franchisor's sole opinion, is confusingly similar to the proprietary marks;
- vi) If Franchisee fails to obtain Franchisor's prior approval or consent as required under this Agreement;
- vii) If Franchisee is in default of any other provision of this Agreement

e) Upon termination of this Agreement for any reason, or upon expiration of the term hereof, all of Franchisee's rights hereunder will terminate and Franchisee will cease to operate the Jason's Deli Franchise. Franchisee agrees as follows:

- i) To pay immediately to Franchisor, or any subsidiary or division of Franchisor, the full amount of all sums due under this Agreement;
- ii) To cease immediately to use the Jason's Deli System and all the Licensed Rights provided by Franchisor hereunder and any confusingly similar names, marks, systems, insignia, symbols or other rights, procedures or methods;
- iii) To return Franchisor's Operations Manual and all other manuals, plans and specifications, designs, records, data, samples, models, programs, training tapes, handbooks copyrighted or trademarked materials, or drawings touching or concerning Franchisor's operation or business (no such materials will be copied or duplicated in any manner);
- iv) To cease immediately to hold itself out in any way as a Franchisee of Franchisor or to do anything which would indicate any relationship between it and Franchisor and;
- v) To remove from public display signs or advertisements containing the name "Jason's Deli," Jason's Deli and its graphics or any other mark or designation associated with Franchisor, including the Jason's Deli price sign, and ship the same, at its expense, to Franchisor.

f) Termination or expiration of this Agreement will not affect the rights of Franchisee to operate other Delis in accordance with the terms of any other Franchise Agreements until and unless such other Franchise Agreements, or any of them, are terminated in accordance with their terms. Notwithstanding the foregoing, termination of this Agreement or any default hereunder may be grounds for termination of all other agreements with Franchisor. Finally, termination or expiration of this Agreement will not affect the right of Franchisor to conduct such audits as are set forth herein.

g) Comply with all requirements under this Agreement which expressly or by reasonable implication apply to Franchisee's conduct after termination or expiration.

h) If this Agreement is terminated for default, in addition to all its other obligations under this paragraph 13, Franchisee will pay Franchisor all damages, costs and expenses, including reasonable legal and accounting fees, incurred by Franchisor as a result of Franchisee's default and/or in connection with obtaining injunctive or other relief for the enforcement of any provisions of this paragraph 13. These obligations of Franchisee will give rise to and remain, until paid in full, a lien in favor of Franchisor against any and all of the personal property, furnishings, equipment, signs, fixtures and inventory owned by Franchisee and located at the Deli at the time of default.

i) Upon termination or expiration of this Agreement, at Franchisor's option, Franchisee will assign to Franchisor or its designee any interest which Franchisee has in any lease or sublease for the Deli premises. If Franchisor does not require the assignment of such lease or sublease, Franchisee will make such modifications or alterations to the interior and exterior of the Deli premises (including, without limitation, repainting and changing the telephone number) as Franchisor may deem necessary to prevent confusion, mistake, or deception, if the premises are thereafter used by Franchisee or others. If Franchisee fails or refuses to comply with the requirements of this paragraph 13, Franchisor and its agents will have the right to enter the premises where the Franchised business was conducted for the purpose of making or causing to be made such changes as may be required, at Franchisee's expense, and which Franchisee agrees to pay upon demand. Franchisee agrees that such entry and action by Franchisor or its agents will not constitute trespass or any other offense, and Franchisee will indemnify Franchisor and its agents against any claims by others relating to such entry and action.

j) Fifteen (15) days after the date of termination or expiration of this Agreement, Franchisor may arrange for an inventory, at Franchisor's cost, of all personal property, fixtures, equipment, supplies and inventory located at the Deli, or used in connection with the Franchised business, including, without limitation, any and all items bearing the proprietary marks. Franchisor will have the option exercisable within thirty (30) days after termination or expiration, to purchase any or all such items from Franchisee at fair market value. If the parties cannot agree on fair market value within a reasonable time, Franchisor may designate an independent appraiser, whose determination will be binding. If Franchisor elects to exercise any option to purchase hereunder, it will have the right to set off all amounts due from Franchisee under this Agreement, and the cost of the appraisal, if any, against any payment for items purchased.

#### **14. Assignment; Conditions and Limitations**

a) Franchisee's Form of Organization.

- i) If Franchisee is or becomes a corporation or other business entity, the Franchisee will comply with the following requirements:
  - 1) Franchisee will confine its activities to the establishment and operation of the Deli;
  - 2) Franchisee's articles of incorporation and bylaws (or comparable governing documents) will at all times provide that its activities are confined exclusively to those specified in subsection (i), and that the issuance and transfer of voting stock or other ownership interest in Franchisee is restricted by the terms of this Agreement;
  - 3) Franchisee will furnish Franchisor promptly upon request copies of Franchisee's articles of incorporation, bylaws and other governing

documents, and any other documents Franchisor may reasonably request and any amendments thereto; and

- 4) Franchisee will maintain stop-transfer instructions on its records against the transfer of any equity securities except in accordance with the provisions of subsection (b) herein. All securities issued by Franchisee will bear the following legend, which will be printed legibly and conspicuously on each stock certificate or other evidence of ownership interest:

The transfer of these securities is subject to the terms and conditions of a Franchise Agreement with Deli Management, Inc. dated\_\_\_\_\_. Reference is made to said Agreement and to the restrictive provisions of the articles and bylaws of this corporation.

- ii) If Franchisee is or becomes a partnership, upon request, Franchisee will promptly furnish Franchisor a copy of its partnership agreement and any other documents Franchisor may reasonably request and any amendments thereto.
- iii) Franchisee will maintain a current list of all general and limited partners and all owners of record and all beneficial owners of any class of voting stock of Franchisee and will furnish the list to Franchisor promptly upon request.
- iv) Each individual who holds a five percent (5%) or greater ownership interest in Franchisee (including each individual holding a 50% or greater interest in any partnership or corporation having a controlling interest in Franchisee) will enter into a continuing guaranty agreement under seal, in a form satisfactory to Franchisor, assuming and agreeing to discharge all obligations and liabilities of Franchisee under this Agreement.

b) Transfer of Interest.

- i) Franchisee understands and acknowledges that the rights and duties of Franchisee set forth in this Agreement are personal to Franchisee, and that Franchisor has granted this Franchise Agreement in reliance on the business skill, financial capacity and personal character of Franchisee and Franchisee's principals. Accordingly, Franchisee agrees that Franchisor's express prior written consent will be a necessary condition precedent to the sale, assignment, transfer, conveyance, gift, pledge, mortgage, encumbrance, or hypothecation of any of the following:

- 1) any direct or indirect interest in this Agreement or the rights granted hereunder;



- 2) any direct or indirect interest in Franchisee;
  - 3) all or substantially all the assets of Franchisee. Except as specifically provided in this section 14(b), any purported assignment or transfer, by operation of law or otherwise, not having the express prior written consent of Franchisor will be null and void and will constitute a material breach of the Agreement. Franchisor's prior written consent will not be required for transfer of a non-controlling interest in a publicly held corporation. As used in this Agreement, the term "publicly held corporation" means a corporation registered under the Securities and Exchange Act of 1934. Franchisee acknowledges and agrees that each condition required to be met by a proposed transferee hereunder is necessary to assure the transferee's full performance of its obligations as "Franchisee" hereunder.
- ii) If Franchisee is an individual or partnership, Franchisee will be entitled to transfer Franchisee's interest in this Agreement to a business entity formed for convenience of ownership. Franchisor will charge no transfer fee for the first such transfer; however, Franchisor's consent to any such transfer will be subject to the following conditions:
- 1) Franchisee will be the owner of all the voting stock or other ownership interest in the corporation, and if Franchisee is more than one individual, each individual will have the same proportionate ownership interest in the business entity or other business entity as he or she had in Franchisee prior to the transfer.
  - 2) Franchisee will comply with the terms and conditions set forth for Franchisee corporations or other business entities under Section 14(a).
- iii) Within twelve (12) months after the death or mental incapacity of Franchisee (or, if Franchisee is a partnership or corporation, a principal of Franchisee), the executor, administrator or personal representative of such person will transfer that person's interest to a third party approved by Franchisor. All such transfers will be subject to the same conditions as any inter vivos transfer; however, no transfer fee will be charged in the case of a transfer by devise or inheritance. If the heirs or beneficiaries of the deceased Franchisee are unable to meet the conditions set forth in this Section 14(b), the executor, administrator or personal representative will have a reasonable time to dispose of the deceased's interest, which disposition will be subject to the same conditions as any inter vivos transfer. If such interest is not disposed of within a reasonable time, Franchisor may terminate this Agreement.

- iv) Any person (“seller”) who receives and desires to accept a bona fide offer from a third party to purchase all or part of seller’s interest in Franchisee, this Agreement, or the Franchise, will notify Franchisor in writing of each such offer. Franchisor will have the right and option, exercisable within thirty (30) days after receipt of such written notice, to send written notice to seller that Franchisor intends to purchase seller’s interest on the same terms and conditions offered by the third party. To enable Franchisor to determine whether it will exercise its option, Franchisee and the seller will provide such information and documentation, including financial statements, as Franchisor may require. If the consideration, terms or conditions offered by a third party are such that Franchisor may not reasonably be required to furnish the same, Franchisor may purchase the interest proposed to be sold for the reasonable equivalent in cash. If the parties cannot agree within a reasonable time on the cash consideration, Franchisor may appoint an independent appraiser, whose determination will be binding. If Franchisor does not exercise its option as provided hereunder, the seller may sell the interest, subject to Franchisor’s consent as otherwise required under this Section 14(b). Any material change in the terms of any offer prior to closing will constitute a new offer subject to the same rights of first refusal by Franchisor as in the case of an initial offer.
- v) Franchisor will not unreasonably withhold its consent to a transfer of any interest in Franchisee or this Agreement; provided, however, that Franchisor may, in its sole discretion, require any or all the following as conditions of its approval:
- 1) All Franchisee’s accrued monetary obligations and all other outstanding obligations to Franchisor, its subsidiaries, affiliates and divisions will be satisfied;
  - 2) Franchisee will have substantially complied with all the terms and provisions of this Agreement, any amendment hereof or successor hereto, and all other agreements between Franchisee and Franchisor, its subsidiaries, affiliates or divisions and, at the time of transfer, will not be in default thereof;
  - 3) If the obligations of Franchisee were guaranteed by the transferor(s), the transferee will guarantee the performance of all cash obligations in writing and in a form satisfactory to Franchisor;
  - 4) Franchisee and the transferor(s) will execute a general release under seal, in a form satisfactory to Franchisor, of any and all claims against Franchisor and its officers, directors, shareholders, employees and agents in their corporate and individual capacities,

including, without limitation, claims arising under federal, state and local laws, rules and ordinances.

- vi) If a transfer, alone or together with other previous, simultaneous, or proposed transfers, would have the effect of transferring financial or management control of Franchisee, Franchisor may require, in its sole discretion and in addition to the conditions provided in subsection 14(b)(v), any or all the following as conditions of its approval:
  - 1) The transferee (or, if the transferee is a corporation or other business entity or partnership, the principals of the transferee) will demonstrate to Franchisor's satisfaction that they meet Franchisor's then-current standards for new Franchisees under the system; possess good moral character, business reputation, and credit rating, have the aptitude and ability to operate the Deli (as may be evidenced by prior related business experience or otherwise); and have adequate financial resources and capital to operate the Deli;
  - 2) For a term ending on the expiration date of this Agreement, the transferee will execute the standard form of Franchise Agreement then being offered by Franchisor, and such other ancillary agreements (including guaranty agreements provided under Section 14(a) as Franchisor may require, which agreements will supersede this Agreement in all respects, and the terms of which agreements may differ from the terms of this Agreement; provided, however, no additional initial franchise fee will be required;
  - 3) The transferee will complete and/or cause its employees to complete, to Franchisor's satisfaction, such initial and refresher training as Franchisor may require;
  - 4) Franchisee and the transferee will remain liable for all obligations to Franchisor, its subsidiaries and affiliates in connection with obligations arising prior to the date of transfer.
- vii) Franchisee or the transferee will pay to Franchisor a non-refundable transfer fee in an amount reasonably necessary to compensate Franchisor for its costs and expenses in connection with each proposed transfer, but in no event less than Seven Thousand and No/100 Dollars (\$7,000.00).
- viii) If securities in Franchisee are proposed to be offered to the public, by private offering or otherwise, the prior written consent of Franchisor will be required and such consent will be granted by Franchisor, in its sole discretion.

- ix) Neither Franchisor's consent to any proposed transfer, nor Franchisor's failure to exercise its option to purchase any interest of a seller, will be deemed to constitute a waiver of any claims Franchisor may have against any transferor, any right to demand exact compliance with any term of this Agreement by any transferor or transferee, any future rights or options of Franchisor or any provision of this Agreement.
- x) This Agreement will inure to the benefit of Franchisor, its successors and assigns, and Franchisor will have the right to transfer and assign all or any part of its interest herein, including its rights under section 14(b) (iv), to any person or legal entity.

**15. Non-Competition; Confidentiality.**

- a) Franchisee and persons controlling, controlled by, or under common control with it, will not, without the prior written consent of Franchisor, during the term of this Agreement, engage in any business similar to that created by this Agreement anywhere within the United States.
- b) Franchisee and persons controlling, controlled by, or under common control with Franchisee, will not, without the prior written consent of Franchisor, have any interest, direct or indirect, in the ownership (except a non-controlling interest in a publicly traded corporation) or operation of any business similar to the business created under this Franchise Agreement, for a period of two (2) years after transfer, assignment, expiration or termination of this Agreement within the following areas: (i) a twenty-five (25) mile radius of the Deli, (ii) twenty-five (25) miles of any Deli (whether Franchisor or other Franchisee owned) in existence as of the date of such termination or expiration, or (iii) any area in the United States where active plans have been made by Franchisor to establish Delis at the time of the transfer, assignment, expiration or termination.
- c) Franchisee and persons controlling, controlled by, or under common control with Franchisee, will not, during the term of this Agreement, and for a period of two (2) years after termination or expiration, assignment or transfer of this Agreement, however such termination will occur, directly or indirectly, hire or attempt to hire an existing employee of Franchisor, or existing employee of a subsidiary of Franchisor, or any person who was an employee of a Franchisor or of a subsidiary of Franchisor, within a twelve (12) month period prior to the proposed date such person is to commence employment with Franchisee.
- d) Franchisee understands and acknowledges that Franchisor will have the right, in its sole discretion, to reduce the scope of any covenant set forth in Section 15 of this Agreement, or any portion thereof, without Franchisee's consent, effective immediately upon receipt by Franchisee of written notice thereof, and Franchisee agrees that it will comply forthwith with any covenant so modified, which will be fully enforceable.

e) Franchisee expressly agrees that the existence of any claims it may have against Franchisor, whether or not arising from this Agreement, will not constitute a defense to the enforcement by Franchisor of the covenants in this Section 15. Franchisee agrees to pay all costs and expenses (including reasonable attorneys' fees) incurred by Franchisor in connection with the enforcement of this Section 15.

f) Franchisee and persons controlling, controlled by, or under common control with Franchisee will not, during the term hereof and for a period of two (2) years after termination, expiration, assignment or transfer of this Agreement, hire or attempt to hire the following persons:

- i) any management-level person currently employed, or previously employed within a twelve (12) month period prior to the proposed date of employment by Franchisee by another Deli (whether Franchisor or other Franchisee owned) not owned by Franchisee; or
- ii) any non-management person currently employed, or previously employed within a twelve (12) month period prior to the proposed date of employment by Franchisee by another Deli (whether Franchisor or other Franchisee owned) not owned by Franchisee who has attended Franchisor's training school.

g) In the event of a breach or threatened breach by Franchisee of the provisions of this paragraph 15, Franchisor will be entitled to an injunction restraining Franchisee from further violation. In the event Franchisee does not comply with the aforesaid covenants as of the date they would go into effect under the terms of the Agreement, then the time such covenants begin will commence on the later of either the date at which Franchisee does comply or the date at which a court order compelling compliance goes into effect. Nothing herein will be construed as prohibiting Franchisor from pursuing any other remedies available to Franchisor for such breach or threatened breach, including the recovery of damages from Franchisee.

h) In the event the provisions of this paragraph 15 should ever be deemed to exceed the time, geographic or occupational limitations permitted by applicable laws, then the parties agree such provisions will be reformed to the maximum time, geographic or occupancy limitations permitted by applicable laws.

i) Should a court of competent jurisdiction declare any provision contained in this paragraph 15 unenforceable due to unreasonable restriction of duration, geographic area or otherwise, the parties agree such court will be empowered and will grant Franchisor injunctive relief reasonably necessary to protect the interests of Franchisor.

j) Franchisee will not at any time, during the term of this Agreement or thereafter, use, in connection with the operation of any other business wherever located, any of the Licensed Rights or any other names, marks, systems, insignia or symbols provided by Franchisor to Franchisee pursuant to this Agreement, or cause or permit any business to

look like, copy or imitate any Deli or to be operated in a manner tending to have such effect.

k) During the term of this Agreement or thereafter, any officer or agent of Franchisor will have the right to inspect any business in which Franchisee has an interest at reasonable times and during normal business hours to the extent reasonably necessary to determine whether the conditions of this paragraph are being satisfied. If, by reason of such inspections or otherwise, Franchisor has reason to believe Franchisee is not in full compliance with the terms of this paragraph, Franchisor will give notice of such default. If Franchisee denies that it is in default hereunder as specified by Franchisor, within ten (10) days of receipt of notice from Franchisor, it will have the burden of establishing that such default does not exist and will give notice to Franchisor of its position. Unless Franchisee so denies such default, it will immediately take all steps to cure said default in a manner satisfactory to Franchisor.

l) For purposes of this Agreement, “Confidential Information” will mean any and all trade secrets of Franchisor or any and all information disclosed to or learned by Franchisee, and persons controlling, controlled by, or under common control with Franchisee, whether in oral or written form, as a consequence of this Agreement that is not known in the relevant trade or industry about the Jason’s Deli System, its procedures, techniques, and recipes, including but without limitation, information relating to marketing, advertising, accounting, identification schemes, management systems, techniques and business operations and systems.

m) The parties hereto recognize that in the performance of this Agreement, certain confidential information belonging to Franchisor will come into the possession of Franchisee. Franchisee and persons controlling, controlled by, or under common control with them, agree to hold in confidence the confidential information and will not disclose the confidential information or any parts thereof to any person or entity other than officers, employees and agents of Franchisee who must have access to the confidential information in order to implement the Jason’s Deli System in the Franchisee’s Deli, and in such event, will obtain from such individuals confidentiality agreements. It is understood and agreed that the Jason’s Deli System is a technologically advanced program of accounting, identification schemes, management systems, techniques, business operations and systems that would, if used by other persons, firms or corporations, give such other persons, firms or corporations a substantial competitive advantage which is presently enjoyed by Franchisor.

n) Nothing herein will prevent Franchisor and persons controlling, controlled by or under common control with them, from disclosing any information or knowledge learned or received during the term of this Agreement, including the Confidential Information which:

i) is no longer maintained in confidence by Franchisor; or

- ii) at the time of disclosure is in, or after disclosure becomes part of, the public domain; or
- iii) is used in testimony before a court of law or governmental body; or
- iv) is required by a court of law, governmental or judicial authority, statute or law to be disclosed.

o) The Operations Manual, any other manuals or materials provided to Franchisee, and all confidential information will at all times be deemed to be, and will remain, the sole property of Franchisor, and Franchisee will acquire no rights, title or interest therein by virtue of this authorization pursuant to this Agreement to possess and use the same. Franchisee agrees to return all such manuals and materials, and any and all copies thereof, upon termination or expiration of this Agreement.

p) In the event of a breach or threatened breach by Franchisee of the provisions of this paragraph 15, Franchisor will be entitled to an injunction ordering the return of the confidential information and restraining Franchisee from disclosing, in whole or in part, such confidential information. Nothing herein will be construed as prohibiting Franchisor from pursuing any other remedies available to Franchisor for such breach or threatened breach, including the recovery of damages from Franchisee.

**16. Notices.**

All notices hereunder will be in writing and will be duly given if hand delivered or sent by registered or certified mail, postage prepaid, addressed:

- a) If to Franchisor, at:

Deli Management, Inc.  
 Attention: Troy Cormier  
 350 Pine Street – Suite 1775  
 Beaumont, Texas 77701

- b) If to Franchisee, at:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**17. Governing Law/Disputes.**

a) This Agreement will be deemed to have been made and entered into in the State of Texas, and all rights and obligations of the parties hereto will be governed by and construed in accordance with the laws of the State of Texas.

b) THE PARTIES AGREE THAT ANY ACTION BROUGHT BY EITHER PARTY AGAINST THE OTHER IN ANY COURT, WHETHER FEDERAL OR STATE, WILL BE BROUGHT WITHIN THE JUDICIAL DISTRICT IN WHICH FRANCHISOR HAS ITS PRINCIPAL PLACE OF BUSINESS (BEAUMONT, TEXAS) AND DO HEREBY WAIVE ALL QUESTIONS OF PERSONAL JURISDICTION OR VENUE FOR THE PURPOSE OF CARRYING OUT THIS PROVISION.

c) WAIVER OF RIGHTS: BOTH WE AND YOU WAIVE AND AGREE NOT TO INCLUDE IN ANY PLEADING DEMAND: CLASS ACTION CLAIMS; DEMAND FOR TRIAL BY JURY; CLAIMS FOR LOST PROFITS; OR CLAIMS FOR PUNITIVE, MULTIPLE, OR EXEMPLARY DAMAGES. IF ANY PLEADING IS FILED THAT CONTAINS ANY OF THESE CLAIMS OR A JURY DEMAND, OR IF A COURT DETERMINES THAT ALL OR ANY PART OF THE WAIVERS ARE INEFFECTIVE, THEN THE PLEADING WILL BE DISMISSED WITH PREJUDICE, AS TO THOSE CLAIMS. NO CLAIMS BY EITHER OF US CAN BE CONSOLIDATED WITH THE CLAIMS OF ANY OTHER PARTY. IF SUCH CLAIMS AND DEMANDS CANNOT BE WAIVED BY LAW, THEN THE PARTIES AGREE THAT ANY RECOVERY WILL NOT EXCEED TWO (2) TIMES ACTUAL DAMAGES.

**18. Heirs, Successors and Assigns.**

Subject to the provisions hereof relating to transfer and assignment, this Agreement is intended to, and does bind, the heirs, executors, administrators and successors of any or all the parties hereto.

**19. Severability.**

If any provision of this Agreement or the application of any provision to any person or to any circumstance will be determined to be invalid or unenforceable, then such determination will not affect any other provision of this Agreement or the application of such provisions to any other person or circumstance, all of which other provisions will remain in full force and effect, and it is the intention of Franchisor and Franchisee that if any provision of this Agreement is susceptible to two or more constructions, one of which would render the provision enforceable and the other of which would render the provision unenforceable, the provision will have the meaning which renders it enforceable.

**20. Entire Agreement.**

This Agreement, all exhibits to this Agreement, and all ancillary agreements executed contemporaneously with this Agreement, constitute the entire Agreement between the parties with reference to the subject matter of this Agreement, and supersede all prior negotiations, understandings, representations and agreements; provided, however, that nothing in this or any related Agreement is intended to disclaim the representations in the Disclosure Document. Franchisee acknowledges that it is entering into this Agreement



and all ancillary agreements executed contemporaneously with this Agreement, as a result of its own independent investigation and not as a result of any representations made by Franchisor or its shareholders, officers, directors, employees, agents, representatives, independent contractors or Franchisees that are contrary to the terms set forth in this Agreement or of any Disclosure Document or other similar document required or permitted to be given to it pursuant to applicable law.

**21. Miscellaneous.**

All payments must be made payable to DELI MANAGEMENT, INC. Franchisee agrees that it will not withhold, escrow or set off any payments due to Franchisor under this Agreement. In the event any check is returned for insufficient funds, Franchisor reserves the right to require future payments by cashier's check or money order and to require a service charge of all insufficient checks in an amount of \$25.00 or 5% of face value of the instrument. The preceding remedies will be in addition to and cumulative with any other remedies permitted by this Agreement or by law.

**22. Joint and Several Obligation.**

If the Franchisee consists of more than one person or entity, liability under this Agreement will be deemed to be joint and several.

**23. Counterparts; Paragraph Headings; Pronouns.**

This Agreement may be executed in any number of counterparts, each of which will be deemed an original, but all of which together will constitute one and the same instrument. The paragraph headings in this Agreement are for convenience of reference only and will not be deemed to alter or affect any provision thereof. Each pronoun used herein will be deemed to include the other number and genders.

**24. Franchisee's Status.**

At all times during the term of this Agreement, Franchisee will be considered an independent contractor, and neither an agent nor employee of Franchisor, nor a partner or joint venture with Franchisor.

**25. Cost of Enforcement.**

The prevailing party in any action arising out of this Agreement will be entitled to recover its attorneys' fees, together with court costs and expenses of litigation.

**26. Remedies Cumulative; Waiver; Consents.**

All rights and remedies of Franchisor and of Franchisee enumerated in this Agreement will be cumulative. Except as specifically contemplated otherwise by this Agreement, none will exclude any other right or remedy allowed at law or in equity and said rights or

remedies may be exercised and enforced concurrently. No waiver by Franchisor or covenant or condition of this Agreement to be kept or performed by the other party will constitute a waiver by the waiving party of any subsequent breach of such covenant or condition, or authorize the breach or nonobservance on any other occasion of the same or any other covenant or condition of this Agreement. Subsequent acceptance by Franchisor of any payments due to it hereunder will not be deemed to be a waiver by Franchisor of any preceding breach by Franchisee of any terms, covenants or conditions of this Agreement.

## **27. Acknowledgements.**

Franchisee acknowledges that:

- a) It has conducted an independent investigation of the business contemplated by this Agreement and recognizes that it involves business risks, making the success of the venture largely dependent upon the business abilities of Franchisee. Except as set forth in its Franchise Disclosure Document, Franchisor expressly disclaims the making of, and Franchisee acknowledges that it has not received or relied upon, any warranty or guaranty, express or implied, as to the potential volume, profits or success of the business venture contemplated by this Agreement.
- b) It has no knowledge of any representations by Franchisor or its officers, directors, shareholders, employees, agents or servants, about the business contemplated by this Agreement that are contrary to the terms of this Agreement or the documents incorporated herein, and further represents to Franchisor, as an inducement to its entry into this Agreement, that it has made no misrepresentations in obtaining this Agreement.
- c) It has received, read and understood this Agreement and the attachments hereto, if any. Franchisor has fully and adequately explained the provisions of each to its satisfaction, and Franchisor has accorded it ample time and opportunity to consult with advisors of its own choosing about the potential benefits and risks of entering into this Agreement.
- d) It is aware that some present Franchises of Franchisor may operate under different forms of agreements and consequently, that Franchisor's obligations and rights in respect to its various Franchisees may differ materially in certain circumstances.
- e) It agrees that no third-party beneficiary rights arise out of any term, condition or requirement set forth herein.

## **28. Effective Date and Additional Representations.**

This Agreement will become effective upon execution by Franchisor. Franchisee hereby acknowledges that Franchisee received the Franchise Disclosure Document and a copy of its standard Franchise Agreement (i) fourteen (14) calendar days before the signing of

any Franchise or related agreement; or (ii) fourteen (14) calendar days before any payments.

*IN WITNESS WHEREOF*, the parties hereto have duly executed this Agreement.

**WITNESSES:**

\_\_\_\_\_

**FRANCHISEE:**

\_\_\_\_\_

**By:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Dated:** \_\_\_\_\_

**DELI MANAGEMENT, INC.**

\_\_\_\_\_

**By:** \_\_\_\_\_

**Troy Cormier**

**Title: Chief Executive Officer; Chief  
Financial Officer and Director**

**Dated:** \_\_\_\_\_

**EXHIBIT “C”**  
**FRANCHISE PURCHASE AFFIDAVIT**

**FRANCHISE PURCHASE AFFIDAVIT**

The undersigned, having executed a DELI MANAGEMENT, INC. Franchise Agreement, acknowledge that said Franchise Agreement is presently being considered by DELI MANAGEMENT, INC. (hereinafter referred to as “Franchisor”) for execution and acceptance at Beaumont, Texas, and further certify and acknowledge that the following statements are true and correct:

- 1) that subsequent to execution of this Agreement by Franchisor, Franchisor will provide Franchisee and Franchisee’s key personnel with initial training deemed appropriate by Franchisor and successful completion of such training by Franchisee and at least five other management persons is a condition to opening the Franchisee’s delicatessen restaurant (“Deli”);
- 2) that the Franchisee shall have the responsibility to locate a number of sites for the Deli, and that a site must be approved in writing by Franchisor prior to development of a Deli;
- 3) Franchisee understands that approval by Franchisor is not a guarantee or warranty that a site will be successful;
- 4) Franchisee has received no promises or any indications that financial assistance will be offered to Franchisee by Franchisor or any affiliate, subsidiary or division thereof;
- 5) Franchisee has received no promises or any indications that Franchisor will lease or sublease to Franchisee;
- 6) Franchisee has received no representations, promises or commitments, including actual, average, projected or forecasted franchise sales, profits or earnings of any type, which are not expressly contained in said Franchise Agreement and related documents or in the Franchise Disclosure Document;
- 7) Franchisee understands it is its own responsibility to conduct any market research or feasibility research relating to the area in which it intends to open the Deli;
- 8) Franchisee has received a Deli Management, Inc. Franchise Disclosure Document with all Exhibits attached thereto (i) fourteen (14) calendar days before the signing of any Franchise or related agreement; or (ii) fourteen (14) calendar days before any payments;

- 9) Franchisee has reviewed all the materials referred to in paragraph 8 above and found them complete and that the Franchise Disclosure Document contained all exhibits thereto;
- 10) Franchisee acknowledges it has reviewed Franchisor's Operations Manuals;
- 11) Franchisee represents and warrants to Franchisor that neither Franchisee, nor any of Franchisee's principals, nor any of their respective affiliates is identified, either by name or an alias, pseudonym or nickname, on the lists of "Specially Designated Nationals" or "Blocked Persons" maintained by the U.S. Treasury Department's Office of Foreign Assets Control (texts currently available at [www.treas.gov/offices/enforcement/ofac/](http://www.treas.gov/offices/enforcement/ofac/)) Further, Franchisee represents and warrants that neither it nor any of Franchisee's principals or affiliates referred to above has violated, and each of them agrees not to violate, any law prohibiting corrupt business practices, money laundering or the aid or support of persons who conspire to commit acts of terror against any person or government, including acts prohibited by the U.S. Patriot Act (text currently available at <http://www.tres.gov/offices/enforcement/ofac/legal/eo/13244.pdf>) or any similar law. The foregoing constitute continuing representations and warranties, and Franchisee shall immediately notify Franchisor in writing of the occurrence of any event or the development of any circumstance that might render any of the foregoing representations and warranties false, inaccurate or misleading.

EXECUTED this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_.

WITNESS:

FRANCHISEE:

\_\_\_\_\_

By: \_\_\_\_\_

Title: \_\_\_\_\_

**EXHIBIT “D”**  
**AREA DEVELOPMENT AGREEMENT**

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**AREA DEVELOPMENT AGREEMENT**

**DELI MANAGEMENT, INC.**

This Area Development Agreement is made and entered into as of the date set forth below by and between DELI MANAGEMENT, INC., a Texas Corporation, having its principal place of business at Beaumont, Texas (“Franchisor”), and \_\_\_\_\_, (“Developer”).

**RECITALS**

- A. **WHEREAS**, Franchisor, as a result of the expenditure of time, skill, effort and money has developed and owns a distinctive system (“System”) for the establishment and operation of delicatessen businesses; and
- B. **WHEREAS**, the distinguishing characteristics of the System include, without limitation, specialized training; management and marketing techniques and materials; procedures and methods of operation; uniform standards; specifications and procedure for products; equipment and services distinctive appearance; and advertising and promotional programs, all of which may be changed, improved and further developed by Franchisor from time to time; and
- C. **WHEREAS**, Franchisor identifies the System by means of certain trade names, service marks, trademarks, logos, emblems, and indicia of origin (“Proprietary Marks”) including, but not limited to, the name and mark “Jason’s Deli” and such other names, marks and indicia as may now or hereafter be designated by Franchisor in writing for use in connection with the System; and
- D. **WHEREAS**, Franchisor continues to develop, use and control the use of the Proprietary Marks in order to identify for the public the source of products and services marketed thereunder and to represent the high standards of quality associated therewith; and
- E. **WHEREAS**, Developer desires to obtain rights to establish businesses under the System in the geographical area described herein and in accordance with the terms and conditions hereof;

**NOW, THEREFORE**, in consideration of the promises and the mutual undertakings and commitments set forth herein, Franchisor and Developer hereby agree as follows:

## ARTICLE I. GRANT

- 1.1 Franchisor hereby grants to Developer the right and option, subject to the terms and conditions of this Agreement, to establish up to \_\_\_\_\_ ( ) businesses under the System (hereinafter “Jason’s Delis”) to be located in the geographic area (“Option Area”) specified in Section 3.1.
- 1.2 Except as otherwise provided in this Agreement, during the term of this Agreement, Franchisor will not establish or grant a franchise to any person other than Developer to establish Delis in the Option Area.
- 1.3 Each Deli established by Developer shall be subject to a separate Franchise Agreement executed by Franchisor and Developer. The form of the Franchise Agreement for each Deli shall be the standard Franchise Agreement then being offered by Franchisor in the jurisdiction where the Deli is proposed to be located. The form of Franchise Agreement currently being offered by Franchisor in the jurisdiction in which the Option Area is included with the package transmitting this Area Development Agreement.
- 1.4 This Agreement is not a franchise or license agreement, and does not grant Developer any rights to the use of the Proprietary Marks or grant sub-franchises to others. Developer’s rights to use the Proprietary Marks are limited and governed by the terms of separate franchise or license agreements between Franchisor and Developer.

## ARTICLE II. DEVELOPMENT FEE

- 21 Developer shall pay to Franchisor upon execution of this Agreement a “Development Fee” of \_\_\_\_\_ (\$\_\_\_\_\_ ) **Thousand Dollars**, which fee shall be fully earned by Franchisor upon execution of this Agreement for administrative and other expenses incurred by Franchisor and for development opportunities lost or deferred as a result of the exclusive rights granted to Developer herein. The Development Fee shall be in addition to the initial franchise fees for Franchise Agreements executed pursuant to this Agreement and any other fees or payments due to Franchisor under any other agreements between Franchisor and Developer.
- 22 Upon execution of this Agreement, Developer shall execute and forward to Franchisor the current form Franchise Agreement (and ancillary agreements and related documents), together with the initial franchise fee for the first Deli to be established by Developer.
- 23 Notwithstanding the terms of any Franchise Agreement executed by Developer to establish the number of Delis set forth under Articles 1.1 and

3.2 of this Agreement, the initial fees for each such Franchise Agreement shall be Seventeen Thousand Five Hundred (\$17,500.00) Dollars and the operating fee shall be four percent (4%) of gross sales. The Development Fee shall be payable, and deemed fully earned and nonrefundable upon Developer's execution of this Agreement. Except for the Development Fee, all other fees shall be payable as provided in each Franchise Agreement.

### **ARTICLE III. OPTION AREA; OPTIONS; RIGHT OF FIRST REFUSAL.**

- 3.1 The Area ("Option Area") within which Developer may locate Delis established hereunder is described in the Option Area Description attached hereto.
- 3.2 During the term of this Agreement, Developer shall have the right and option, subject to the terms and conditions set forth herein, to purchase franchises for \_\_\_\_\_ ( ) Delis to be located in the Option Area. Each option shall be exercisable as follows:
- 321 Prior to and as a condition of exercising each option, Developer shall have substantially complied with all material terms and conditions of each of its Franchise Agreements and all other agreements with Franchisor, its subsidiaries or affiliates.
- 322 Developer shall notify Franchisor in writing of its desire to purchase an additional Franchise. Simultaneously, Developer shall submit to Franchisor a written report in a form approved by Franchisor detailing its financial, operational and such other information that will allow Franchisor to evaluate Developer's readiness to open and operate an additional Deli. Franchisor shall provide Developer the then-current form of Franchise Agreement, together with any disclosure or other documents required by law.
- 323 Developer shall execute the then-current form of Franchise Agreement and such other ancillary agreements and all other required ancillary agreements and documents and forward them to Franchisor, together with the initial Franchise fee as provided under Article II. Franchisor shall execute the Franchise Agreement if, in its sole judgment, Developer is operationally and financially prepared to develop another Deli. If, in Franchisor's judgment, Developer is not capable of the development of an additional Deli, then the Development Schedule shall be amended to provide Developer with an additional six (6) months in which Developer shall meet the revised Development Schedule. If, at end of the six (6) month period, Franchisor again determines that Developer is still not operationally or financially capable of the development of

another Deli, Developer shall be in material default of the Development Schedule.

#### **ARTICLE IV. TERM AND DEVELOPMENT SCHEDULE**

- 41 The term of this Agreement shall commence on the date of execution by Franchisor and shall expire ten (10) years thereafter, unless sooner terminated in accordance with the terms set forth herein.
- 42 During the term of this Agreement, Developer shall establish Delis in the Option Area in accordance with the Development Schedule attached hereto and further described as follows (“Schedule”):
- 4.2.1 Contemporaneously with the execution of this Agreement, Developer shall execute a Franchise Agreement for the first Deli to be developed in the Option Area. Notwithstanding the terms of the first Franchise Agreement, Developer shall open the first Deli for business not later than twelve (12) months after the date of the first Franchise Agreement.
- 4.2.2 Franchisee agrees to comply with the development schedule set forth on the exhibit attached hereto and so designated.
- 43 Failure to have Delis open and in operation in the Option Area in accordance with the Schedule, unless extended by Franchisor as provided under Section 3.2.3, shall constitute a material default under this Agreement. Upon such default, Franchisor, in its discretion, may take any one or more of the following actions:
- 4.3.1 Terminate this Agreement and all rights granted hereunder without affording Developer any opportunity to cure the default, effective immediately upon the mailing of written notice to Developer;
- 4.3.2 Reduce the number of Delis that Developer may establish in the Option Area;
- 4.3.3 Terminate the territorial exclusivity granted to Developer under Section 1.2 of this Agreement;
- 4.3.4 Reduce the size of the Option Area by any amount;
- 4.3.5 Accelerate the Schedule;
- 4.3.6 Avail itself of any other rights or remedies provided under this Agreement or permitted under law or equity.

- 44 If Developer successfully completes the schedule, then during the first two (2) years after the date on which the last Deli is opened, Franchisor shall not establish or sell a Franchise for any Deli in the Option area, except upon Developer's request or consent. Thereafter, if during the term of this Agreement Franchisor proposes to grant a Franchise or area Franchise or development rights in the Option Area, Developer shall have a right of first refusal to enter into such agreement, if the following conditions are met:
- 4.4.1 Developer is then in compliance with all Franchise Agreements between Developer and Franchisor;
  - 4.4.2 All Delis required to be open and in operation pursuant to the Schedule are then open and in operation in the Option Area;
  - 4.4.3 Within fifteen (15) days after receipt of written notice of Franchisor's proposal to enter into any such agreement, Developer notifies Franchisor of Developer's intent to exercise its right of first refusal and thereafter, within thirty (30) days of such notice to Franchisor, Developer executes the agreement in the form proposed and forwards the executed agreement, together with all initial fees, to Franchisor.
- 45 If Developer fails to notify Franchisor of Developer's intent to exercise its right of first refusal, or fails to submit the executed agreement and fees within the time limits provided in subsection 4.4.3, Franchisor may thereafter establish or grant Franchises to others to establish or sub-franchise Delis in the Areas.

## **ARTICLE V. OBLIGATIONS OF FRANCHISOR AND DEVELOPER**

### **5.1 *Obligations of Franchisor***

- 5.1.1 Franchisor agrees to make available to Developer, or assist Developer in obtaining the following:
- a) Such standard construction plans, specifications and layouts for the structures, equipment, furnishings, décor and signs identified with Jason's Delis as Franchisor makes available to all Franchisees, from time to time.
  - b) Guidance in the selection of acceptable sites for the locations of Developer's Delis.
  - c) Review of site plans, final construction plans and specifications for conformity to the construction standards and specifications of the System.

- d) Such assistance as Franchisor determines is required in connection with the development of the Option Area, including assistance by Franchisor's personnel or its agents.
- e) Such other resources and assistance as may hereafter be developed and offered by Franchisor to Franchisees or developers.

5.1.2 Franchisor will provide to Developer, from time to time upon Developer's request, Franchisor's then-current form of Franchise Agreement for use by Developer in exercising its options hereunder.

## **5.2 *Obligations of Developer***

5.2.1 Except as Franchisor may otherwise expressly permit in writing, Developer (or, if Developer is a corporation or partnership, a principal of Developer) shall devote full time, energy and best efforts to the development and operation of Delis in the Option Area.

- a) Franchisor may require any principal or management employee of Developer who is actively involved in the development and operation of Delis in the Option Area to attend and satisfactorily complete such training programs as Franchisor may require.
- b) Developer shall cause its management employees to attend and satisfactorily complete all mandatory training programs, including basic and advanced training, refresher courses, and technical or business seminars, as Franchisor may require from time to time.
- c) Developer shall be responsible for all personal expenses incurred by trainees in connection with training programs including, without limitation, costs and expenses of transportation, lodging, meals and wages and employee benefits. Franchisor reserves the right to charge reasonable fees for materials and/or participation in any training courses or seminars offered by or on behalf of Franchisor.

5.2.2 Developer shall be responsible for conducting local advertising and promotional activities for Delis owned by Developer in accordance with the terms of the Franchise Agreements. In particular, but without limiting the foregoing, Developer shall be responsible for the preparation and submission to Franchisor of the following:

- a) annual advertising budgets, updated quarterly;
  - b) quarterly advertising plans;
  - c) periodic detailed accounting of media expenditures and verification of placement;
  - d) periodic written evaluation of effectiveness of advertising activities.
- 5.2.3 Developer shall comply with Franchisor's requirements for customer satisfaction programs and quality control, including responding to customer complaints and inquiries and providing periodic oral and written reports to Franchisor on the results of such contacts.
- 5.2.4 Developer shall inspect each of its Delis and report to Franchisor on the results of its inspections at least monthly, using the forms provided by Franchisor for that purpose. Developer shall also submit to Franchisor, upon request from time to time, such other forms, reports, records, statements, information and data as Franchisor may reasonably require, in the form and at the times and places reasonably specified by Franchisor.
- 5.2.5 Within ninety (90) days after the end of each fiscal year of Developer during the term of this Agreement, Developer, at its expense, shall submit to Franchisor a profit-and-loss statement showing the results of Developer's operations during said fiscal year and a balance sheet as of the end of the fiscal year. Each financial statement shall be accompanied by a sworn statement signed by Developer or by Developer's treasurer or chief financial officer attesting the items contained therein are true and accurate, that they completely and fully describe and disclose the information sought in such statement, and that the signer has made diligent and careful efforts to ascertain the truth, accuracy and completeness of such information.

## **ARTICLE VI. DEVELOPER'S FORM OF ORGANIZATION**

- 6.1 If Developer is or becomes a corporation, the Developer corporation shall comply with the following requirements:
- 6.1.1 Developer shall confine its activities to the development of the Option Area and the establishment and operation of Jason's Delis.
  - 6.1.2 Developer's articles of incorporation and bylaws (or comparable governing documents) shall at all times provide that its activities are confined exclusively to those specified in subsection 6.1.1 and that the issuance and transfer of voting stock or other ownership interest in Developer is restricted by the terms of this Agreement.
  - 6.1.3 Developer shall furnish Franchisor promptly upon request copies of Developer's articles of incorporation, bylaws and other governing documents, and any other documents Franchisor may reasonably request and any amendments thereto.
  - 6.1.4 Developer shall maintain stop-transfer instructions against the transfer on its records of any equity securities or other indicia of ownership, except in accordance with the provisions of Article VIII herein. All securities or other indicia of ownership issued by Developer shall bear the following legend, which shall be printed legibly and conspicuously on each stock certificate or other evidence of ownership interest:  
  

The transfer of these securities is subject to the terms and conditions of an Area Development Agreement with Deli Management, Inc. dated\_\_\_\_\_. Reference is made to said Agreement and to the restrictive provisions of the Articles and Bylaws of this Corporation.
- 6.2 If Developer is or becomes a partnership, Developer shall furnish Franchisor promptly upon request a copy of its partnership agreement and any other documents Franchisor may reasonably request and any amendments thereto.
- 6.3 Developer shall maintain a current list of all general and limited partners, all owners of record and all beneficial owners of any class of voting stock of Developer and shall furnish the list to Franchisor promptly upon request.
- 6.4 Each individual who holds a five percent (5%) or greater ownership interest in Developer (including each individual holding a 50% or greater interest in any corporation or other business entity having a controlling



interest in Developer) shall enter into a continuing guaranty agreement under seal, in a form satisfactory to Franchisor, assuming and agreeing to discharge all the obligations and liabilities of Developer under this Agreement, including those outlined in Articles VII and XI.

## **ARTICLE VII. CONFIDENTIAL INFORMATION**

- 7.1 Developer expressly understands and agrees that a confidential relationship is established between Franchisor and Developer under this Agreement and that as a result thereof, Franchisor will be disclosing and transmitting to Developer certain confidential and proprietary information in connection with the system and Developer's establishment of the Option Area. Developer hereby agrees that:
- 7.1.1 Developer shall treat and maintain such information as confidential during the term of this Agreement and thereafter.
  - 7.1.2 Developer shall use such information only for its operations under this Agreement.
  - 7.1.3 Developer shall disclose such information only to its employees or agents and not to anyone else.
  - 7.1.4 Developer shall restrict disclosure of such information only to those of its principals, employees or agents who are directly connected with the performance of work requiring knowledge thereof and shall disclose only as much information as is required to enable those employees or agents to carry out their assigned duties.
  - 7.1.5 Developer shall advise its principals, employees and agents of the confidential nature of such information and the obligation not to disclose it.
  - 7.1.6 At Franchisor's request, Developer shall obtain and deliver to Franchisor signed confidentiality agreements from any or all of Developer's principals, employees or agents who may have access to confidential information. Such agreements shall be in a form satisfactory to Franchisor and shall identify Franchisor as a third-party beneficiary, with the independent right to enforce them.
- 72 Any and all information, knowledge, techniques and know-how, including any and all records thereof, in any form which Franchisor designates as confidential shall be deemed confidential for purposes of this Agreement, except information which Developer can demonstrate came to its attention prior to disclosure thereof by Franchisor; or which, at the time of

disclosure by Franchisor to Developer, was a part of the public domain; or which, after the time of disclosure by Franchisor to Developer, becomes a part of the public domain through publication or communication by persons other than Developer, its principals, employees or agents.

- 73 Developer acknowledges that any failure to comply with the requirements of this Article VII will cause Franchisor irreparable injury, and Developer agrees to pay all court costs and reasonable legal fees incurred by Franchisor in obtaining specific performance of, or an injunction against violation of, the requirements of this Article VII.

## **ARTICLE VIII. TRANSFER OF INTEREST**

- 8.1 Developer understands and acknowledges that the rights and duties of Developer set forth in this Agreement are personal to Developer and that Franchisor has granted this Development Agreement in reliance on the business skill, financial capacity, and personal character of Developer and Developer's principals. Accordingly, Developer agrees that Franchisor's express, prior written consent shall be a necessary condition precedent to the sale, assignment, transfer, conveyance, gift, pledge, mortgage, encumbrance, or hypothecation of any of the following:

- 8.1.1 any direct or indirect interest in this Agreement or the rights granted hereunder;
- 8.1.2 any direct or indirect interest in Developer;
- 8.1.3 all or substantially all the assets of Developer.

Except as specifically provided in this Article VIII, any purported assignment or transfer, by operation of law or otherwise, not having the express prior written consent of Franchisor shall be null and void and shall constitute a material breach of the Agreement. Further, Franchisor may refuse any transfer or assignment which occurs prior to the time Developer has fully exercised, built, opened and is operating all the Delis set forth under Article III, and such refusal by Franchisor shall be deemed reasonable. As used in this Agreement, the term "publicly held corporation" means a corporation registered under the Securities Exchange Act of 1934. Developer acknowledges and agrees each condition required to be met by a proposed transferee hereunder is necessary to assure the transferee's full performance of its obligations as "Developer" hereunder.

- 8.2 If Developer is an individual or partnership, Developer shall be entitled to transfer Developer's interest in this Agreement to a corporation or other business entity formed for convenience of ownership. Franchisor will charge no transfer fee for the first such transfer; however, Franchisor's consent to any such transfer shall be subject to the following conditions:

- 8.2.1 Developer shall be the owner of all the voting stock or other ownership interest in the corporation or other business entity, and, if Developer is more than one individual, each individual shall have the same proportionate ownership interest in the corporation or other business entity as he or she had in Developer prior to the transfer.
- 8.2.2 Developer shall comply with the terms and conditions set forth for developer corporations under Article VI.
- 8.3 Within six (6) months after the death or mental incapacity of Developer (or, if Developer is a partnership or corporation, a principal of Developer), the executor, administrator or personal representative of such person shall transfer that person's interest to a third party approved by Franchisor. All such transfers shall be subject to the same conditions as any inter vivos transfer; however, no transfer fee will be charged in the case of a transfer by devise or inheritance. If the heirs or beneficiaries of the deceased Developer are unable to meet the conditions set forth in this Article VIII, the executor, administrator, or personal representative shall have a reasonable time to dispose of the deceased interest, which disposition shall be subject to the same conditions as any inter vivos transfer. If such interest is not disposed of within a reasonable time, Franchisor may terminate this Agreement.
- 8.4 Any person ("seller") who receives and desires to accept a bona fide offer from a third party to purchase all or part of the seller's interest in Developer, this Agreement or the Franchise shall notify Franchisor in writing of each such offer. Franchisor shall have the right and option, exercisable within thirty (30) days after receipt of such written notice, to send written notice to the seller that Franchisor intends to purchase the seller's interest on the same terms and conditions offered by the third party. To enable Franchisor to determine whether it will exercise its option, Developer and seller shall provide such information and documentation, including financial statements, as Franchisor may require. If the consideration, terms or conditions offered by a third party are such that Franchisor may not reasonably be required to furnish the same, Franchisor may purchase the interest proposed to be sold for the reasonable equivalent in cash. If the parties cannot agree within a reasonable time on the cash consideration, Franchisor may appoint an independent appraiser, whose determination shall be binding. If Franchisor does not exercise its option as provided hereunder, the seller may sell the interest, subject to Franchisor's consent as otherwise required under this Article VIII. Any material change in the terms of any offer prior to closing shall constitute a new offer subject to the same rights of first refusal by Franchisor as in the case of an initial offer.

- 8.5 Franchisor will not unreasonably withhold its consent to a transfer of any interest in Developer or this Agreement; provided however, that Franchisor may, in its sole discretion, require any or all of the following as conditions of its approval:
- 8.5.1 All Developer's accrued monetary obligations and all other outstanding obligations to Franchisor, its subsidiaries, affiliates and divisions shall be satisfied;
  - 8.5.2 Developer shall have substantially complied with all the terms and provisions of this Agreement, any amendment hereof or successor hereto, and all other agreements between Developer and Franchisor, its subsidiaries, affiliates or divisions and, at the time of transfer, shall not be in default thereof;
  - 8.5.3 If the obligations of Developer were guaranteed by the transferor(s), the transferee shall guarantee the performance of all cash obligations in writing in a form satisfactory to Franchisor;
  - 8.5.4 Developer and transferor(s) shall execute a general release under seal, in a form satisfactory to Franchisor, of any and all claims against Franchisor and its officers, directors, shareholders, employees and agents, in their corporate and individual capacities, including without limitation, claims arising under federal, state and local laws, rules and ordinances.
- 8.6 If a transfer, along or together with other previous, simultaneous or proposed transfers, would have the effect of transferring financial or management control of Developer, Franchisor may require, in its sole discretion and in addition to the conditions provided in Section 8.5, any or all the following as conditions of its approval:
- 8.6.1 The transferee (or, if the transferee is a corporation or other business entity, the principals of the transferee) shall demonstrate to Franchisor's satisfaction that they meet Franchisor's then-current standards for new Developers/Franchisees under the system; possess good moral character, business reputation, and credit rating, have the aptitude and ability to develop the Option Area (as may be evidenced by prior related business experience or otherwise); and have adequate financial resources and capital to develop the Option Area;
  - 8.6.2 The transferee shall execute, for a term ending on the expiration date of this Agreement, the standard form of area development agreement then being offered by Franchisor and such other ancillary agreements (including guaranty agreements provided

under Section 6.4) as Franchisor may require, which agreements shall supersede this Agreement in all respects and the terms of which agreements may differ from the terms of this Agreement; provided, however, that no additional initial development fee shall be required.

- 8.6.3 The transferee shall commit to provide for such additional or faster development in the area as Franchisor may reasonably require, in accordance with Franchisor's then-current standards for new area development agreements;
- 8.6.4 The transferee shall complete and/or cause its employees to complete, to Franchisor's satisfaction, such initial and refresher training as Franchisor may require;
- 8.7 Developer or transferee shall pay to Franchisor a nonrefundable transfer fee in an amount reasonably necessary to compensate Franchisor for its costs and expenses in connection with each proposed transfer, but in no event less than Seven Thousand and No/100 Dollars (\$7,000.00).
- 8.8 If securities in Developer are proposed to be offered to the public, by private offering or otherwise, the prior written consent of Franchisor shall be required and such consent shall be granted by Franchisor in its sole discretion.
- 8.9 Neither Franchisor's consent to any proposed transfer nor Franchisor's failure to exercise its option to purchase any interest of a seller shall be deemed to constitute a waiver of any claims Franchisor may have against any transferor, any right to demand exact compliance with any term of this Agreement by any transferor or transferee, any future rights or options of Franchisor or any provision of this Agreement.
- 8.10 This Agreement shall inure to the benefit of Franchisor, its successors, and assigns, and Franchisor shall have the right to transfer and assign all or any part of its interest herein, including its rights under Section 8.4 to any person or legal entity.

## **ARTICLE IX. DEFAULT AND TERMINATION**

- 9.1 This Agreement and all rights granted to Developer hereunder shall automatically terminate if Developer becomes insolvent or makes a general assignment for the benefit of creditors; or if a petition in bankruptcy is filed by Developer or filed against Developer and not opposed by Developer; or if Developer is adjudicated as bankrupt or insolvent; or if a bill in equity or other proceeding for the appointment of a receiver of Developer or other custodian for Developer's business or

assets if filed and consented to by Developer; or if a receiver or other custodian (permanent or temporary) of Developer's assets or property, or any part thereof, is appointed by any court of competent jurisdiction; or if proceedings for a composition with creditors under any state or federal law are instituted by or against Developer; or if a final judgment remains unsatisfied or of record for thirty (30) days or longer (unless supersedeas bond is filed); or if Developer is dissolved; or if a suit to foreclose any lien or mortgage against the premises or equipment of Developer is instituted against Developer and not dismissed within thirty (30) days; or if execution is levied against Developer's business or property; or if the real or personal property of Developer is sold after levy thereupon by any sheriff, marshal or constable.

92 Except as otherwise required or prohibited under applicable statute, Developer shall be deemed to be in default and Franchisor, at its option, may terminate this Agreement and all rights granted Developer hereunder, effective immediately upon receipt of notice by Developer and without affording Developer any opportunity to cure the default, upon the occurrence of any of the following events:

9.2.1 If Developer fails to comply with the Schedule;

9.2.2 If Developer (or if Developer is a corporation or other business entity, any principal of Developer) is convicted of a felony, a fraud, a crime involving moral turpitude, or found liable in a civil claim for fraud or any unfair or deceptive act or practice that Franchisor believes is reasonably likely to have an adverse effect on the System, the Proprietary Marks, the goodwill associated therewith, or Franchisor's interest therein;

9.2.3 If Developer or any partner or shareholder in Developer purports to transfer any rights or obligations under this Agreement or any interest in Developer to a third party without Franchisor's prior written consent, contrary to Article VIII;

9.2.4 If Developer (or if Developer is a corporation or other business entity, any principal of Developer) fails to comply with the in-term covenants in Article XI or fails to obtain execution of the covenants required under Section 11.9;

9.2.5 If, contrary to the terms of Article VII, Developer discloses or divulges any confidential information provided to Franchisor by Franchisor;

- 9.2.6 If an approved transfer is not effected within a reasonable time, as required under Section 9.3 hereof, following Developer's death or mental incompetence;
- 9.2.7 If Developer knowingly maintains false books or records or submits any false reports to Franchisor, or if Developer made any material false statements to Franchisor in connection with its application for development rights or any franchise;
- 9.2.8 If Developer repeatedly fails to pay on a timely basis its taxes or other governmental charges, rent, lease payments or payments to suppliers or other trade creditors;
- 9.2.9 If Developer repeatedly is in default under Section 9.3 for failure substantially to comply with any of the requirements imposed under this Agreement, whether or not cured after notice;
- 9.2.10 If Developer knowingly fails to comply with the requirements of Article XII.

93 Except as provided in Sections 9.1 and 9.2, Developer shall have thirty (30) days after receipt from Franchisor of a written Notice of Termination within which to remedy any default hereunder and provide evidence thereof to Franchisor. If any such default is not cured within that time, or such longer period as applicable law may require, this Agreement shall terminate without further notice to Developer immediately upon the expiration of said period. Developer shall be in default hereunder for any failure to substantially comply with any of its obligations under this Agreement or to carry out the terms of this Agreement in good faith. Such defaults include, without limitation, the occurrence of any of the following events:

- 9.3.1 If Developer fails to submit when due any reports, financial information or other information or documents required by Franchisor under this Agreement;
- 9.3.2 If Developer fails to observe or maintain any of the standards or procedures prescribed by Franchisor in this Agreement, in Franchisor's Confidential Operations Manuals, or otherwise in writing;
- 9.3.3 If Developer misuses or makes any unauthorized use of the proprietary Marks;
- 9.3.4 If Developer directly or indirectly commences or conducts any business operation, or markets any product or service under any

name or proprietary mark which, in Franchisor's sole opinion, is confusingly similar to the Proprietary Marks;

- 9.3.5 If Developer fails to obtain Franchisor's prior approval or consent as required under this Agreement;
- 9.3.6 If Developer is in material default under the terms of any Franchise Agreement between Franchisor and Developer, regardless of whether such agreement is terminated by Franchisor.

## **ARTICLE X. OBLIGATIONS UPON TERMINATION OR EXPIRATION**

- 10.1 Upon the expiration of this Agreement, or its termination for any reason, all Developer's rights hereunder shall terminate. In particular, and without limiting the foregoing, Developer shall:
  - 10.1.1 Immediately deliver to Franchisor or its designee, all materials provided by Franchisor relating to development of the Option Area, including, without limitation, plans, specifications, designs, records, data, samples, models, programs, training tapes, handbooks, drawings, records, files, invoices, instructions, correspondence, and all copies thereof, all of which are acknowledged to be Franchisor's property, and retain no copy or record of any of the foregoing except Developer's copy of this Agreement and such documents as Developer reasonably needs for compliance with any provision of law.
  - 10.1.2 Promptly pay all sums owing to Franchisor, its subsidiaries, affiliates, and divisions.
  - 10.1.3 Comply with all requirements under this Agreement which expressly or by reasonable implication apply to Developer's conduct after termination or expiration.
- 10.2 If this Agreement is terminated for default, in addition to all its other obligations under this Article X, Developer shall pay Franchisor all damages, costs and expenses, including reasonable legal and accounting fees, incurred by Franchisor as a result of Developer's default and/or in connection with obtaining injunctive or other relief for enforcement of any provisions of this Article X.
- 10.3 Termination or expiration of this Agreement shall not affect the rights of Developer to operate other Jason's Delis in accordance with the terms of any other Franchise Agreements then in effect between Franchisor and Developer. Notwithstanding the foregoing, termination of this Agreement or any default hereunder may be default under and cause for termination



of any other Franchise or Development Agreement between Franchisor and Developer.

## **ARTICLE XI. COVENANTS NOT TO COMPETE**

- 11.1 During the term of this Agreement, Developer covenants that Developer shall not, either directly or indirectly, for itself or through, on behalf of, or in conjunction with any person, persons, or legal entity, divert or attempt to divert, any business or customer of a Jason's Deli to any competitor, by direct or indirect inducement or otherwise, do or perform, directly or indirectly, any other act injurious or prejudicial to the goodwill associated with the Proprietary Marks and the System.
- 11.2 During the terms of this Agreement and for a period of two (2) years after its termination or expiration, Developer covenants that Developer shall not, either directly or indirectly, employ or seek to employ any person who is at the time (or was within the previous twelve (12) months) employed by Franchisor or by any other Franchisee of Franchisor or Developer without the prior express permission of such employer, or otherwise directly or indirectly induce any such employee to leave his or her employment.
- 11.3 Developer specifically acknowledges that, pursuant to this Agreement, Developer will receive valuable specialized training and confidential information, including without limitation, information concerning the operation, sales, promotional and marketing methods and techniques of Franchisor and the System. Developer covenants as follows:
- 1131 During the terms of this Agreement, except as otherwise approved in writing by Franchisor, Developer shall not, either directly or indirectly, or for itself or through, on behalf of, or in conjunction with, any person, persons or legal entity, own maintain, operate, engage in, be employed by, or have any interest in any business similar to a Jason's Deli franchise (except pursuant to other Deli Management, Inc. Development Agreements or Franchise Agreements between Developer and Franchisor) anywhere within the United States.
- 1132 For a period of two (2) years after the termination or expiration of this Agreement, Developer shall not, directly or indirectly, have any interest in any business similar to the Deli Management, Inc. franchise and located within twenty-five (25) miles of any Deli established hereunder (or if no Delis have been established within the Option Area) or within twenty-five (25) miles of any other Jason's Deli in existence or planned as of the time of termination or expiration.

- 11.4 Section 11.3 shall not apply to ownership by Developer of less than a five percent (5%) beneficial interest in the outstanding equity securities of any publicly held corporation, as defined in Section 8.2.
- 11.5 The parties agree each of the foregoing covenants shall be construed as independent of every other covenant or provision of this Agreement. If all or any portion of a covenant in this Article XI is held unreasonable or unenforceable by a court or agency having valid jurisdiction in an unappealed final decision to which Franchisor is a party, Developer expressly agrees to be bound by any lesser covenant subsumed within the terms of such covenant that imposes the maximum duty permitted by law, as if the resulting covenant were separately stated in and made a part of this Article XI.
- 11.6 Developer understands and acknowledges that Franchisor, in its sole discretion, shall have the right, to reduce the scope of any covenant set forth in this Article XI, or any portion thereof, without Developer's consent, effective immediately upon receipt by Developer of written notice thereof; and Developer agrees to comply forthwith any covenant as so reduced, which shall be fully enforceable notwithstanding the provisions of Section 16.2.
- 11.7 Developer expressly agrees the existence of any claims it may have against Franchisor, whether or not arising from this Agreement, shall not constitute a defense to the enforcement by Franchisor of the covenants in this Article XI. Developer shall pay all costs and expenses (including without limitation, reasonable legal and accounting fees) incurred by Franchisor in connection with enforcement of this Article XI.
- 11.8 Developer acknowledges that Developer's violation of the terms of this Article XI would result in irreparable injury to Franchisor for which no adequate remedy at law may be available, and Developer accordingly consents to the issuance of an injunction prohibiting any conduct by Developer in violation of the terms of this Article XI. In the event Developer does not comply with the aforesaid covenants as of the date they would go into effect under the terms of the Agreements, the time such covenants begin to run shall commence on the later of either the date at which Developer does comply or the date at which a court order compelling compliance goes into effect.
- 11.9 At Franchisor's request, Developer shall obtain and deliver executed covenants similar to those set forth in this Article XI from any or all persons who have or may have an ownership interest in Developer or in this Agreement or who receive or have access to training and other information under the System. Such covenants shall be in a form

satisfactory to Franchisor including, without limitation, specific identification of Franchisor as a third party beneficiary of such covenants with the independent right to enforce them.

## **ARTICLE XII. TAXES, PERMITS, INDEBTEDNESS**

- 121 Developer shall promptly pay all taxes levied or assessed when due, including, without limitation, unemployment and sales taxes and all accounts and other indebtedness of every kind incurred by Developer in the development of the Option Area. Developer shall pay to Franchisor an amount equal to any sales tax, gross receipts tax or similar tax (other than income tax or similar tax) imposed on Franchisor with respect to any payments to Franchisor required under this Agreement, unless the tax is credited against income tax otherwise payable by Franchisor.
- 122 In the event of any bona fide dispute as to Developer's liability for taxes assessed or other indebtedness, Developer may contest the validity or the amount of the tax or indebtedness in accordance with procedures of the taxing authority or applicable law; however, in no event shall Developer permit a tax sale or seizure by levy or execution or similar writ or warrant, or attachment by a creditor to occur against the property of Developer or any improvements thereon.
- 123 Developer shall comply with all federal, state and local laws, rules and regulations and shall timely obtain any and all permits, certificates or licenses necessary for the full and proper conduct of its business, including, without limitation, licenses to do business, fictitious name registrations, sales tax permits and fire clearances.
- 124 Developer shall notify Franchisor in writing within five (5) days of the commencement of any action, suit or proceeding, and of the issuance of any order, writ, injunction, award or decree of any court, agency or other governmental instrumentality which may adversely affect the operation or financial condition of Developer.

## **ARTICLE XIII. INDEPENDENT CONTRACTOR**

- 13.1 It is understood and agreed by the parties hereto that this Agreement does not create a fiduciary relationship between them; that Developer shall be an independent contractor; and that nothing in this Agreement is intended to constitute either party as an agent, legal representative, subsidiary, joint venturer, partner, employee or servant of the other for any purpose whatsoever. Developer shall control all details of the work performed by its employees.

- 132 During the term of this Agreement, Developer shall hold itself out to the public as an independent contractor operating pursuant to an Area Development Agreement from Franchisor. Developer agrees to take such action as may be necessary to do so.
- 133 It is understood and agreed that nothing in this Agreement authorizes Developer to make any contract, agreement, warranty or representation on Franchisor's behalf, or to incur any debt or obligation in Franchisor's name; and Franchisor shall in no event assume liability for, or be deemed liable hereunder as a result of any such action; nor shall Franchisor be liable by reason of any act or omission of Developer in the conduct of its business or for any claim or judgment arising therefrom against Developer or Franchisor.

#### **ARTICLE XIV. INDEMNIFICATION**

- 14.1 As used in this Article XIV, the phrase "Losses and Expenses" shall include without limitation, all losses, compensatory, exemplary or punitive damages, fines, charges, costs, lost profits, attorneys' fees, accountants' fees, expert witness' fees, expenses, court costs, settlement amounts, judgments, compensation for damages to Franchisor's reputation and goodwill, costs of or resulting from delays, financing, costs of advertising material and media time/space, and costs of changing, substituting or replacing the same, and any and all expenses of recall, refunds, compensation, public notices and other such amounts incurred in connection with the matters described.
- 14.2 Developer shall, at all times, indemnify and hold harmless to the fullest extent permitted by law, Franchisor, its corporate affiliates, successors and assigns, and respective directors, officers, employees, agents and representatives of each (collectively, the "Indemnities") from all losses and expenses incurred in connection with any action, suit, proceeding, claim, demand, investigation or inquiry (formal or informal), or any settlement thereof (whether or not a formal or informal), or any settlement thereof (whether or not a formal proceeding or action has been instituted) which arises out of or is based upon any of the following:
- 14.2.1 Developer's violation, breach or asserted violation or breach of any contract, federal, state or local law, regulation, rule, order, standard or directive, or of any industry standard, including, but not limited to, state and federal labor and employment laws;
- 14.2.2 Libel, slander or any other form of defamation by Developer;
- 14.2.3 Developer's violation or breach of any warranty, representation or obligation in this Agreement;

- 14.2.4 Acts, errors or omissions of Developer or any of its agents, servants, contractors, partners, affiliates or representatives.
- 14.3 Developer shall promptly notify Franchisor of any action, suit, proceeding, claim, demand, inquiry or investigation as described in Section 14.2. If Franchisor is or may be named as a party in any such action, Franchisor may elect (but under no circumstances will be obligated) to undertake the defense and/or settlement thereof
- 14.4 With respect to any action, suit, proceeding, claim, demand, inquiry or investigation, Franchisor may, at any time and without notice, in order to protect persons or property or the reputation or goodwill of Franchisor or others, order, consent or agree to any settlement or take any remedial or corrective action as Franchisor deems expedient if, in Franchisor's sole judgment, there are reasonable grounds to believe that:
- 14.4.1 Any act or circumstance enumerated in Section 14.2 have occurred; or
- 14.4.2 Any act, error or omission of Developer may result directly or indirectly in damage, injury or harm to any person or any property.
- 14.5 All losses and expenses incurred under this Article XIV shall be chargeable to and paid by Developer pursuant to its obligations of indemnity hereunder, regardless of any actions, activity or defense undertaken by Franchisor or the subsequent success or failure of such actions, activity or defense.
- 14.6 Under no circumstance shall the indemnities be required or obligated to seek recovery from third parties or otherwise mitigate their losses in order to maintain any claim against Developer. Developer agrees that failure to pursue such recovery or mitigate loss will in no way reduce the amounts recoverable by indemnities from Developer.
- 14.7 The indemnities assume no liability whatsoever for any acts, errors, or omissions or any persons with whom Developer may contract, regardless of the purpose. Developer shall hold harmless and indemnify the indemnities and each of them for all losses and expenses that may arise out of any acts, errors or omissions of such third parties with whom Developer may contract.

## **ARTICLE XV. APPROVALS AND WAIVERS**

- 15.1 Whenever this Agreement requires the prior approval or consent of Franchisor, Developer shall make a timely written request to Franchisor therefor, and such approval or consent shall be obtained in writing.
- 15.2 Franchisor makes no warranties or guarantees upon which Developer may rely, and assumes no liability or obligation to Developer by providing any waiver, approval, consent or suggestions to Franchisee in connection with any consent, or by reason of any neglect, delay or denial of any request therefor.
- 15.3 No failure of Franchisor to exercise any power reserved to it under this Agreement, or to insist upon compliance by Developer with any obligation or condition in this Agreement, and no custom or practice of the parties at variance with the terms hereof, shall constitute a waiver of Franchisor's rights to demand exact compliance with any term of this Agreement. Waiver by Franchisor of any particular default shall not affect or impair Franchisor's rights with respect to any subsequent default of the same or a different nature; nor shall any delay, forbearance or omission by Franchisor to exercise any power or right arising out of any breach or default by Franchisee of any terms, provisions or covenants of this Agreement affect or impair Franchisor's rights; nor shall such constitute a waiver by Franchisor of any rights hereunder or rights to declare any subsequent breach or default.

## **ARTICLE XVI. NOTICES**

- 16.1 All notices hereunder shall be in writing and shall be personally delivered or mailed by certified or registered mail, return receipt requested, to the respective parties at the following addresses, unless and until a different address has been designated by written notice to the other party:

### ***Notices to Franchisor:***

Deli Management, Inc.  
c/o Troy Cormier  
350 Pine Street – Suite 1775  
Beaumont, TX 77701

*Notices to Developer:*

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**ARTICLE XVII. ENTIRE AGREEMENT**

- 17.1 This Agreement, all exhibits to this Agreement, and all ancillary agreements executed contemporaneously with this Agreement, constitute the entire Agreement between the parties with reference to the subject matter of this Agreement and supersede any and all prior negotiations, understandings, representations and agreements; provided, however, that nothing in this or any related agreement is intended to disclaim the representations we made in the Disclosure Document that we furnished to you. You acknowledge that you are entering into this Agreement and all ancillary agreements executed contemporaneously with this Agreement as a result of your own independent investigation of the Franchised business and not as a result of any representations about us made by our shareholders, officers, directors, employees, agents, representatives, independent contractors or Franchisees that are contrary to the terms set forth this Agreement, or of any Franchise Disclosure Document, prospectus, disclosure document or other similar document required or permitted to be given to you pursuant to applicable law.
- 17.2 Except for those permitted to be made unilaterally by Franchisor hereunder, no amendment, change or variance from this Agreement shall be binding on either party, unless mutually agreed to by the parties and executed by their authorized officers or agents in writing.

**ARTICLE XVIII. SEVERABILITY AND CONSTRUCTION**

- 18.1 Except as expressly provided to the contrary herein, each portion, section, part, term and/or provision of this Agreement shall be considered severable; and, if for any reason, a portion, section, part, term and/or provision herein is determined to be invalid and contrary to, or in conflict with, any existing or future law or regulation by a court or agency having valid jurisdiction, such shall not impair the operation of, or have any other effect upon, such other portions, sections, parts, terms and/or provisions of this Agreement as may remain otherwise intelligible; and the latter shall continue to be given full force and effect and bind the parties hereof; and said invalid portions, sections, parts and/or provisions shall be deemed not to be a part of this Agreement.

- 18.2 Except as expressly provided to the contrary herein, nothing in this Agreement is intended, nor shall be deemed to confer upon any person or legal entity other than Developer, Franchisor, Franchisor's officers, directors and employees, and such of Developer's and Franchisor's respective successors and assigns as may be contemplated (and, as to Developer, permitted) by Article VIII, any rights or remedies under or by reason of this Agreement.
- 18.3 Developer expressly agrees to be bound by any promise or covenant imposing the maximum duty permitted by law which is subsumed within the terms of any provision hereof, as though it were separately articulated in and made a part of this Agreement that may result from striking from any of the provision hereof any portion or portions which a court may hold to be unreasonable and unenforceable in a final decision to which Franchisor is a party, or from reducing the scope of any promise or covenant to the extent required to comply with such a court order.
- 18.4 All captions in this Agreement are intended solely for the convenience of the parties and none shall be deemed to affect the meaning or construction of any provision hereof.
- 18.5 All references herein to the masculine, neuter or singular shall be construed to include the masculine, feminine, neuter or plural, where applicable; and all acknowledgments, promises, covenants, agreements and obligations herein made or undertaken by Developer shall be deemed jointly and severally undertaken by all those executing this Agreement on behalf of Developer.
- 18.6 This Agreement shall be effective and binding on Franchisor only when signed on behalf of Franchisor by one of the following individuals:

Troy Cormier, Ragan Edgerly or Joe Tortorice

#### **ARTICLE XIX. APPLICABLE LAW**

- 19.1 This Agreement takes effect upon its acceptance and execution by Franchisor in Texas, and shall be interpreted and construed under the laws thereof, which laws shall prevail in the event of any conflict of law; provided, however, that if any provisions of this Agreement would not be enforceable under the laws of Texas, then such provisions shall be interpreted and construed under the laws of the state in which the premises of the Franchised business is located.
- 192 THE PARTIES AGREE THAT ANY ACTION BROUGHT BY EITHER PARTY AGAINST THE OTHER IN ANY COURT, WHETHER



FEDERAL OR STATE, SHALL BE BROUGHT SOLELY WITHIN THE JUDICIAL DISTRICT IN WHICH FRANCHISOR HAS ITS PRINCIPAL PLACE OF BUSINESS (BEAUMONT, TEXAS) AND DO HEREBY WAIVE ALL QUESTIONS OF PERSONAL JURISDICTION OR VENUE FOR THE PURPOSE OF CARRYING OUT THIS PROVISION.

- 193 WAIVER OF RIGHTS: Both we and you waiver and agree not to include in any pleading demand: class action claims; demand for trial by jury; claims for lost profits; or claims for punitive, multiple, or exemplary damages. If any pleading is filed that contains any of these claims or a jury demand, or if a court determines that all or any part of the waivers are ineffective, then the pleading shall be dismissed with prejudice, leaving the pleading party to its arbitration remedy. No claim by either of us can be consolidated with claims of any other party. If such claims and demands cannot be waived by law, then the parties agree that any recovery will not exceed two (2) times actual damages.
- 194 No right or remedy conferred upon nor reserved to Franchisor or Developer by this Agreement is intended to be, nor shall be deemed, exclusive of any other right or remedy herein or by law or equity provided or permitted, by each shall be cumulative of every other right or remedy.
- 195 Nothing herein contained shall bar Franchisor's right to obtain injunctive relief against threatened conduct that will cause it loss or damages under the usual equity rules, including applicable rules for obtaining restraining orders and preliminary injunctions.
- 196 With respect to any provision of this Agreement which provides in effect that Franchisor shall not unreasonably withhold or unreasonably delay any consent or any approval, In no event shall Developer be entitled to make, nor shall Developer make, any claim for, and Developer hereby waives, any claim for, money damages; nor shall Developer claim any money damages by way of setoff, counterclaim or defense, based upon any claim or assertion by Developer that Franchisor has unreasonably withheld or unreasonably delayed any consent or approval; but sole remedy shall be an action or proceeding to enforce any such provision or for specific performance, injunction or declaratory judgment.

## **ARTICLE XX. ACKNOWLEDGEMENTS**

- 20.1 Developer acknowledges it has conducted an independent investigation of the Jason's Deli System and recognized the business venture contemplated by this Agreement involves business risks, and its success will be largely dependent upon the liability of Developer as an independent businessman. Franchisor expressly disclaims the making of, and Developer

acknowledges it has not received any warranty or guarantee, express or implied, as to the potential volume, profits or success of the business venture contemplated by this Agreement.

- 20.2 Developer further acknowledges it received the Disclosure Document required by the Trade Regulation Rule of the Federal Trade Commission at least fourteen (14) calendar days prior to the date on which this Agreement was executed or before any payments were made to Franchisor.
- 20.3 Developer acknowledges it has read and understood this Agreement, attachments hereto, and any agreements relating thereto, and Franchisor has accorded Developer ample time and opportunity to consult with advisers of Developer's own choosing about the potential benefits and risks of entering into this Agreement.
- 20.4 Developer represents and warrants to Franchisor that neither Developer nor any of Developer's Principals, nor any of their respective affiliates is identified, either by name or an alias, pseudonym or nickname, on the lists of "Specially Designated Nationals" or "Blocked Persons" maintained by the U.S. Treasury Department's Office of Foreign Assets Control (texts currently available at [www.treas.gov/offices/enforcement/ofac/](http://www.treas.gov/offices/enforcement/ofac/)). Further, Developer represents and warrants that neither it nor any of Developer's principals or affiliates referred to above has violated, and each of them agrees not to violate, any law prohibiting corrupt business practices, money laundering or the aid or support of persons who conspire to commit acts of terror against any person or government, including acts prohibited by the U.S. Patriot Act (text currently available at <http://www.treas.gov/offices/enforcement/ofac/legal/eo/13224.pdf>), or any similar law. The foregoing constitute continuing representations and warranties, and Developer shall immediately notify Franchisor in writing of the occurrence of any event or the development of any circumstance that might render any of the foregoing representations and warranties false, inaccurate or misleading.

***IN WITNESS WHEREOF***, the parties hereto have duly executed, sealed and delivered this Agreement as of the day and year written below.

WITNESSES:

\_\_\_\_\_

DEVELOPER:

\_\_\_\_\_

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

FRANCHISOR:  
DELI MANAGEMENT, INC.

\_\_\_\_\_

By: \_\_\_\_\_

Troy Cormier  
Chief Executive Officer; Chief Financial  
Officer and Director

Date: \_\_\_\_\_



***DELI MANAGEMENT, INC.***  
***AREA DEVELOPMENT AGREEMENT***

***Option Area Description***

The Option Area referred to in Section 3.1 of the  
Area Development Agreement is described as follows:

Initial: \_\_\_\_\_

Initial: \_\_\_\_\_

***DELI MANAGEMENT, INC.***

***AREA DEVELOPMENT AGREEMENT***

***Development Schedule***

Total Number of Developer's  
Delis Open and In Operation In  
the Option Area

By (Date):

INITIAL: \_\_\_\_\_

INITIAL: \_\_\_\_\_

**EXHIBIT “E”**  
**SITE ADDENDUM**

**SITE ADDENDUM**  
**TO**  
**DELI MANAGEMENT, INC. – FRANCHISE AGREEMENT**

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**SITE ADDENDUM**  
**TO**  
**DELI MANAGEMENT, INC. FRANCHISE AGREEMENT**

Deli Management, Inc. (“**Franchisor**”) and \_\_\_\_\_, (“**Franchisee**”) have this date, \_\_\_\_\_, entered into a certain Deli Management, Inc. Franchise Agreement (“**Franchise Agreement**”) and desire to supplement its terms as set forth below. The parties therefore agree as follows:

**SITE SELECTION**

1. Within one hundred eighty (180) days after execution of the Franchise Agreement, Franchisee shall acquire or lease, at Franchisee’s expense, a location for the Jason’s Deli restaurant (“**Deli**” or “**Franchised Business**”) at a site accepted by Franchisor as hereinafter provided.
2. Franchisee’s site shall be located within the following general area (“**General Area**”): \_\_\_\_\_. General Area is described solely for the purpose of limiting the area within which Franchisee may seek a location for the Deli. Nothing in the Franchise Agreement or in this Addendum shall be deemed to prevent Franchisor from granting Franchises to others for locations within the General Area at any time.
3. If Franchisee has not acquired or leased an acceptable location within the General Area within the time provided in Paragraph 1, either Franchisor or Franchisee may, at its option, cancel the Franchise Agreement.
  - a) If Franchisee fails to obtain an acceptable site and elects to cancel within one hundred eighty (180) days after execution of the Franchise Agreement, Franchisee shall be entitled to a refund of seventy percent (70%) of the initial franchise fee paid by Franchisee ***provided that*** Franchisee is not otherwise in default of the Franchise Agreement or any other agreement between Franchisee and Franchisor. The refund will be paid within thirty (30) days after Franchisor’s receipt of the written notice of cancellation, which must be received within one hundred eighty (180) days after execution of the Franchise Agreement. The initial franchise fee is not refundable, in whole or in part, under any other circumstances.
  - b) Failure by Franchisee to acquire or lease an acceptable location within the time provided in Paragraph 1 above shall constitute default under the Franchise Agreement, for which Franchisor may terminate the Franchise Agreement, as provided therein.

## **SITE APPLICATION**

1. Prior to leasing or purchasing a site for the Deli, Franchisee shall submit to Franchisor, in the form specified by Franchisor, a completed site application, and such other information or materials as Franchisor may reasonably require, together with a letter of intent or other evidence satisfactory to Franchisor confirming Franchisee's favorable prospects for obtaining the site. Franchisor shall have thirty (30) days after receipt of a complete site application from Franchisee to accept or reject, in Franchisor's sole discretion;
2. Franchisee shall be responsible for all expenses in connection with the completion of the site application, including but not limited to, costs of demographic analyses, drafting and copying of site plans, maps, aerial and ground photographs, and professional services;
3. Franchisor shall inspect site(s) proposed by Franchisee; however, Franchisor shall be obligated to conduct a single site visit. Franchisor will conduct, or cause its agent to conduct, the first such inspection at no charge to Franchisee. Thereafter, Franchisor may require Franchisee to reimburse Franchisor or its agent for all reasonable expenses incurred in connection with site inspections, including, but not limited to, travel, lodging and meals;
4. After a proposed location has been accepted by Franchisor and leased or acquired by Franchisee as provided herein, pursuant to Section 1.3 of the Franchise Agreement, that location shall be described in an attachment to the Franchise Agreement as the accepted location.

## **LEASE**

If Franchisee will occupy the Deli premises under a lease, Franchisee shall submit a copy of the lease to Franchisor for its review and acceptance prior to execution. Acceptance by Franchisor shall be contingent upon the inclusion of provisions restricting use of the premises to the Deli, the right of entry by Franchisor to inspect the premises, the option of assignment to Franchisor upon termination or amendment or non-renewal and the prohibition or assignment without Franchisor approval. Franchisee shall be responsible for the performance of all its obligations as lessee or sub lessee under the lease for the Deli premises.

## **SITE PREPARATION**

Before commencing any construction or remodeling of the Deli, Franchisee shall comply with all the following requirements to Franchisor's satisfaction:

1. Franchisee shall employ a qualified architect or engineer who is reasonably acceptable to Franchisor to prepare for Franchisor's review and acceptance,

preliminary plans and specifications for site improvement and construction of the Deli, based upon standard prototype drawings furnished by Franchisor;

2. Franchisee shall be responsible for obtaining all zoning and environmental classifications and clearances that may be required by state or local laws, ordinances, or regulations, or that may be necessary or advisable owing to any applicable restrictive covenants. After having obtained such classifications and clearances, Franchisee shall submit final plans for construction or remodeling based on the preliminary plans and specifications to Franchisor for review and acceptance. Once accepted by Franchisor, the final plans may not be substantially changed or modified without Franchisor's permission;
3. Franchisee shall be responsible for obtaining all permits and certifications required for the lawful construction, remodeling and operation of the Deli and shall certify to Franchisor that all such permits and certifications have been obtained;
4. Franchisee shall employ a qualified licensed general contractor who is reasonably acceptable to Franchisor to complete all site improvements and construction of the Deli. Franchisee shall obtain and maintain liability insurance as provided under Article XIII of the Franchise Agreement during the entire period of construction.

## **CONSTRUCTION**

1. If the accepted location is a build-to-suit, construction must commence within one hundred twenty (120) days after Franchisor's acceptance of the site application. If the accepted location is an existing building, Franchisee shall commence remodeling immediately upon obtaining possession of the premises, but not later than sixty (60) days after Franchisor's acceptance of the site application;
2. Within ten (10) days after the event, Franchisee shall provide written notice to Franchisor of the date when (i) construction of the Deli commenced or (ii) Franchisee obtained possession of the premises. For purposes of this Addendum, construction shall be deemed to commence on the date on which excavation for footings has begun. Thereafter, at least once every two (2) weeks, Franchisee shall provide Franchisor a progress report, either orally or in writing, as Franchisor may require. Franchisee agrees that Franchisor and its agents shall have the right to inspect the location at all reasonable times for the purpose of ascertaining that all work complies with the final plans accepted by Franchisor;
3. Franchisee shall maintain continuous work on construction or remodeling of the Deli premises, which shall be completed within the time period specified in the final plans accepted by Franchisor. Franchisee shall be responsible for

the completion of all interior and exterior carpentry, electrical, painting and finishing work, and the installation of all furnishings, fixtures, equipment and signs in accordance with Franchisor's specifications;

4. Franchisee shall notify Franchisor of the date of completion of construction or remodeling and within a reasonable time thereafter, Franchisor or its agent shall conduct a final inspection of the Deli premises. Franchisee shall not open the Deli for business without the express written authorization of Franchisor, which shall be subject to Franchisee's strict compliance with the standards and specifications;
5. Franchisee shall open for business within ten (10) days after being authorized by Franchisor to do so.

**EFFECT AND INTERPRETATION**

This Addendum shall be considered an integral part of the Franchise Agreement between the parties hereto, and the terms of this Addendum shall be controlling with respect to the subject matter hereof. Except as modified or supplemented by this Addendum, the terms of the Franchise Agreement are hereby ratified and confirmed.

WITNESSES:

\_\_\_\_\_

FRANCHISEE:

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

FRANCHISOR:  
DELI MANAGEMENT, INC.

\_\_\_\_\_

By: \_\_\_\_\_

Troy Cormier  
Chief Executive Officer; Chief Financial  
Officer, and Director

Date: \_\_\_\_\_

**EXHIBIT “F”**

**LIST OF CURRENT FRANCHISEES**

**LIST OF CURRENT FRANCHISEES**

**AS OF DECEMBER 31, 2023**

**ALABAMA**

***Jen-Tex (Jay Tortorice):***  
1395 Enterprise Way N.W.  
Huntsville, AL 35806  
Phone: (256) 971-5325

***Jen-Tex (Jay Tortorice):***  
4800 Whitesburg Dr. #400  
Huntsville, AL 35802  
Phone: (256) 883-7300

**ARKANSAS**

***Deli Partners (Bourke Harvey / Robert Dozier):***  
745 E. Joyce Ave, #114  
Fayetteville, AR 72701  
Phone: (479) 442-5000

***Deli Partners (Bourke Harvey / Robert Dozier):***  
301 N. Shakleford, #H-1A  
Little Rock, AR 72211  
Phone: (501) 954-8700

***Deli Partners (Bourke Harvey / Robert Dozier):***  
4209 E. McCain Blvd.  
M. Little Rock, AR 72117  
Phone: (501) 954-8700

**COLORADO**

***Bullshark, Inc. (Stan Lyons):***  
5440 S. Parker Road  
Aurora, CO 80015  
Phone: (303) 991-2311

***Bullshark, Inc. (Stan Lyons):***  
549 Flat Iron Boulevard  
Broomfield, CO 80022  
Phone: (303) 465-2882

***Bullshark, Inc. (Stan Lyons):***  
9525 E. County Line Rd.  
Englewood, CO 80012

Phone: (303) 708-1448

***Bullshark, Inc. (Stan Lyons):***

1538 E Harmony Rd.  
Fort Collins, CO 80525  
Phone: (970) 204-9203

***Bullshark, Inc. (Stan Lyons):***

204 Union Blvd.  
Lakewood, CO 80228  
Phone: (303) 986-1111

**FLORIDA**

***Wilrock LLC (Scott and Diana Willis):***

2311 Santa Barbara Blvd  
Cape Coral, FL 33991  
Phone: (239) 458-8700

***Wilrock LLC (Scott and Diana Willis):***

13550 Reflections Pkwy., Ste. 1-101  
Fort Meyers, FL 33907  
Phone: (239) 590-9924

***Wilrock LLC (Scott and Diana Willis):***

2700 Immokalee Rd., Suites. 1&2  
Naples, FL 34110  
Phone: (239) 593-9499

***Wilrock, LLC (Scott and Diana Willis):***

16401 Corporate Commerce Way  
Ft. Myers, FL 33913  
Phone: (239) 466-3354

**INDIANA**

***Jen-Tex (Jay Tortorice)***

943 N. Green River Road  
Evansville, IN 47715  
Phone: (812) 471-9905

**IOWA**

***Deli Vision (Scott Lukan / Scott Wilson):***

3910 University Ave.  
West Des Moines, IA 50266  
Phone: (515) 222-9797

## **KANSAS**

***LUNCH MONY (Kirk Jefferies):***

3140 Iowa St., #110  
Lawrence, KS 66046  
Phone: (785) 842-5607

***LUNCH MONY (Kirk Jefferies):***

16535 W. 119th St.  
Olathe, KS 66061  
Phone: (913) 825-4422

***LUNCH MONY (Kirk Jefferies):***

6121 SW 12th St., #400  
Topeka, KS 66604  
Phone: (785) 478-1144

***LUNCH MONY (Kirk Jefferies):***

2000 N. Rock Road, #108  
Wichita, KS 67206  
Phone: (316) 636-4447

***LUNCH MONY (Kirk Jefferies):***

7447 W. 21st Street # 141  
Wichita, KS 67205  
Phone: (316) 721-4993

## **KENTUCKY**

***Jen-Tex (Jay Tortorice):***

400 N. Hurstbourne, #101  
Louisville, KY 40223  
Phone: (502) 412-4101

***Jen-Tex (Jay Tortorice):***

4800 Shelbyville Road  
Louisville, KY 40207  
Phone: (502) 896-0150

***Jen-Tex (Jay Tortorice):***

134 Malabu Drive  
Lexington, KY 40503  
Phone: (859) 313-5128

## **LOUISIANA**

***Crescent Management, Inc. (Joe Modisette):***

5808 Line Avenue



Shreveport, LA 71106  
Phone: (318) 861-6952

## **MISSISSIPPI**

***Jen-Tex (Jay Tortorice):***  
1067 E County Line Rd.  
Jackson, MS 39211  
Phone: (601) 206-9191

## **MISSOURI**

***LUNCH MONY (Kirk Jefferies):***  
1100 Main Street, #101  
Kansas City, MO 64081  
Phone: (816) 842-6655

***LUNCH MONY (Kirk Jefferies):***  
9026 NW Skyview Ave.  
Kansas City, MO 64154

***LUNCH MONY (Kirk Jefferies):***  
1690 NW Chipman Rd.  
Lee's Summit, MO 64081  
Phone: (816) 246-6400

## **NEW MEXICO**

***Coastal Deli, Inc. (Pat O'Boyle):***  
2105-B Louisiana N.E.  
Albuquerque, NM 87110  
Phone: (505) 881-6700

***Coastal Deli, Inc. (Pat O'Boyle):***  
3410 State Hwy. 528 NW  
Albuquerque, NM 87114  
Phone: (505) 897-9590

***Coastal Deli, Inc. (Pat O'Boyle):***  
5920 Holly, Suite A  
Albuquerque, NM 87113  
Phone: (505) 821-7100

***Coastal Deli, Inc. (Pat O'Boyle):***  
3845 E. Lohman Avenue  
Las Cruces, NM 88011  
Phone: (575) 521-0700

## **NORTH CAROLINA**

***North Carolina State University:***

C/O Dining Services/ Charles D. Leffler  
2610 Cates Ave.  
Raleigh, NC 27607

***SSP America (Pat Carroll)***

Raleigh Durham Airport  
1000 Trace Drive  
RDU Airport, NC 27623  
Phone: (703) 595-8673

## **OHIO**

***Jen-Tex (Jay Tortorice):***

3831 Edwards Road  
Cincinnati, OH 45209  
Phone: (513) 351-1685

***Jen-Tex (Jay Tortorice):***

1122 Gemini Place  
Columbus, OH 43240  
Phone: (614) 785-0431

***Jen-Tex (Jay Tortorice):***

225 W. Bridge  
Dublin, OH 43017  
Phone: (614) 336-3853

## **OKLAHOMA**

***Deli Partners (Bourke Harvey / Robert Dozier):***

78 S.E. 33rd Street  
Edmond, OK 73013  
Phone: (405) 330-1663

***Deli Partners (Bourke Harvey / Robert Dozier):***

950 Ed Noble Drive  
Norman, OK 73072  
Phone: (405) 360-3600

***Deli Partners (Bourke Harvey / Robert Dozier):***

4236 NW Expressway, #120  
Oklahoma City, OK 73116  
Phone: (405) 810-1800

***NOSAJ, Inc. (Monte Harrison):***

1330 E. 15th Street  
Tulsa, OK 74120  
Phone: (918) 599-7777

***NOSAJ, Inc. (Monte Harrison):***

8321-M East 61st Street  
Tulsa, OK 74120  
Phone: (918) 252-9999

## **TENNESSEE**

***Deliworx (Kevin Patterson / Kent Holt):***

1585 Chickering Lane  
Cordova, TN 38018  
Phone: (901) 844-1840

***Jen-Tex (Jay Tortorice):***

3065 Mallory Lane  
Franklin, TN 37067  
Phone: (615) 771-2626

***Deliworx (Kevin Patterson / Kent Holt):***

6 Stonebridge Blvd.  
Jackson, TN 38301  
Phone: (731) 660-0594

***Volunteer Mgmt., LLC (James and Mark Lemoncelli):***

133 N. Peters Road  
Knoxville, TN 37923

Phone: (865) 357-3672

***Deliworx (Kevin Patterson / Kent Holt):***

1199 Ridgeway Rd.  
Memphis, TN 38119  
Phone: (901) 685-3333

***Deliworx (Kevin Patterson / Kent Holt):***

3473 Poplar Ave.  
Memphis, TN 38111  
Phone: (901) 324-3181

***Jen-Tex (Jay Tortorice):***

452A N. Thompson Ln.  
Murfreesboro, TN 37129  
Phone (615-217-3239

***Jen-Tex (Jay Tortorice):***

2028 West End Avenue  
Nashville, TN 37203  
Phone: (615) 340-9991

**TEXAS**

***LUNCH MONY (Kirk Jefferies):***

1772 State Highway 351  
Abilene, TX 79601  
Phone: (325) 672-4232

***LUNCH MONY (Kirk Jefferies):***

3490 Catclaw Dr.  
Abilene, TX 79606  
Phone: (325) 692-1975

***LUNCH MONY (Kirk Jefferies):***

7406 Southwest 34th St.  
Amarillo, TX 79121  
Phone: (806) 353-4440

***LUNCH MONY (Kirk Jefferies):***

2600 Wolfen Avenue – Suite C2600  
Amarillo, TX 79121  
Phone: (806) 803-9160

***Coastal Deli, Inc. (Pat O'Boyle):***

4365 Expressway 77/83, #900  
Brownsville, TX 78520  
Phone: (956) 350-2400

***Coastal Deli, Inc. (Pat O'Boyle):***

1416 Airline  
Corpus Christi, TX 78412  
Phone: (512) 992-4649

***Coastal Deli, Inc. (Pat O'Boyle):***

5325 Saratoga, #200  
Corpus Christi, TX 78413  
Phone: (512) 980-8300

***Coastal Deli, Inc. (Pat O'Boyle):***

1604 West University Drive  
Edinberg, TX 78759  
Phone: (956) 250-8053

***Hudson Group***

Love Field Airport "C2346"  
Dallas, TX

***Deli Partners (Bourke Harvey / Robert Dozier):***

2219 South Loop #288  
Denton, TX 76201  
Phone: (817) 484-1234

***Coastal Deli, Inc. (Pat O'Boyle):***

1355 George Dieter Dr.  
El Paso, TX 79936  
Phone: (915) 591-7600

***Coastal Deli, Inc. (Pat O'Boyle):***

8889 Gateway Blvd. West  
El Paso, TX 79925  
Phone: (915) 532-6200

***Coastal Deli, Inc. (Pat O'Boyle):***

2224 S. Hwy 77, #100  
Harlingen, TX

***Coastal Deli Inc, (Pat O'Boyle):***

7410 Remcom Circle Suite M  
El Paso, TX 79912  
915-584-1800

***5 Sisters, Inc. (Vikki Modisette):***

103 W Loop 281, #201  
Longview, TX 75604  
Phone: (903) 663-5161

***Coastal Deli, Inc. (Pat O'Boyle):***

1308 US Expressway 83  
McAllen, TX 78501  
Phone: (956) 664-1700

***Coastal Deli, Inc. (Bob Becquet):***

4100 N. 2nd, #100  
McAllen, TX 78504  
Phone: (956) 664-2199

***LUNCH MONY (Kirk Jefferies):***

4610 N. Garfield Rd. #D1  
Midland, TX 79705  
Phone: (432) 682-2200

***Jen-Tex (Jay Tortorice):***

280 N. Business I-35  
New Braunfels, TX 78130  
Phone: (830) 620-4901

***LUNCH MONY (Kirk Jefferies):***

3167 E. University Blvd., Ste, 1  
Odessa, TX 79762  
Phone: (432) 362-3135

***JDSA, Inc. (Kyle Beck):***

1141 N. FM 1604 East, #108  
San Antonio, TX 78258  
Phone (210) 545-6888

***JDSA, Inc. (Kyle Beck):***

25 Northeast Loop 410  
San Antonio, TX 78216  
Phone: (210) 524-9288

***JDSA, Inc. (Kyle Beck):***

5819 Northwest Loop 410  
San Antonio, TX 78230  
Phone: (210) 647-5000

***JDSA, Inc. (Kyle Beck):***

9933 IH-10 West  
San Antonio, TX 78230  
Phone: (210) 690-3354

***JDSA, Inc. (Kyle Beck):***

5607 W Loop 1604 North  
San Antonio, TX 78253

210-680-0112

***Jen-Tex (Jay Tortorice):***

901-A Hwy. 80  
San Marcos, TX 78666  
Phone: (512) 393-3354

***Coastal Deli, Inc. (Pat O'Boyle):***

5301 N. Navarro Street  
Victoria, TX 77904  
Phone: (361) 575-3354

***LUNCH MONY (Kirk Jefferies):***

2907 Garnett Avenue  
Wichita Falls, TX 76308  
Phone: (940) 761-5313

***JDDA (Jason Yoo):***

Terminal B George Bush International Airport  
Houston, TX  
713-443-5339

**EXHIBIT “G”**  
**STATE ADMINISTRATORS**



## STATE ADMINISTRATORS

**STATE OF CALIFORNIA**, Commissioner of the Department of Financial Protection and Innovation, 320 West 4<sup>th</sup> Street, Suite 750, Los Angeles, California 90013; (213) 675-7500 or (866) 275-2677.

**STATE OF FLORIDA**, Department of Agriculture and Consumer Services, Division of Consumer Services, Plaza Level 10, The Capitol, 400 S. Monroe Street, Tallahassee, Florida 32399; (904) 922-2770.

**STATE OF ILLINOIS**, Lisa Madigan, Illinois Attorney General, Office of Attorney General, 500 South Second Street, Springfield, Illinois 62706; (217) 782-1090.

**STATE OF INDIANA**, Securities Commissioner, Securities Division, 302 West Washington Street, Room E111, Indianapolis, Indiana 46204; (317) 232-6682.

**STATE OF IOWA**, Dennis Britson, Director of Regulated Industries Unit, Iowa Securities Bureau, 2<sup>nd</sup> Floor, Lucas State Office Building, Des Moines, Iowa, 50319; (515) 281-4441.

**STATE OF MARYLAND**, Office of the Attorney General, Securities Division, 200 St. Paul Place, Baltimore, Maryland 21202-2020; (410) 576-6360.

**STATE OF MICHIGAN**, Nate Knapper, Michigan Attorney General's Office, Consumer Protection Division, Attn: Franchise Section, G. Mennen Williams Building, 1<sup>st</sup>. Floor, 525 W. Ottawa Street, Lansing, Michigan 48913; (517) 373-7117.

**STATE OF MINNESOTA**, Mike Rothman, Commissioner, Department of Commerce, Securities Division, 85 7<sup>th</sup> Place East, Suite 280, St. Paul, Minnesota, 55101; (651) 539-1600.

**STATE OF NEBRASKA**, Gene Schenkelberg, Securities Analyst, Department of Banking and Finance, 1536 K Street, Suite 300, Lincoln, Nebraska 68508; (402) 471-3445.

**STATE OF OREGON**, Cecil Monroe, Division of Consumer and Business Services, Finance and Corporate Securities, Labor & Industries Building, 350 Winter Street, N.E., Room 410, Salem, Oregon 97310; (503) 378-4387.

**STATE OF RHODE ISLAND**, Department of Business Regulation, 1511 Pontiac Avenue, Cranston, Rhode Island 02920; (401) 462-9500.

**STATE OF TEXAS**, Dorothy Wilson, Statutory Document Section, Secretary of State, 1019 Brazos, Austin, Texas, 78701; (512) 475-1769.

**STATE OF UTAH**, Francine A. Giani, Executive Director, Division of Consumer Protection, 160 East 300 South, Salt Lake City, Utah 84114; (801) 530-4849.

**STATE OF VIRGINIA**, State Corporation Commission, Division of Securities and Retail Franchising, Tyler Building 9<sup>th</sup> Floor, 1300 E. Main Street, Richmond, Virginia 23219; (804) 371-9051.

**STATE OF WASHINGTON**, Asst. General Counsel, Department of Financial Institutions, Securities Division, P.O. Box 9033, Olympia, Washington, 98507-9033; (360) 902-8760.

**STATE OF WISCONSIN**, Franchise Registration, Division of Securities, Department of Financial Institutions, 201 W. Washington Avenue, Suite 300, Madison, Wisconsin 53703; (608) 266-8557.

**EXHIBIT “H”**

**CONFIDENTIALITY AND NON-COMPETITION AGREEMENT**

**(SAMPLE)**

## **CONFIDENTIALITY AND NON-COMPETITION AGREEMENT**

In consideration of my employment by [Franchisee] \_\_\_\_\_ ("**Employer**"), and One Dollar (\$1.00), receipt of which is acknowledged, and intending to be legally bound, I agree:

1. I have been advised that Employer is in possession of certain proprietary information, some of which may be revealed to or learned by me during my training and my employment with Employer. I specifically acknowledge that pursuant to this Agreement, I will receive valuable specialized training and confidential information, including, but not limited to, information concerning the recipes, operation, sales, promotional and marketing methods and techniques.
2. During the term of my employment with Employer or at any time thereafter, I will not directly or indirectly use or disclose to anyone or authorize disclosure of any confidential or proprietary information or trade secrets which may be revealed to me or learned by me during the course of my training with Deli Management, Inc. or my employment with Employer.
3. I acknowledge that the confidential information and trade secrets with which I may become familiar are essential to Employer's business and are owned and shall continue to be owned solely by Employer or Deli Management, Inc. Under no circumstances will I remove from Employer's place of business any of Employer's books, records, customer lists or training materials or any copies of such documents without the written permission of Employer. Under no circumstances will I make copies of such books, records, documents, customer lists or training materials, except as specifically authorized in writing by Employer. I agree that at the termination of my employment whether or not that termination is voluntary, I will return to Employer immediately any and all materials concerning processes, equipment, business methods or financial condition issued to me during training or employment or otherwise in my possession or control.
4. I acknowledge that any unauthorized disclosure of any trade secret or confidential or proprietary information revealed to me or learned by me during the course of my employment with Employer or engaging in any other activities forbidden by this Agreement would result in irreparable harm to Employer and possibly Deli Management, Inc. I agree that such unauthorized disclosure or activity would warrant Employer obtaining among other things, an immediate injunction restraining further unauthorized disclosure or activity.
5. I also agree that I shall not, for a period of two (2) years from the date of my separation of service from Employer, for any reason whatsoever, directly or indirectly, either as an employee, employer, consultant, agent, principal partner, stockholder, corporate officer, director, or in any other individual or representative capacity, engage or participate in a restaurant business similar to a

Jason's Deli, or own buildings, equipment or fixtures necessary to carry on such activities within a twenty five (25) mile radius of any deli location owned by Deli Management, Inc., Employer or a franchisee of Deli Management, Inc., in existence at the time of my separation.

DATED this \_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_.

AGREED: \_\_\_\_\_  
Employee

ACCEPTED: \_\_\_\_\_  
Franchisee/Employer

**This document is provided for illustration purposes only. Please consult legal counsel of your own choosing to develop confidentiality policies appropriate for your Company. Laws in each state vary with regards to these matters. Deli Management, Inc.'s expectation is that each Franchise owner will ensure that confidential system information will not be disclosed to unauthorized third parties.**

**EXHIBIT “I”**

**STATE SPECIFIC ADDENDA AND AMENDMENTS**

**ADDENDUM TO DELI MANAGEMENT, INC.  
CALIFORNIA DISCLOSURE DOCUMENT**

The following paragraphs are added to the Disclosure Document:

[www.jasonsdeli.com](http://www.jasonsdeli.com)

OUR WEBSITE HAS NOT BEEN REVIEWED OR APPROVED BY THE CALIFORNIA DEPARTMENT OF BUSINESS OVERSIGHT. ANY COMPLAINTS CONCERNING THE CONTENT OF THIS WEBSITE MAY BE DIRECTED TO THE CALIFORNIA DEPARTMENT OF FINANCIAL PROTECTION AND INNOVATION at [www.dfpi.ca.gov](http://www.dfpi.ca.gov).

There are no exclusive territorial rights conveyed by the execution of a Franchise Agreement. Exclusive territorial rights may only be conferred by execution of an Area Development Agreement. Without an Area Development Agreement, you may experience competition from other Jason's Deli outlets in your area operated either by us or other franchisees.

Pursuant to regulations promulgated under the California Franchise Investment Law, the following paragraphs are added at the end of Item 17 of the Disclosure Document:

California Law Regarding Termination, Transfer and Nonrenewal. California Business and Professions Code Sections 2000 through 20043 provide rights to franchisees concerning termination, transfer or nonrenewal of a franchise. If the Franchise Agreement contains a provision that is inconsistent with the law the law will control.

Termination Upon Bankruptcy. The Franchise Agreement provides for termination upon bankruptcy. This provision may not be enforceable under federal bankruptcy law (11 U.S.C.A. Sec. 101 et. sep.)

Post Termination Noncompetition Covenants. The Franchise Agreement contains a covenant not to compete which extends beyond the termination of the respective agreement. These provisions may not be enforceable under California law.

Applicable Law. The Franchise Agreement requires application of the laws of Florida with certain exceptions. These provisions may not be enforceable under California law.

Venue. The Franchise Agreement requires venue to be limited to Texas. This provision may not be enforceable under California law. Prospective franchisees are encouraged to consult private legal counsel to determine the applicability of California and federal laws (such as Business and Professions Code Section 20040.5 Code of Civil Procedure Section 1281, and the Federal

Arbitration Act) to any provisions of the franchise agreement restricting venue to a forum outside the State of California.

Releases. You must sign a general release of claims if you renew or transfer your franchise. California Corporations Code Section 31512 voids a waiver of your rights under the Franchise Investment Law (California Corporations Code Sections 31000 through 31516). Business and Professions Code Section 20010 voids a waiver of your rights under the Franchise Relations Act (Business and Professions Code Sections 2000 through 20043).

Material Modifications. California Corporations Code, Section 31125 requires us to give you a disclosure document, approved by the Department of Corporations before we ask you to consider a material modification of your franchise agreement.

Securities Orders. Neither the franchisor nor any person disclosed in Item 2 of the Disclosure Document is subject to any currently effective order of any national securities association or national securities exchange, as defined in the Securities Exchange Act of 1934, 15 U.S.C.A. 78a et seq., suspending or expelling such persons from membership in such association or exchange.

Health Department. Local county health departments inspect restaurants and other retail food facilities to ensure compliance with safe food handling practices and adequacy of kitchen facilities.

Personal Guarantee. Franchisees and all owners must sign a personal guarantee, making you and your spouse individually liable for your financial obligations under the agreement if you are married. The guarantee will place your and your spouse's marital and personal assets at risk if your franchise fails.

The following paragraph is added as 29 to the Franchise Agreement:

Nothing in the Franchise Agreement or any other related Agreement is intended to disclaim the representations franchisor has made in the Franchise Disclosure Document.

Item 5 and 7 are amended as follows:

All initial fees and payments shall be deferred until such time as the franchisor completes its initial obligations and the first outlet opens.

Item 6 is amended as follows:

The highest interest rate allowed by law in California for late payments is 10% annually.



The following is added to the Franchise Agreement and Area Development Agreement:

All initial fees and payments shall be deferred until such time as the franchisor completes its initial obligations and the first outlet opens.

THE CALIFORNIA FRANCHISE INVESTMENT LAW REQUIRES THAT A COPY OF ALL PROPOSED AGREEMENTS RELATING TO THE SALE OF THE FRANCHISE BE DELIVERED TOGETHER WITH THE OFFERING CIRCULAR (14 days prior to execution of agreement) (Rule 310.114.1).

The effective date of this Franchise Disclosure Document of the State of California is March 31, 2023.

**ADDENDUM TO THE DELI MANAGEMENT, INC.  
FRANCHISE DISCLOSURE DOCUMENT  
AS REQUIRED BY THE STATE OF FLORIDA**

The State of Florida has not reviewed and does not approve, recommend, endorse or sponsor any business opportunity. The information contained in this disclosure has not been verified by the state. If you have any questions about this investment, see an attorney before you sign a contract or agreement.

The effective date of the Franchise Disclosure Document for the State of Florida is March 31, 2023.

**ILLINOIS ADDENDUM TO  
DELI MANAGEMENT, INC.  
FRANCHISE DISCLOSURE DOCUMENT**

**Item 5 and Item 7 are modified to read:**

**Franchise Fee.** Payment of the Franchise Fee is deferred until we have completed all our initial obligations to you and your first outlet opens.

A deferral requirement has been imposed by the Illinois Attorney General's office based on the Franchisor's financial condition.

**Item 17 is modified to include the following sentence:**

The conditions under which you can be terminated and your rights on non-renewal may be affected by Illinois law, 815 ILCS 705/19 and 705/20.

**Item 17 is modified to include the following:**

Illinois law shall govern the Agreement(s).

Payment of Initial Franchise and Development Fees will be deferred until Franchisor has met its initial obligations, and franchisee has commenced doing business. This financial assurance requirement was imposed by the Office of the Illinois Attorney General due to Franchisor's financial condition.

In conformance with Section 4 of the Illinois Franchise Disclosure Act, any provision in a franchise agreement that designates jurisdiction and venue in a forum outside of the State of Illinois is void. However, a franchise agreement may provide for arbitration to take place outside of Illinois.

Franchisees' rights upon Termination and Non-Renewal are set forth in sections 19 and 20 of the Illinois Franchise Disclosure Act.

In conformance with section 41 of the Illinois Franchise Disclosure Act, any condition, stipulation or provision purporting to bind any person acquiring any franchise to waive compliance with the Illinois Franchise Disclosure Act **or any other law of Illinois** is void.

**RIDER TO THE DELI MANAGEMENT INC. FRANCHISE AGREEMENT  
FOR USE IN ILLINOIS**

This Rider is entered into this \_\_\_\_\_, 2023 (the “**Effective Date**”), between Deli Management, Inc., a Texas corporation, with its principal business address at 350 Pine Street – Suite 1775, Beaumont, Texas 77701 (referred to in this Agreement as “**Franchisor**,” “**we**,” “**us**” or “**our**”), and \_\_\_\_\_, whose principal business address is \_\_\_\_\_ (referred to in this Agreement as “**you**,” “**your**” or “**Franchisee**”) and amends the Franchise Agreement between the parties dated as of the Effective Date (the “**Agreement**”).

1. **Precedence and Defined Terms.** This Rider is an integral part of, and is incorporated into, the Agreement. Nevertheless, this Rider supersedes any inconsistent or conflicting provisions of the Agreement. Terms not otherwise defined in this Rider have the meanings as defined in the Agreement.
2. **Franchise Fee.** The Illinois Attorney General’s Office has determined that due to Franchisor’s financial condition, payments of all initial fees are deferred until such time as Franchisor completes its initial obligations and the first outlet opens.
3. **Termination.** The following is added to the Agreement:  
  
The conditions under which this franchise can be terminated and the parties’ rights on termination may be affected by Illinois law, 815 ILCS 705 / 1-44.
4. **Limitation of Claims.** The following is added to the Agreement:  
  
No action can be maintained to enforce any liability created by Illinois law unless brought before the earlier of (i) the expiration of three (3) years after the act or transaction constituting the violation upon which such action is based; (ii) the expiration of one (1) year after you become aware of facts or circumstances reasonably indicating that you may have a claim for relief in respect to conduct governed by Illinois law; or (iii) 90 days after delivery to you of a written notice disclosing the violation.
5. **Governing Law and Jurisdiction.** The Agreement is also amended to state:  
  
Illinois law governs this Agreement. The Franchisor and the Franchisee irrevocably submit to the jurisdiction and venue of the federal and state courts in Illinois for all matters coming under Illinois law.
6. **Waiver of Jury Trial.** Any provision of the Franchise Agreement waiving a jury trial is deleted in its entirety.

7. **Waiver of Compliance.** The Agreement is amended by adding the following:

Any condition, stipulation or provision purporting to bind any person acquiring any franchise to waive compliance with any provision of this Act is void. This Section shall not prevent any person from entering into a settlement agreement or executing a general release regarding a potential or actual lawsuit filed under any of the provisions of the Law, nor shall it prevent the arbitration of any claim pursuant to the provision of Title 9 of the United States Code.

Intending to be bound, you and we sign and deliver this Rider in two counterparts effective on the Agreement Date, regardless of the actual date of signature.

**US:**  
**DELI MANAGEMENT, INC.**

**YOU:** \_\_\_\_\_

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**RIDER TO THE DELI MANAGEMENT INC. AREA DEVELOPMENT AGREEMENT  
FOR USE IN ILLINOIS**

This Rider is entered into this \_\_\_\_\_, 2023 (the “**Effective Date**”), between Deli Management, Inc., a Texas corporation, with its principal business address at 350 Pine Street – Suite 1775, Beaumont, Texas 77701 (referred to in this Agreement as “**Franchisor**,” “**we**,” “**us**” or “**our**”), and \_\_\_\_\_, whose principal business address is \_\_\_\_\_ (referred to in this Agreement as “**you**,” “**your**” or “**Franchisee**”) and amends the Area Development Agreement between the parties dated as of the Effective Date (the “**Agreement**”).

1. **Precedence and Defined Terms.** This Rider is an integral part of, and is incorporated into, the Agreement. Nevertheless, this Rider supersedes any inconsistent or conflicting provisions of the Agreement. Terms not otherwise defined in this Rider have the meanings as defined in the Agreement.
  
2. **Area Development Fee.** The Illinois Attorney General’s Office has determined that due to Franchisor’s financial condition, payment of the Area Development Fee is deferred until such time as Franchisor completes its initial obligations and the first outlet opens.
  
3. **Termination.** The following is added to the Agreement:  
  
The conditions under which this franchise can be terminated and the parties’ rights on termination may be affected by Illinois law, 815 ILCS 705 / 1-44.
  
4. **Limitation of Claims.** The following is added to the Agreement:  
  
No action can be maintained to enforce any liability created by Illinois law unless brought before the earlier of (i) the expiration of three (3) years after the act or transaction constituting the violation upon which such action is based; (ii) the expiration of one (1) year after you become aware of facts or circumstances reasonably indicating that you may have a claim for relief in respect to conduct governed by Illinois law; or (iii) 90 days after delivery to you of a written notice disclosing the violation.
  
5. **Governing Law and Jurisdiction.** The Agreement is amended by adding the following:  
  
Illinois law governs the Agreement. The Franchisor and the Franchisee irrevocably submit to the jurisdiction and venue of the federal and state courts in Illinois for all matters coming under Illinois law.
  
6. **Waiver of Jury Trial.** Any provision of the Franchise Agreement waiving a jury trial is deleted in its entirety.

7. **Waiver of Compliance.** The Agreement is amended by adding the following:

Any condition, stipulation or provision purporting to bind any person acquiring any franchise to waive compliance with any provision of the law is void. This Section shall not prevent any person from entering into a settlement agreement or executing a general release regarding a potential or actual lawsuit filed under any of the provisions of this law, nor shall it prevent the arbitration of any claim pursuant to the provisions of Title 9 of the United States Code.

Intending to be bound, you and we sign and deliver this Rider in two counterparts effective on the Agreement Date, regardless of the actual date of signature.

**US:**  
**DELI MANAGEMENT, INC.**

**YOU:** \_\_\_\_\_

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**INDIANA ADDENDUM TO  
DELI MANAGEMENT, INC.  
FRANCHISE DISCLOSURE DOCUMENT**

Notwithstanding anything to the contrary set forth in the Franchise Disclosure Document, the following provisions shall supersede and apply to all franchises offered and sold in the State of Indiana:

1. Notwithstanding the terms of the Franchise Agreement and of the Area Development Agreement, the Franchise Agreement and Area Development Agreement will be governed by Indiana law rather than Texas law.
2. The prohibition by Indiana Code 23-2-2.7-1(7) against unilateral termination of the franchise without good cause or in bad faith, good cause being defined therein as a material breach of the franchise agreement, shall supersede the provisions of the Franchise Agreement and the Area Development Agreement in the State of Indiana to the extent they may be inconsistent with such prohibition.
3. No release language set forth in the Franchise Agreement or Area Development Agreement shall relieve the Franchisor or any other person, directly or indirectly, from liability imposed by the law concerning franchising of the State of Indiana.
4. The Franchise Agreement, Area Development Agreement and Exhibits (Confidentiality, Non-solicitation and Noncompetition Agreement) are revised to limit the geographical extent of the post-term covenant not to compete to Franchisee's Protected Territory for all franchises sold in the State of Indiana.
5. Notwithstanding the terms of the Franchise Agreement and the Area Development Agreement ("Indemnification"), Franchisee will not be required to indemnify Franchisor and the other Indemnities for any liability caused by Franchisee's proper reliance on or use of procedures or materials provided by Franchisor or caused by Franchisor's negligence.



**RIDER TO  
DELI MANAGEMENT, INC.  
FRANCHISE AGREEMENT  
FOR USE IN INDIANA**

This Rider is entered into this \_\_\_\_\_, 2023 (the “**Effective Date**”), between Deli Management, Inc., a Texas corporation, with its principal business address at 350 Pine Street – Suite 350, Beaumont, Texas 77701 (referred to in this Agreement as “**Franchisor**,” “**we**,” “**us**” or “**our**”), and \_\_\_\_\_, whose principal business address is \_\_\_\_\_ (referred to in this Agreement as “**you**,” “**your**” or “**Franchisee**”) and amends the Area Development Agreement between the parties dated as of the Effective Date (the “**Agreement**”).

1. Notwithstanding the terms of the Franchise Agreement and of the Area Development Agreement, the Franchise Agreement and Area Development Agreement will be governed by Indiana law, rather than Texas law.
2. The prohibition by Indiana Code 23-2-2.7-1(7) against unilateral termination of the franchise without good cause or in bad faith, good cause being defined therein as a material breach of the franchise agreement, shall supersede the provisions of the Franchise Agreement and the Area Development Agreement in the State of Indiana, to the extent they may be inconsistent with such prohibition.
3. No release language set forth in the Franchise Agreement or Area Development Agreement shall relieve the Franchisor or any other person, directly or indirectly, from liability imposed by the law concerning franchising in the State of Indiana.
4. The Franchise Agreement, Area Development Agreement and Exhibits to the Franchise Disclosure Document (Confidentiality, Non-solicitation and Noncompetition Agreement) are revised to limit the geographical extent of the post-term covenant not to compete to Franchisee’s Protected Territory for all franchises sold in the State of Indiana.
5. Notwithstanding the terms of the Franchise Agreement and the Area Development Agreement (“**Indemnification**”), Franchisee will not be required to indemnify Franchisor and the other Indemnities for any liability caused by Franchisee’s proper reliance on or use of procedures or materials provided by Franchisor or caused by Franchisor’s negligence.

Intending to be bound, you and we sign and deliver this Rider in two counterparts effective on the Agreement Date, regardless of the actual date of signature.

**US:**

Exhibit “I” – IN  
Rider to Franchise Disclosure Document  
FTC-053

**Deli Management, Inc.**

**YOU:** \_\_\_\_\_

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**RIDER TO  
DELI MANAGEMENT, INC.  
AREA DEVELOPMENT AGREEMENT  
FOR USE IN INDIANA**

This Rider is entered into this \_\_\_\_\_, 2023 (the “**Effective Date**”), between Deli Management, Inc., a Texas corporation, with its principal business address at 350 Pine Street – Suite 350, Beaumont, Texas 77701 (referred to in this Agreement as “**Franchisor**,” “**we**,” “**us**” or “**our**”), and \_\_\_\_\_, whose principal business address is \_\_\_\_\_ (referred to in this Agreement as “**you**,” “**your**” or “**Franchisee**”) and amends the Area Development Agreement between the parties dated as of the Effective Date (the “**Agreement**”)

1. Notwithstanding the terms of the Area Development Agreement, the Area Development Agreement will be governed by Indiana law, rather than Texas law.
2. The prohibition by Indiana Code 23-2-2.7-1(7) against unilateral termination of the franchise without good cause or in bad faith, good cause being defined therein as a material breach of the franchise agreement, shall supersede the provisions of the Area Development Agreement in the State of Indiana, to the extent they may be inconsistent with such prohibition.
3. No release language set forth in the Area Development Agreement shall relieve the Franchisor or any other person, directly or indirectly, from liability imposed by the law concerning franchising in the State of Indiana.
4. The Area Development Agreement and Exhibits to the Franchise Disclosure Document (Confidentiality, Non-solicitation and Noncompetition Agreement) are revised to limit the geographical extent of the post-term covenant not to compete to Franchisee’s Protected Territory for all franchises sold in the State of Indiana.
5. Notwithstanding the terms of the Area Development Agreement (“Indemnification”), Franchisee will not be required to indemnify Franchisor and the other Indemnities for any liability caused by Franchisee’s proper reliance on or use of procedures or materials provided by Franchisor or caused by Franchisor’s negligence.

Intending to be bound, you and we sign and deliver this Rider in two counterparts effective on the Agreement Date, regardless of the actual date of signature.

**US:**

Exhibit “I” – IN  
Rider to Area Development Agreement  
FTC-053

**Deli Management, Inc.**

**YOU:** \_\_\_\_\_

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_



**ADDENDUM TO DELI MANAGEMENT, INC.'S FRANCHISE AGREEMENT  
FRANCHISE PURCHASE AFFIDAVIT AND AREA DEVELOPMENT AGREEMENT  
FOR THE STATE OF MARYLAND**

The Deli Management, Inc. Franchise Agreement and if applicable, the Area Development Agreement, between \_\_\_\_\_ (“Franchisee”) and Deli Management, Inc., a Texas Corporation (“Franchisor”), dated \_\_\_\_\_, (the “Agreements”) shall be amended by addition of the following language, which shall be considered an integral part of this Agreement (this “Amendment”):

**MARYLAND LAW MODIFICATIONS**

1. The Maryland Securities Division requires that certain provisions contained in franchise documents be amended to be consistent with Maryland law, including the Maryland Franchise Registration and Disclosure Law. To the extent that the Agreement contains provisions that are inconsistent with the following, such provisions are hereby amended:
  - A. Based upon the franchisor’s financial condition, the Maryland Securities Commissioner has required a financial assurance. Therefore, all initial fees and payments owed by franchisees shall be deferred until the franchisor completes its pre-opening obligations under the franchise agreement. In addition, all development fees and initial payments by area developers shall be deferred until the first franchise under the development agreement opens.
  - B. The general release required as a condition of renewal, sale and/or assignment/transfer shall not apply to any liability under the Maryland Franchise Registration and Disclosure Law.
  - C. A franchisee may bring a lawsuit in Maryland for claims arising under the Maryland Franchise Registration and Disclosure Law.
  - D. Any provision concerning termination of the Franchise Agreement upon the filing of bankruptcy by the Franchisee may not be enforceable under federal bankruptcy law (11 U.S.C. Section 101, et seq.).
  - E. All representations requiring prospective franchisees to assent to a release, estoppel or waiver of liability are not intended to nor shall they act as a release, estoppel or waiver of any liability incurred under the Maryland Franchise Registration and Disclosure Law.
  - F. Any claims arising under the Maryland Franchise Registration and Disclosure Law must be brought within three years after the grant of the franchise.
2. Each provision of this Amendment shall be effective only to the extent that the jurisdictional requirements of the Maryland Franchise Registration and Disclosure Law, with respect to each such provision, are met independent of this Amendment.

IN WITNESS WHEREOF, the parties hereto have duly executed and delivered this Amendment to the Franchise Agreement on this \_\_\_ day of \_\_\_\_\_, 20\_, and/or the Area Development Agreement of \_\_\_\_\_ day of \_\_\_\_\_, 20\_.

**FRANCHISOR:**

DELI MANAGEMENT, INC.,

A Texas Corporation

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

**FRANCHISEE:**

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

**THE STATE OF MICHIGAN PROHIBITS CERTAIN UNFAIR PROVISIONS THAT ARE SOMETIMES IN FRANCHISE DOCUMENTS. IF ANY OF THE FOLLOWING PROVISIONS ARE IN THESE FRANCHISE DOCUMENTS, THE PROVISIONS ARE VOID AND CANNOT BE ENFORCED AGAINST YOU.**

Each of the following provisions is void and unenforceable if contained in any documents relating to a franchise:

- (a) A prohibition on the right of a franchisee to join an association of franchisees.
- (b) A requirement that a franchisee assent to a release, assignment, novation, waiver, or estoppel which deprives a franchisee of rights and protections provided in this act. This shall not preclude a franchisee, after entering into a franchise agreement, from settling any and all claims.
- (c) A provision that permits a franchisor to terminate a franchise prior to the expiration of its term except for good cause. Good cause shall include the failure of the franchisee to comply with any lawful provision of the franchise agreement and to cure such failure after being given written notice thereof and a reasonable opportunity, which in no event need be more than 30 days, to cure such failure.
- (d) A provision that permits a franchisor to refuse to renew a franchise without fairly compensating the franchisee by repurchase or other means for the fair market value at the time of expiration of the franchisee's inventory, supplies, equipment, fixtures, and furnishings. Personalized materials which have no value to the franchisor and inventory, supplies, equipment, fixtures and furnishings not reasonably required in the conduct of the franchise business are not subject to compensation. This subsection applies only if: (i) the term of the franchise is less than five years and (ii) the franchisee is prohibited by the franchise or other agreement from continuing to conduct substantially the same business under another trademark, service mark, trade name, logo type, advertising or other commercial symbol in the same area subsequent to the expiration of the franchise or the franchisee does not receive at least six months' advance notice of franchisor's intent not to renew the franchise.
- (e) A provision that permits the franchisor to refuse to renew a franchise on terms generally available to other franchisees of the same class or type under similar circumstances. This section does not require a renewal provision.
- (f) A provision requiring that arbitration or litigation be conducted outside this state. This shall not preclude the franchisee from entering into an agreement, at the time of arbitration, to conduct arbitration at a location outside this state.
- (g) A provision which permits a franchisor to refuse to permit a transfer of ownership of a franchise, except for good cause. This subdivision does not prevent a franchisor from exercising a right of first refusal to purchase the franchise. Good cause shall include, but is not limited to:



- (i) The failure of the proposed transferee to meet the franchisors then current reasonably qualifications or standards.
- (ii) The fact that the proposed transferee is a competitor of the franchisor or sub franchisor.
- (iii) The unwillingness of the proposed transferee to agree in writing to comply with all lawful obligations.
- (iv) The failure of the franchisee or proposed transferee to pay any sums owing to the franchisor or to cure any default in the franchise agreement existing at the time of the proposed transfer.

(h) A provision that requires the franchisee to resell to the franchisor items that are not uniquely identified with the franchisor. This subdivision does not prohibit a provision that grants to a franchisor a right of first refusal to purchase the assets of a franchise on the same terms and conditions as a bona fide third party willing and able to purchase those assets, nor does this subdivision prohibit a provision that grants the franchisor the right to acquire the assets of a franchise for the market or appraised value of such assets if the franchisee has breached the lawful provisions of the franchise agreement and has failed to cure the breach in the manner provided in subdivision (c).

(i) A provision which permits the franchisor to directly or indirectly convey, assign or otherwise transfer its obligations to fulfill contractual obligations to the franchisee unless provision has been made for providing the required contractual services.

If the franchisor's most recent financial statements are unaudited and show a net worth of less than \$100,000.00, the franchisee may request the franchisor to arrange for the escrow of initial investment and other funds paid by the franchisee until the obligations, if any, of the franchisor to provide real estate, improvements, equipment, inventory, training or other items included in the franchise offering are fulfilled. At the option of the franchisor, a surety bond may be provided in place of escrow.

THE FACT THAT THERE IS A NOTICE OF THIS OFFERING ON FILE WITH THE ATTORNEY GENERAL DOES NOT CONSTITUTE APPROVAL, RECOMMENDATION, OR ENDORSEMENT BY THE ATTORNEY GENERAL.

Any questions regarding this notice should be directed to:

State of Michigan  
Department of Attorney General  
CONSUMER PROTECTION DIVISION  
Attention: Franchise  
G. Mennen Williams Building  
525 West Ottawa Street, 7<sup>th</sup> Floor  
Lansing, Michigan 48909  
Telephone Number: (517) 373-7117

**MINNESOTA ADDENDUM TO THE  
DELI MANAGEMENT, INC.  
DISCLOSURE DOCUMENT**

1. Item 13 is amended to add the following:

With respect to franchises governed by Minnesota law, we will comply with Minn. Stat. Sec. 80C.12, Subd. 1(g) which requires us to indemnify you from any loss, costs or expenses arising out of any claims, suits or demands regarding your use of the Marks.

2. Item 17, summary column for (c) is amended to add the following:

Any release signed as a condition of renewal will not apply to any claims you have under the Minnesota Franchise Act.

3. Item 17, summary column for (f) is amended to add the following:

With respect to franchises governed by Minnesota law, we will comply with Minn. Stat. Sec. 80C.14, Sbd. 3, 4 and 5 which require, except in certain specified cases, that you be given 90 days' notice of termination (with 60 days to cure) and 180 days' notice for nonrenewal of the franchise agreement and that consent to transfer of the franchise will not be unreasonably withheld.

4. Item 17, summary column for (m) is amended to add the following:

Any release signed as a condition of transfer will not apply to any claims you may have under the Minnesota Franchise Act.

5. Item 17, summary columns for (v) and (w) are amended to add the following:

Minn. Stat. Sec. 80C.21 and Minn. Rule 2860.4400J prohibit us from requiring litigation to be conducted outside Minnesota. In addition, nothing in this disclosure document or agreement can abrogate or reduce any of your rights as provided for in Minnesota Statutes, Chapter 80C, or your rights to any procedure, forum, or remedies provided for by the laws of the jurisdiction.

6. The franchisee cannot consent to the franchisor obtaining injunctive relief. The franchisor may seek injunctive relief. See Minn. Rules 2860.4400J. Also, a court will determine if a bond is required.

7. The Limitation of Claims section must comply with Minnesota Statutes Section 80C.17, Subd. 5.

8. Items 5 and 7 are amended to state that all payments of initial franchise fees shall be deferred until the franchise opens for business.

**RIDER TO  
DELI MANAGEMENT, INC. FRANCHISE AGREEMENT  
FOR USE IN MINNESOTA**

This Rider is entered into this \_\_\_\_\_, 2023 (the “**Effective Date**”), between Deli Management, Inc., a Texas corporation, with its principal business address at 350 Pine Street – Suite 1775, Beaumont, Texas 77701 (referred to in this Agreement as “**Franchisor**,” “**we**,” “**us**” or “**our**” ), and \_\_\_\_\_, whose principal business address is \_\_\_\_\_ (referred to in this Agreement as “**you**,” “**your**” or “**Franchisee**”) and amends the Franchise Agreement between the parties dated as of the Effective Date (the “**Agreement**”).

1. **Precedence and Defined Terms.** This Rider is an integral part of, and is incorporated into, the Agreement. Nevertheless, this Rider supersedes any inconsistent or conflicting provisions of the Agreement. Terms not otherwise defined in this Rider have the meanings as defined in the Agreement.
  
2. **Termination.** The Agreement is amended to add the following:  
  
With respect to franchises governed by Minnesota Law, we will comply with Minn. Stat. Sec. 80C.14, Subds. 3, 4, and 5, which require, except in certain specified cases, that you be given 90 days’ notice of termination (with 60 days to cure).
  
3. **Jurisdiction.** The following is added:  
  
Minn. Stat. Sec. 80C.21 and Minn. Rules 2860.4400J prohibit us from requiring litigation to be conducted outside Minnesota. In addition, nothing in the disclosure document or franchise agreement can abrogate or reduce any of your rights as provided for in Minnesota Statutes, Chapter 80C, or your rights to any procedure, forum or remedies provided for by the laws of the jurisdiction.
  
4. **Notification of Infringement and Claims.** The following is added:  
  
We will protect your right to use the Marks or indemnify you from any loss, costs or expenses arising out of any claim, suit or demand regarding the use of the Marks to the extent required by Minn. Stat. Sec. 80C.122, Subd. 1(g).
  
5. **Releases.** No release signed as a condition of renewal, transfer or our purchase of your business will apply to any claims you may have under the Minnesota Franchise Act.
  
6. **Injunctive Relief.** The franchisee cannot consent to the franchisor obtaining injunctive relief. The franchisor may seek injunctive relief. See Minn. Rules 2860.4400J. Also, a court will determine if a bond is required.

7. **Fee Deferment.** All initial fees and payments owed by Franchisee shall be deferred until the Franchise opens for business.

Intending to be bound, you and we sign and deliver this Rider in 2 counterparts effective on the Agreement Date, regardless of the actual date of signature.

**US:**  
**Deli Management, Inc.**

**YOU:** \_\_\_\_\_

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**RIDER TO  
DELI MANAGEMENT, INC. AREA DEVELOPMENT AGREEMENT  
FOR USE IN MINNESOTA**

This Rider is entered into this \_\_\_\_\_, 2023 (the “**Effective Date**”), between Deli Management, Inc., a Texas corporation, with its principal business address at 350 Pine Street – Suite 1775, Beaumont, Texas 77701 (referred to in this Agreement as “**Franchisor**,” “**we**,” “**us**” or “**our**”), and \_\_\_\_\_, whose principal business address is \_\_\_\_\_ (referred to in this Agreement as “**you**,” “**your**” or “**Franchisee**”) and amends the Area Development Agreement between the parties dated as of the Effective Date (the “**Agreement**”).

1. **Precedence and Defined Terms.** This Rider is an integral part of, and is incorporated into, the Agreement. Nevertheless, this Rider supersedes any inconsistent or conflicting provisions of the Agreement. Terms not otherwise defined in this Rider have the meanings as defined in the Agreement.
  
2. **Termination.** The Agreement is amended to add the following:  
  
With respect to franchises governed by Minnesota Law, we will comply with Minn. Stat. Sec. 80C.14, Subds. 3, 4, and 5, which require, except in certain specified cases, that you be given 90 days’ notice of termination (with 60 days to cure).
  
3. **Jurisdiction.** The following is added:  
  
Minn. Stat. Sec. 80C.21 and Minn. Rules 2860.4400J prohibit us from requiring litigation to be conducted outside Minnesota. In addition, nothing in the disclosure document or Franchise Agreement can abrogate or reduce any of your rights as provided for in Minnesota Statutes, Chapter 80C, or your rights to any procedure, forum or remedies provided for by the laws of the jurisdiction.
  
4. **Notification of Infringement and Claims.** The following is added:  
  
We will protect your right to use the Marks or indemnify you from any loss, costs or expenses arising out of any claim, suit or demand regarding the use of the Marks to the extent required by Minn. Stat. Sec. 80C.122, Subd. 1(g).
  
5. **Releases.** No release signed as a condition of renewal, transfer or our purchase of your business will apply to any claims you may have under the Minnesota Franchise Act.
  
6. **Injunctive Relief.** The franchisee cannot consent to the franchisor obtaining injunctive relief. The franchisor may seek injunctive relief. See Minn. Rules 2860.4400J. Also, a court will determine if a bond is required.

Intending to be bound, you and we sign and deliver this Rider in 2 counterparts effective on the Agreement Date, regardless of the actual date of signature.

**US:**  
**Deli Management, Inc.**

**YOU:** \_\_\_\_\_

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**RHODE ISLAND ADDENDUM TO THE  
DELI MANAGEMENT, INC.  
DISCLOSURE DOCUMENT**

Item 17 is amended by adding the following: Section 19-28.1-14 of the Rhode Island Franchise Investment Act provides that a provision in a franchise agreement restricting jurisdiction or venue to a forum outside this state or requiring the application of the laws of another state is void with respect to a claim otherwise enforceable under this Act.

If your licensed business will be in Rhode Island, you will not pay your initial fee to us until your business is open and we have completed all of our material pre-opening obligations to you . Item 5 of the Franchise Disclosure Document and Article 2 of the Franchise Agreement are amended accordingly. Please review Item 11 for our pre-opening obligations. You must have your bank verify that you have sufficient funds available at the time we sign the Agreement. The only condition on your obligation to pay the initial fee is that we must complete all our material pre-opening obligations to you.

**VIRGINIA ADDENDUM TO THE  
DELI MANAGEMENT, INC. DISCLOSURE DOCUMENT**

**1. Item 5 is modified to include the following in the Initial Fee Section:**

The Virginia State Corporation Commission's Division of Securities and Retail Franchising requires us to defer payment of the initial franchise fee and other initial payments owed by franchisees to the franchisor until the franchisor has completed its pre-opening obligations under the franchise agreement.

**2. The following statements are added to Item 17.h.:**

Pursuant to Section 13.1-564 of the Virginia Retail Franchising Act, it is unlawful for a franchisor to cancel a franchise without reasonable cause. If any grounds for default or termination stated in the franchise agreement do not constitute "reasonable cause" as that term may be defined in the Virginia Retail Franchising Act or the laws of Virginia, that provision may not be enforceable.



**RIDER TO  
DELI MANAGEMENT, INC. FRANCHISE AGREEMENT  
FOR USE IN VIRGINIA**

**THIS RIDER** (the “**Rider**”) is effective as of \_\_\_\_\_, 2023 (the “**Agreement Date**”), and amends the Franchise Agreement dated \_\_\_\_\_, 20\_\_\_\_ (the “**Agreement**”), between **DELI MANAGEMENT, INC.**, a Texas corporation (“**we**,” “**us**,” “**our**” or “**Franchisor**”), with its principal business address at 350 Pine Street – Suite 1775, Beaumont, Texas 77701 (referred to in this Agreement as “**Franchisor**,” “**we**,” “**us**” or “**our**”), and \_\_\_\_\_, (“**you**,” “**your**” or “**Franchisee**”) whose mailing address is \_\_\_\_\_.

1. **Precedence and Defined Terms.** This Rider is an integral part of, and is incorporated into, the Agreement. Nevertheless, this Rider supersedes any inconsistent or conflicting provisions of the Agreement. Terms not otherwise defined in this Rider have the meanings as defined in the Agreement.
  
2. **Franchise Fee.** The Virginia State Corporation Commission’s Division of Securities and Retail Franchising requires us to defer payment of the initial franchise fee and other initial payments owed by franchisees to the franchisor until the franchisor has completed its pre-opening obligations under the franchise agreement. Payment of the Franchise fee is deferred until we have provided you with training, pre-opening assistance, and you have opened your Deli.

Intending to be bound, you and we sign and deliver this Rider in 2 counterparts effective on the Agreement Date, regardless of the actual date of signature.

**US:**  
**Deli Management, Inc.**

**YOU:** \_\_\_\_\_

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**RIDER TO  
DELI MANAGEMENT, INC.  
AREA DEVELOPMENT AGREEMENT  
FOR USE IN VIRGINIA**

**THIS RIDER** (the “**Rider**”) is effective as of \_\_\_\_\_, 20\_\_\_\_\_(the “**Agreement Date**”), and amends the Area Development Agreement dated\_\_\_\_\_, 20\_\_\_\_\_(the “**Agreement**”), between **DELI MANAGEMENT, INC.**, a Texas corporation (“**we**,” “**us**,” “**our**” or “**Franchisor**”), with its principal business address at 350 Pine Street, Suite 1775, Beaumont, Texas 77701 (referred to in this Agreement as “**Franchisor**,” “**we**,” “**us**” or “**our**”), and \_\_\_\_\_, (“**you**,” “**your**” or “**Franchisee**”) whose mailing address is\_\_\_\_\_.

1. **Precedence and Defined Terms.** This Rider is an integral part of, and is incorporated into, the Agreement. Nevertheless, this Rider supersedes any inconsistent or conflicting provisions of the Agreement. Terms not otherwise defined in this Rider have the meanings as defined in the Agreement.
  
2. **Area Development Fee.** The Virginia State Corporation Commission’s Division of Securities and Retail Franchising requires us to defer payment of the initial franchise fee and other initial payments owed by franchisees to the franchisor until the franchisor has completed its pre-opening obligations under the franchise agreement. Payment of the Franchise fee is deferred until we have provided you with training and pre-opening assistance and you have opened your Deli.

Intending to be bound, you and we sign and deliver this Rider in 2 counterparts effective on the Agreement Date, regardless of the actual date of signature.

**US:  
Deli Management, Inc.**

**YOU:\_\_\_\_\_**

By:\_\_\_\_\_

By:\_\_\_\_\_

Name:\_\_\_\_\_

Name:\_\_\_\_\_

Title:\_\_\_\_\_

Title:\_\_\_\_\_

Date:\_\_\_\_\_

Date:\_\_\_\_\_

WASHINGTON ADDENDUM TO FRANCHISE  
DISCLOSURE DOCUMENT, FRANCHISE  
AGREEMENT, AND AREA DEVELOPMENT  
AGREEMENT

In the event of a conflict of laws, the provisions of the Washington Franchise Investment Protection Act, Chapter 19.100 RCW will prevail.

RCW 19.100.180 may supersede the franchise agreement in your relationship with the franchisor including the areas of termination and renewal of your franchise. There may also be court decisions which may supersede the franchise agreement in your relationship with the franchisor including the areas of termination and renewal of your franchise.

In any arbitration or mediation involving a franchise purchased in Washington, the arbitration or mediation site will be either in the state of Washington, or in a place mutually agreed upon at the time of the arbitration or mediation, or as determined by the arbitrator or mediator at the time of arbitration or mediation. In addition, if litigation is not precluded by the franchise agreement, a franchisee may bring an action or proceeding arising out of or in connection with the sale of franchises, or a violation of the Washington Franchise Investment Protection Act, in Washington.

A release or waiver of rights executed by a franchisee may not include rights under the Washington Franchise Investment Protection Act or any rule or order thereunder except when executed pursuant to a negotiated settlement after the agreement is in effect and where the parties are represented by independent counsel. Provisions such as those which unreasonably restrict or limit the statute of limitations period for claims under the Act, or rights or remedies under the Act such as a right to a jury trial, may not be enforceable.

Transfer fees are collectable to the extent that they reflect the franchisor's reasonable estimated or actual costs in effecting a transfer.

Pursuant to RCW 49.62.020, a noncompetition covenant is void and unenforceable against an employee, including an employee of a franchisee, unless the employee's earnings from the party seeking enforcement, when annualized, exceed \$100,000 per year (an amount that will be adjusted annually for inflation). In addition, a noncompetition covenant is void and unenforceable against an independent contractor of a franchisee under RCW 49.62.030 unless the independent contractor's earnings from the party seeking enforcement, when annualized, exceed \$250,000 per year (an amount that will be adjusted annually for inflation). As a result, any provisions contained in the franchise agreement or elsewhere that conflict with these limitations are void and unenforceable in Washington.

RCW 49.62.060 prohibits a franchisor from restricting, restraining, or prohibiting a franchisee from (i) soliciting or hiring any employee of a franchisee of the same franchisor or (ii) soliciting or hiring any employee of the franchisor. As a result, any such provisions contained in the franchise agreement or elsewhere are void and unenforceable in Washington.

The State of Washington has imposed a financial condition under which the initial franchise fees due will be deferred until the franchisor has fulfilled its initial pre-opening obligations under the Franchise Agreement and the franchise is open for business. Because the Franchisor has material pre-opening obligations with respect to each franchised business the Franchisee opens under the Area Development Agreement, the State of Washington will require that the franchise fees be released proportionally with respect to each franchised business.

The undersigned does hereby acknowledge receipt of this addendum.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_.

\_\_\_\_\_

Franchisor

\_\_\_\_\_

Franchisee

**WISCONSIN ADDENDUM TO THE DELI MANAGEMENT, INC. AGREEMENTS**

This addendum to the Deli Management, Inc. Franchise Agreement and Development Agreement by and between Deli Management, Inc. and Franchisee is dated \_\_\_\_\_, 20\_\_\_\_.

(1) The terms of the Wisconsin Fair Dealership Law (Wisconsin Statutes 1993-94, Chapter 135, Sections 135.01 through 135.07; amended by Laws of 1983, Act 189, approved April 5, 1984, effective April 10, 1984) shall supersede any conflicting or inconsistent provision contained in the Development Agreement and Franchise Agreement.

IN WITNESS WHEREOF, each of the undersigned hereby acknowledges having read this Addendum, understands and consents to be bound by all of its terms, and agrees it shall become effective the \_\_\_\_ day of \_\_\_\_\_, 20\_.

FRANCHISOR:

FRANCHISEE:

DELI MANAGEMENT, INC.,  
A Texas Corporation

\_\_\_\_\_  
Signature

Date: \_\_\_\_\_

By: \_\_\_\_\_  
Troy Cormier  
Chief Executive Officer; Chief Financial  
Officer and Director

\_\_\_\_\_  
Signature

Date: \_\_\_\_\_

**WISCONSIN ADDENDUM TO THE DELI MANAGEMENT, INC.  
FRANCHISE DISCLOSURE DOCUMENT**

Wisconsin law, (Wisconsin Statutes 1993-94, Chapter 135, Sections 135.01 through 135.07; amended by Laws of 1983, Act 189, approved April 5, 1984, effective April 10, 1984), provides you with certain rights regarding termination, cancellation and non-renewal or substantial change the competitive circumstances of your franchise. Except in certain specified cases, you will be given 90 days written notice of termination (with 60 days to cure). The written notice provided to you will state the reasons for terminations, cancellation, non-renewal or the substantial change in competitive circumstances. However, if the reason for termination, cancellation, non-renewal or substantial change in competitive circumstances is non-payment of sums due to us, you shall receive written notice, but you shall have only 10 days from the date of delivery of the notice in which to cure.

**EXHIBIT “J”**  
**GUARANTY AGREEMENT**

## GUARANTY AGREEMENT

*IN CONSIDERATION* of the acceptance by Deli Management, Inc., a Texas corporation, having its principal place of business at Beaumont, Texas (*hereinafter called "Franchisor"*) of a Franchise Agreement executed by \_\_\_\_\_, (*hereinafter called "Franchisee"*), and for other good and valuable consideration. I, we and each of us jointly, severally, absolutely and unconditionally guarantee to Franchisor (i) the payment and satisfaction of each and every claim, demand, default, liability, indebtedness, right or cause of action of every nature whatsoever, against said Franchisee, including expenses, damages and fees, now or hereafter existing, due or to become due, or held by Franchisor, its subsidiaries, affiliates or divisions, together with any interest as it may accrue, and if this continuing Guaranty is placed with an attorney or if collected by suit or through any probate, bankruptcy or other court, to pay all court costs and reasonable attorneys' fees, together with any and all expenses incurred by Franchisor or its affiliate, subsidiary or division and including any claims, demands, liability, damages, indebtedness, right or cause of action arising out of the Franchise Agreement and the addenda thereto (including paragraph 2 thereof); and (ii) the timely performance by Franchisee of each term, covenant and obligation of the Franchise Agreements. This is a continuing guarantee which shall apply to the Franchise Agreements and any subsequent amendments or modifications thereof, and such modifications or amendments shall be conclusively presumed to be covered by this Guaranty without further notice to or acceptance by the undersigned.

The undersigned acknowledge and agree that possession of the Guaranty by Franchisor constitutes true and correct execution and actual and proper delivery of same to Franchisor, and the undersigned waive notice of acceptance of this Guaranty and of any liability to which it applies or may apply, and waive presentment and demand for payment thereof, notice of dishonor or non-payment thereof, collection thereof, including any notice of default in payment thereof or other notice to, or demand for payment therefor on any party. Payment by the undersigned shall be made at the office of Franchisor in Beaumont, Texas, or such other location as Franchisor may designate in writing.

Franchisor may, at its option, at any time without the consent of or notice to the undersigned, without incurring responsibility to the undersigned, without impairing or releasing the obligations of the undersigned, upon or without any terms or conditions and in whole or in part (1) change the manner, place or terms of payment or change or extend the time of payment of, renew, or alter any liability of the Franchisee under the Agreements hereby guaranteed, or any liabilities incurred directly or indirectly hereunder, and the Guaranty herein made shall apply to the liabilities of the Franchisee, so changed, extended, renewed or altered; (2) exercise or refrain from exercising any rights against Franchisee or others or otherwise act or refrain from acting; (3) settle or compromise any liabilities hereby guaranteed or hereby incurred, as may subordinate the payment of all or any part of such liabilities to the payment of any liabilities which may be due to Franchisor or others; and (4) apply any sums paid to any liability or liabilities of Franchisee to Franchisor regardless of what liability or liabilities of Franchisee to Franchisor remain unpaid. Franchisor may, at its option and without the consent of or notice to the undersigned, apply to the payment of the liability created by this Guaranty, at any time after



such liability becomes payable, any monies, property or other assets belonging to the undersigned in the possession, care, custody and control of Franchisor.

This Guaranty Agreement shall not affect in any manner the right of Franchisor to terminate the Franchise Agreement pursuant to the terms thereof, and this Guaranty shall survive the termination, expiration or cancellation of the Franchise Agreement. Franchisor may, at its option, elect to take no action pursuant to the Guaranty or the Franchise Agreement without waiving any rights under either. The undersigned do further agree that it will not be necessary for Franchisor to first institute suit or exhaust its remedies against the Franchisee or any others in order to enforce the terms of this Guaranty Agreement. The foregoing Guaranty shall be nonrevocable, except with the express written consent of the Franchisor.

The undersigned, if more than one, shall be jointly and severally liable hereunder, and the term "undersigned" shall mean the undersigned or any one or more of them. Anyone signing this Guaranty shall be bound thereto at any time. Any married woman who signs this Guaranty hereby expressly agrees that recourse may be had against her separate property for all her obligations under this Guaranty.

This Guaranty shall bind and inure to the benefit of the heirs, executors, administrators, successors and assigns of Franchisor and the undersigned. This Agreement is in the possession of the Franchisor, and it will be presumed that same has been executed and delivered by each of the undersigned for a valuable consideration.

ADDITIONALLY, THE UNDERSIGNED AGREE THEY SHALL BE INDIVIDUALLY BOUND BY THE PROVISIONS OF THE FRANCHISE AGREEMENT RELATING TO NON-COMPETITION AND CONFIDENTIALITY. THIS AGREEMENT SHALL BE DEEMED TO HAVE BEEN MADE AND ENTERED INTO IN THE STATE OF TEXAS, AND ALL RIGHTS AND OBLIGATIONS OF THE PARTIES HERETO SHALL BE GOVERNED BY AND CONSTRUED IN ACCORDANCE WITH THE LAWS OF THE STATE OF TEXAS. THE UNDERSIGNED AGREE THAT ANY ACTION BROUGHT ARISING OUT OF THIS AGREEMENT IN ANY COURT, WHETHER FEDERAL OR STATE, SHALL BE BROUGHT WITHIN THE JUDICIAL DISTRICT IN WHICH FRANCHISOR HAS ITS PRINCIPAL PLACE OF BUSINESS AND DO HEREBY WAIVE ALL QUESTIONS OF PERSONAL JURISDICTION OR VENUE FOR THE PURPOSE OF CARRYING OUT THIS PROVISION.

WITNESS our hands at \_\_\_\_\_, on the \_\_\_ day of \_\_\_\_\_,  
\_\_\_\_\_.

\_\_\_\_\_  
Owner of \_\_\_\_\_ Interest in Franchisee

\_\_\_\_\_  
Owner of \_\_\_\_\_ Interest in Franchisee

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_

SUBSCRIBED and SWORN to before me on this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_,  
by \_\_\_\_\_.

\_\_\_\_\_  
Notary Public  
My Commission Expires: \_\_\_\_\_

**EXHIBIT “K”**

**AGENTS FOR SERVICE OF PROCESS**

**REGISTERED AGENTS AUTHORIZED TO RECEIVE SERVICE OF PROCESS**

**California**

California Department of Business  
Oversight  
320 West 4<sup>th</sup> St., Ste. 750  
Los Angeles, CA 90013-2344

**Florida**

Department of State  
Division of Corporations  
Corporate Filings  
P.O. Box 6327  
Tallahassee, FL 32314

**Illinois**

Attorney General of the State of Illinois  
500 South Second Street  
Springfield, IL 62706

**Indiana**

Secretary of State  
Securities Division  
302 W. Washington Street, Rm E-111  
Indianapolis, IN 46204

**Maryland**

Maryland Securities Commissioner  
200 St. Paul Place  
Baltimore, MD 21202-2020

**Michigan**

Department of Licensing and Regulatory  
Affairs  
Corporations, Securities and Commercial  
Licensing Bureau  
Corporation Division  
P.O. Box 30057  
Lansing, MI 48909

**Rhode Island**

State of Rhode Island  
Department of Business Regulation  
1511 Pontiac Avenue  
Cranston, RI 02920

**Minnesota**

Minnesota Commissioner of Commerce  
Department of Commerce  
85 7<sup>th</sup> Place East, Suite 280  
St. Paul, MN 55101-2198

**Virginia**

Clerk of State  
Corporation Commission  
1300 East Main St.  
Richmond, VA 23219

**Washington**

Securities Administrator  
Washington State  
Department of Financial Institutions  
150 Israel Rd. SW  
Tumwater, WA 98501

**Wisconsin**

Commissioner of Securities  
345 W. Washington Ave.  
Madison, WI 53703

If a state is not listed above, the Franchisor has not appointed an agent for service of process in that state in connection with the requirements of franchise laws. There may be states in addition to those listed above in which the Franchisor has appointed an agent for service of process. There may also be additional agents appointed in some of the states listed.

**EXHIBIT “L”**

**FRANCHISES CEASING TO DO BUSINESS**

## **FRANCHISES CEASING TO DO BUSINESS**

A list of names, city and state of business (or, if unknown, home telephone numbers) of every Franchisee who ceased to do business under the Franchise Agreement or had an outlet terminated, canceled, transferred and not renewed within the last fiscal year, or who had not communicated with the Franchisor within the last 10 weeks:

If you buy this Franchise, your contact information may be disclosed to other buyers when you leave the franchise system.

**EXHIBIT “M”**  
**GENERAL RELEASE**

**GENERAL RELEASE**

THIS GENERAL RELEASE is made this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

WITNESSETH:

\_\_\_\_\_, a resident(s) of the State of \_\_\_\_\_, and \_\_\_\_\_, a \_\_\_\_\_ corporation having its principal place of business at \_\_\_\_\_ (each of the foregoing being collectively referred to herein as the "UNDERSIGNED"), for and in consideration of the sum of One Dollar (\$1.00) paid to them by DELI MANAGEMENT, INC., and other good and valuable consideration, the receipt of which is hereby acknowledged, the UNDERSIGNED, individually and for itself, its parents, subsidiaries, affiliates, agents, servants, employees, shareholders, officers, directors, partners, heirs, successors and assigns, do each hereby forever release, remise and discharge DELI MANAGEMENT, INC., its predecessors, successors and assigns, parents, subsidiaries and affiliated entities and its respective managers, members, officers, directors, agents, employees and representatives, past and present, of any and all of such entities (all collectively referred to herein as "FRANCHISOR"), of and from any and all claims, demands, causes of action, suits, debts, duties, sums of money, accounts, reckonings, covenants, contracts, agreements, promises, damages, judgments, extents, executions, liabilities and obligations, both contingent and fixed, known and unknown, of every kind and nature whatsoever, in law or equity or otherwise, under local, state or federal law, against any of them, which the UNDERSIGNED or any one of them or their predecessors in interest, if any, ever had, now have, or which they, their heirs, executors, administrators, successors, or assigns hereafter can, shall, or may have, for, upon, or by reason of, any matter, cause, or thing whatsoever, from the beginning of the world to the date of these presents.

Without limiting the generality of the foregoing, but by way of example only, the foregoing Release shall apply to any and all state or federal antitrust claims or causes of action; state or federal securities law claims or causes of action; state or federal RICO claims or cause of action; breach of contract claims or contract claims or cause of action; claims or causes of action based on misrepresentation or fraud; breach of fiduciary duty; unfair trade practices (state or federal); and all other claims and causes of action whatsoever.

The UNDERSIGNED (and each of them) further agree for themselves and for their successors and assigns, to indemnify and hold harmless forever, FRANCHISOR their predecessors and assigns, parent, subsidiaries and affiliated entities and their respective managers, members, officers, directors, agents, employees and representatives, past and present, against any and all claims or actions which hereafter may be brought or instituted against any and all of them, or their successors and assigns, by or on behalf of anyone claiming under rights derived from the UNDERSIGNED, or any of them, and arising out of or incidental to the matters to which this Release applies.



The UNDERSIGNED and FRANCHISOR agree that this Release is not intended, nor shall it be, construed as an admission of any wrongdoing or liability, and that it shall not be admissible in evidence in any suit or proceeding whatsoever as evidence or admission of any liability.

Any individual who signs this Release in a representative capacity for the UNDERSIGNED corporation hereby represents and warrants that he or she is duly authorized by action of the Board of Directors of the UNDERSIGNED corporation to execute this Release on its behalf.

With respect to the matters hereinabove released, the UNDERSIGNED knowingly waive all rights and protection, if any, under Section 1542 of the Civil Code of the State of California, or any similar law of any state or territory of the United States of America. Section 1542 provides as follows:

“1542 General Release; Extent. A general release does not extend to claims which the creditor does not know or suspect to exist in his favor at the time of executing the release, which, if known by him, must have materially affected his settlement with the debtor.”

A general release does not apply with respect to claims arising under the Washington Franchise Investment Protection Act, RCW 19.100, and the rules adopted thereunder.

IN WITNESS WHEREOF, the UNDERSIGNED executed this General Release on the day and year first above written.

WITNESS:

FRANCHISEE:

\_\_\_\_\_

By: \_\_\_\_\_

Title: \_\_\_\_\_

**EXHIBIT “N”**

**JASON’S DELI OPERATIONS DOCUMENTS**



# FRANCHISE OPERATIONS MANUAL

Deli Management, Inc.  
350 Pine Street 1775  
Beaumont, TX 77702  
409-838-1976

**2024 Version**

**THE CONTENTS OF THIS MANUAL ARE THE PROPERTY OF DELI MANAGEMENT, INC., ARE CONFIDENTIAL, AND SHOULD NOT BE DISCUSSED TO UNAUTHORIZED THIRD PARTIES WITHOUT THE EXPRESS WRITTEN CONSENT OF DELI MANAGEMENT, INC.**

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**Jason's Deli**  
**FRANCHISE OPERATIONS MANUAL**

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This document is provided for illustration purposes only. Please consult legal counsel of your own choosing to develop confidentiality policies appropriate for your Company. Laws in each state vary with regards to these matters. Deli Management, Inc.'s expectation is that each Franchise owner will ensure that confidential system information will not be disclosed to unauthorized third parties. 2	
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## **1 INTRODUCTION TO THE MANUAL**

### **1.1 Manual Organization**

This Manual is organized into nine main sections:

- Section 1:** Introduction to the Manual
- Section 2:** Introduction to the Franchise System
- Section 3:** Pre-Opening Procedures
- Section 4:** Personnel
- Section 5:** Daily Operating Procedures
- Section 6:** Sales Procedures
- Section 7:** Marketing
- Section 8:** Additional Resources
- Section 9:** Management Documents

You should read the entire Manual at least once, clicking through the included links. Then later, when you refer back to the Manual, the detailed table of contents will help you find the section relevant to the topic on which you need more information.

### **1.2 Ownership Of The Manual**

This Manual is owned by Deli Management, Inc. We want you to use this Manual as your guide for operating your Jason’s Deli restaurant as long as you’re a franchise with us. Even though this Manual belongs to us and we require that you return it at the end of your franchising

agreement, we encourage you to make notes and highlight important information as you see fit. Please remember that when your Franchise Agreement has expired, you must return this Manual. This Manual, along with the Franchise Store Opening Manual (Countdown Book) comprises all of the mandatory requirements of the operation of a franchise outlet. Any other statements not contained within these documents should be considered inapplicable or merely suggestive.

### 1.3 Purpose Of This Manual

This Manual is designed to transfer to you most of the information and requirements that you will need to open and operate a Jason's Deli franchised unit. We will also provide important information to you through the initial training program, pre-opening consultations, and opening assistance, through our ongoing support, and through periodic conferences. However, this Manual will continue to be the source of most of the information you will need for the life of your franchise.

Some of the important features of a franchise system are uniformity and consistency. Under your Franchise Agreement, you must open and operate your Jason's Deli franchised unit strictly according to our mandatory system standards. This Manual describes many of our system standards. It is critical that you become very familiar with the contents of this Manual and that you follow all of the required system standards.

In general, the **mandatory** system standards that all franchisees are legally required to follow are described in this Manual using words like "you must" and "we require." Typically, the **suggested** system standards that we suggest you follow (but which you are not legally required to follow) are described in this Manual using words like "you should" or "we suggest." If you ever have any questions about whether a system standard is suggested or mandatory, please ask your Business Coach (BC).

### 1.4 Importance Of Confidentiality

This Manual contains many of the trade secrets and proprietary information that we have developed about how to open and operate a Jason's Deli franchised unit. Our trade secrets and other proprietary information are **highly confidential**. This information is what we believe gives us a competitive advantage in the marketplace. This information is part of the reason why you chose to buy a Jason's Deli franchise instead of trying to compete with us on your own. If this information becomes known to our competitors, then there is the risk that other businesses could copy our distinctive system and that we would lose our competitive advantage. This could have a very harmful effect on our entire franchise system. So, for your sake, our sake, and the sake of all other Jason's Deli franchisees, **you must maintain the confidentiality of this Manual**.

Your Franchise Agreement has more details about your duty to keep our confidential information (including this Manual) confidential, but here is a summary:

- Keep the Manual locked in a secure location, such as in an office safe or in a locking drawer in your desk or filing cabinet.
- Do not let any of your employees have access to the Manual unless they need to know the contents of the Manual for their job performance. Even then, you should only disclose our proprietary information on a need-to-know basis.
- Do not make a copy of this Manual or allow anyone to take the Manual out of your possession.
- Obtain state-specific contractual agreements with your key employees that guarantee confidentiality.

You should review the confidentiality section of your Franchise Agreement for more details.  
**UNAUTHORIZED DISCLOSURE OF ALL OR PART OF THIS MANUAL WILL BE CONSIDERED A MATERIAL BREACH OF YOUR FRANCHISE AGREEMENT.**

## 1.5 Keeping The Manual Current

This Manual is an evolving work. It will change as the Jason's Deli franchise system changes over time. We will let you know in writing when there are any changes to the Manual; however, it is your responsibility to make the changes. We will provide you with all new or replacement pages that need to be added. Do not forget to shred all old or outdated information.

If you ever have any questions about whether your Manual is current, please let us know. It is important to us that you have a complete copy of the most current Manual on hand. We will maintain, at our headquarters, a complete copy of the current Manual. If there is ever any dispute about the Manual and/or the information it contains, the Manual maintained at Jason's Deli headquarters will serve as the authority for determining a solution.

In the future, we may make the Manual available to you in an electronic form, such as through CDs, or an intranet or extranet system. If we do, then the most current electronic version of the Manual we publish will serve as the authority for solving disputes.

Your Business Coach can always advise you about current standards.

## 1.6 Submitting Suggestions For The Manual

We want this Manual to be a complete and user-friendly reference for our Franchisees. We welcome your suggestions on how to improve this Manual. Please let us know how we can make this Manual serve your needs better. You should submit your suggestions directly to corporate headquarters at:

350 Pine Street 1775

Beaumont, TX 77702

(409) 838-1976

[Fouad.Jomaa@jasonsdeli.com](mailto:Fouad.Jomaa@jasonsdeli.com)

## 1.7 Disclaimer

This Manual contains system standards that we developed for the Jason's Deli franchise system, based on our experiences in Texas and the other states in which we operate. Some of these standards are mandatory and some are illustrative only. However, you have an overriding duty to comply with all applicable legal requirements that affect your Franchised Business. Part of this duty involves making sure you abide by all laws and conduct business in a legal and ethical manner. If you become aware that any of our system standards do not fit with the applicable law in your area, you must let us know so that we may investigate further and make any needed adjustments. Further, when it comes to the safety of your employees, customers, and the general public, there is no alternative to doing the right thing and doing it well. The safety of others should always be your highest priority. If at any time you believe these standards compromise the safety of others, please let us know immediately.

You should also understand that, while this Manual describes the operational requirements that are necessary to operate a Jason's Deli, it does not include all processes which may be required to operate a business. It is your responsibility to develop procedures and processes to be applied in your business to promote the safety of all individuals you encounter and manage your employees and workplace.

You have chosen to own and operate an independent enterprise. What we have outlined in this Manual are the operational requirements minimally necessary to obtain brand consistency across our system. It is necessary that you exercise your independent judgment on all matters not dictated in the Manual.

## 1.8 Welcome Letter

Dear New Franchisee:

We are excited about the future of Jason's Deli and we are delighted that you have chosen to join us.

We prepared this Manual to help answer many of the questions you will probably have as you begin your business as a new Jason's Deli Franchisee. This Manual will also be a useful reference throughout the term of your Franchise Agreement. You should refer to this Manual whenever you have a question. Of course, if the answer is not in this Manual, then you should contact us. We are here to help you.

Your success is very important to us! We recognize that we will not succeed unless you succeed. We have invested a lot of time, energy, and money in developing the Jason's Deli franchise system. We think it's a great system, but we know that there is always room for improvement, and because we believe in continuous improvement, we will continue to make it better over time. The markets where we operate will change, our customers' requirements will change, and we are prepared to adapt our business strategies and tactics as conditions warrant to be as competitive as possible in every market. We encourage your ideas on how to improve the Jason's Deli franchise system.

We appreciate the confidence you place in us by your commitment to the Jason's Deli franchise system. We look forward to a long and successful relationship with you.

Regards,

Troy Cormier

CEO, Deli Management, Inc.

## 1.9 History Of The Company

With only 40 seats and 12 items on the menu, Joe Tortorice opened the first Jason's Deli in Beaumont, Texas on November 30, 1976. The first year it was open, Joe would work at the Deli during lunch, nights, and weekends while maintaining a full-time job for the State of Texas. When Joe was not in the Deli, his wife, parents, and grandparents were there taking care of business.

Today, our restaurants average 4,500 square feet, seat over 200 customers, and offer over 100 menu items. Jason's Deli has seen a steady rate of expansion. This increased expansion has led to additional corporate locations in Texas, Louisiana, Georgia, North Carolina, South Carolina, Florida, Tennessee, Arizona, Alabama, Virginia, Illinois, Maryland, Iowa, Nebraska, Nevada, Pennsylvania, and Wisconsin as well as Franchise locations in Texas, Arkansas, Oklahoma, Colorado, Kansas, Tennessee, Mississippi, Kentucky, Louisiana, Missouri, Ohio, Florida, New Mexico, Alabama, Indiana, and North Carolina.

In 2000, Jason's Deli took another huge step with regard to company growth. We purchased Webb Foods, our sole distributor of food and paper goods, and it is operated as our in-house distribution provider. Having our own distribution company has proven enormously beneficial to the Company. As the sole customer of Jason's Deli Distribution, our Delis enjoys superior quality and service.

## 1.10 Who To Contact

From time to time, you will encounter situations and/or questions that will require an answer from the corporate offices of Deli Management, Inc. If you are unable to determine who to contact from the list below, your Business Coach will gladly guide you in the proper direction.

### **Miscellaneous Services**

**TV / Music / On-Hold Programming:** DirecTV provides our television programming and receivers. PlayNetwork covers our audio needs.

**Phone Hardware:** TRCA covers all of our internal phone and data wiring and hardware. If you are having any issues with a bad phone or a broken receptacle, they are the ones to call. Any additional phones, jacks, or services will have to be approved by a Business Coach.

**Security Alarms / Cameras:** Protection 1 handles our alarm and camera systems. Most of the services you need here are to be directed to your Business Coach. This includes all issues regarding alarm codes. For Monitoring Tests - Call 866-806-2170

For a list of Jason's Deli's national vendors, please review [Who To Call - National Vendors](#).

For further support, please contact your Business Coach.



## **1.11 Overview Of Services Provided To Franchisees**

### **1.11.1 Site Selection**

In the Pre-Opening Procedures section of this Manual, we provide you with our standard site selection criteria. After you have found one or more suitable locations that satisfy our general site selection criteria, you must submit the required information to us, so that we can evaluate your proposed site(s). You may not lease a space for your franchise unit until you have our express written approval. Generally, we will respond to your site approval requests within four to six weeks after you have supplied all of the required information. You can help speed up this process by making sure that the proposed site does indeed meet all of our site selection criteria, and that you have provided all of the required information. If you strongly favor a site that does not meet our site selection criteria, you should supply us with a written description of all of the reasons why you feel the site should be approved and we will take your reasons into consideration.

### **1.11.2 Lease Guidance**

Before you sign the lease for the space for your Jason's Deli unit, you must first receive our approval of the location. In the Pre-Opening Procedures section of this Manual, we provide you with a list of points to take into consideration when negotiating your lease. Your Franchise Agreement also contains some mandatory provisions that your lease agreement must contain. You may not lease a space for your franchised unit until you have received our express written approval of the site location. Generally, we will respond to your lease approval requests within one week after you have supplied all of the required information. You can help speed up this process by making sure that the proposed lease contains all of the required provisions, as well as all other required information described in the Pre-Opening Procedures section of this manual. We do not assist franchisees in the negotiation of leases nor provide legal advice as to its terms.

### **1.11.3 Initial Training**

We will provide an initial training program for you and four other management persons who are to be actively involved in the operation of the Deli at mutually convenient times after you sign the Franchise Agreement. This training is limited to learning the nuts and bolts of our menu offerings, how they are properly prepared, product ordering, and all matters related to our operating requirements as stated in this Manual.

In order for you or a trainee to perform at the level of General Manager upon completion of the training program, the trainee should have five or more years of full-service restaurant management experience. We require at least three, and sometimes all five, initial attendees to have this level of prior management experience. Attendance at the initial training program is mandatory for you or, if you operate in corporate form, the controlling shareholder (or if no controlling shareholder member exists, a person approved by us) and four other persons who will be actively involved in the management of the business or operation of the Deli. New management personnel must comply with the requirements as well. Training must be completed successfully to our sole satisfaction. Failure to meet such requirements constitutes a default under the Franchise Agreement.

Other than meals (approximately \$15 a day), there are no additional charges for the initial training of you and four trainees. The Pre-Opening Procedures section of this manual has more information about our initial training program as well as how to schedule training.

### **1.11.4 Other Initial Support**

We will provide you with reasonable and general consultation regarding constructing, remodeling or decorating your Unit. However, these matters will be left to your discretion, other than compliance with the décor and equipment requirements as set forth by us.

### **1.11.5 Ongoing Training and Support**

We may also offer additional training programs for both you and your management personnel, some of which are or may be designated as mandatory.

### **1.11.6 Suggested Retail Prices**

We may provide you with product information and suggest retail prices for approved items or services. However, we typically allow you to set pricing at levels you deem to be appropriate.

### **1.11.7 Approved Suppliers**

We will maintain and provide you with a list of approved items and/or a list of approved suppliers. We will periodically update these lists as needed.

### **1.11.8 Marketing**

We or our affiliates will implement advertising, publicity, public relations, promotion, and/or market research activities (“Marketing Programs”) to promote public awareness and patronage of our franchises. Each franchisee must participate in the Marketing Programs we require which will be encompassed in your 2% marketing fee. At a minimum, you will be required to spend the entirety of this monthly marketing fee on local advertising and promoted activities.

### **1.11.9 Internet**

We or an affiliate will sponsor and maintain the official Jason’s Deli website. As long as you are not in default under the Franchise Agreement, your Unit will be listed as a location on our website.

## **1.12 Overview Of Your Responsibilities**

Your overall responsibility under the Franchise Agreement is to comply with all your requirements under the Franchise Agreement and under this Manual. You should be very familiar with the terms of your Franchise Agreement and strictly comply with them at all times.

The following is a VERY BRIEF outline of some of your obligations under the Franchise Agreement, which you must perform according to our system standards:

- Locate and lease an approved site for your Jason’s Deli unit
- You and/or your management team attend and complete the initial training program to our satisfaction
- Prepare approved plans for the construction, build-out, or remodeling of the site
- Obtain all required permits, licenses, and zoning variances
- Complete the construction, build-out, and/or remodeling of the unit
- Install all required equipment, furnishings, fixtures, signs, and décor
- Purchase and stock in the Unit all the required inventory and supply items
- Obtain the required insurance coverage
- Open the Unit for business within one year after the Franchise Agreement
- Operate and maintain the Unit
- Offer all approved items and services (and no other items or services)
- Participate in all advertising, public relations, promotion, market research, and other

marketing activities we may implement for the franchise system

- Keep the Unit open and in normal operation for the minimum required hours and/or days
- Require your managers and other employees to wear approved uniforms

You should consult your Franchise Agreement and other parts of this Manual for more details about these and other obligations.

### 1.13 Visits From Us

We will visit your Unit regularly (usually at least once a year). This visit allows us to see how you are doing and allows you to ask our field representatives any questions you may have about Unit operations. We may use this opportunity to conduct a formal inspection of your operations or to provide additional training. We will usually provide you with notice of a planned visit, but we have the right to show up unannounced. We will appreciate your cooperation and the cooperation of your managers and employees during these visits.

### 1.14 Fees

This section of the Manual includes a brief summary of the fees you must pay us under the Franchise Agreement. Your Franchise Agreement has more specific information about most of these fees.

Titles in **bold** refer to the relevant section in your Franchise Agreement or FDD.

- **Operating Fee**  
4% of gross sales but not less than \$2,500.00 per month. (Item 6)
- **Advertising Fee**  
2% gross sales but not less than \$500 per month. Also, a ½ of 1% administrative fee may be collected. (Item 6)
- **Fee for Tardy Submission of Sales Report**  
\$10 per day each day the sales report is late.
- **Audit**  
The amount of any understatements plus penalties if applicable. In addition, a charge not to exceed \$2,500 may be assessed to cover the cost of the audit if it is necessitated by the actions of the Franchisee.
- **Site Evaluation Fee**  
\$2,500
- **Initial Training Fees**  
Initial setup fee of \$150 + expenses. (Item 6 - FDD)
- **Grand Opening Marketing Fee**  
\$5,000 (Minimum)
- **Transfer Fee**  
\$7,000 (Item 6)
- **Renewal Fee**  
\$5,000 (Item 6)
- **Interest on Late Payments**  
Maximum rate permitted by law. (Section 6)

- Fee for prototypical Deli drawings, if drawing is utilized by you  
\$1,500

## 2 PRE-OPENING PROCEDURES

### 2.1 Pre-Opening Introduction

The purpose of this section of the Operations Manual is to give you things to think about as you decide how to structure your business. For your convenience, at the end of this section is a checklist worksheet to help you keep track of your progress as you complete the necessary steps. This is provided to you on an informational basis and DMI assumes no responsibility for the same.

### 2.2 Establishment Of Business Form

#### 2.2.1 Business Structure

Before you begin operations, you will probably want to form an entity to serve as the operator (if you have not already done this). An entity is a legal faction that allows a business to take on a separate existence apart from its owners, even though the owners still control the business.

There are many different types of entities recognized by the laws of most states (and by the IRS). However, for most franchisees that choose to form an entity, the best choice will usually be between:

- A C-corporation
- An S-corporation
- A limited liability company (LLC)

While this section provides some general information about the selection and formation of a business entity, ***there is no substitute for the advice of an experienced business attorney and CPA.*** We suggest that you consult with your own professional advisors for more detailed information on this topic.

#### 2.2.2 Overview Of Entity Choices

**Sole Proprietorship:** If you choose not to form an entity to operate the Franchise Business, then you will be considered a sole proprietorship (if the franchise is owned by a single individual). A sole proprietorship exists when a single individual operates a business and owns all the assets. A sole proprietor is personally liable for all debts and obligations of the business. Under a sole proprietorship, the life of the business is limited to the life of the individual proprietor. The sole proprietorship makes no legal distinction between personal and business debts, and it does not require a separate income tax return.

**General Partnership:** A general partnership exists when two or more individuals or businesses join to operate a business. A general partnership is a separate business entity, but creditors can still look to the partners' personal assets for the satisfaction of debts. If the Franchise is owned by two or more individuals, then the individuals will usually be considered to be partners in a general partnership. General partners share equally in income and liabilities. A general partnership must file an annual partnership income tax return (separate from the partners' personal returns).

**Limited Partnership:** A limited partnership is similar to a general partnership, but one or more of the partners will be general partners, and one or more of the partners will be limited partners. Creditors can still look to the general partners' personal assets for the satisfaction of debts, while the limited partners are usually shielded from this kind of liability. A limited partnership must be registered with the appropriate governmental office (typically the

Secretary of State's office or the State Department of Corporations). A limited partnership must file an annual partnership income tax return (separate from the partners' personal returns).

**Corporation:** A corporation is created when two or more individuals, partnerships, or other entities join together to form a separate entity for the purpose of operating a business. A corporation has a separate legal identity from its owners. The corporation offers protection to the business owner's personal assets from the debts and liabilities relating to the operation of the corporation. A corporation must be registered with the appropriate governmental office (typically the Secretary of State's office or the State Department of Corporations). The taxation of the corporation depends on the type of corporation formed (S-corporation or C-corporation).

**Limited Liability Company:** An LLC is an unincorporated business entity that shares some of the aspects of corporations and partnerships, but which has more flexibility. The LLC is designed to provide its owners with limited liability and pass-through tax advantages without the restrictions imposed on corporations and limited partnerships. An LLC must be registered with the appropriate governmental office (typically the Secretary of State's office or the State Department of Corporations).

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### **2.2.3 Liability Protection**

The most important reason you might want to operate the Franchised Business through an entity (instead of as a sole proprietor) is to shield yourself from personal liability for the debts or other obligations of the Franchised Business. A C-corporation, an S-corporation, or an LLC all offer this type of protection. A general partnership or a limited partnership does not offer this type of protection for all owners.

If you operate the Franchised Business as a sole proprietor, for example, you would be personally liable for all of the debts and other obligations of the Franchised Business. This means that you would be personally liable for unpaid debts (such as rent, wages, and taxes), contract claims (such as undersupply contracts and service contracts), and tort damages (such as if a customer was injured as a result of your business activities). Most business owners seek to avoid these types of personal liabilities by the use of a legal entity to own and operate the business.

Contrast this example with the situation where the Franchised Business is operated as an entity, such as a corporation or a limited liability company. In this situation, the entity (and not its owners) would be liable for unpaid debts, contract claims, and tort damages. Any lawsuit or other legal action to recover on this liability would be filed against the entity and not its owners. Only the assets of the entity would be at risk for the satisfaction of this liability. (Of course, if there are independent legal grounds for imposing liability on the owners, then an entity cannot shield the owners from the consequences of their own wrongdoing).

---

### **2.2.4 Income Taxation**

The method of taxation of an entity can have a significant impact on your decision. For example, C-corporations are generally taxed differently than S-corporations, LLCs, and partnerships (but an LLC may be able to choose to be taxed as a C-corporation if it wants to). A C-corporation is taxed on its income at the corporate level at special corporate rates. If the C-corporation makes distributions to its owners, then these distributions would normally be treated as dividends and would be taxed (again) at the owner's level. This results in "double taxation" of the same funds. For this reason, C-corporations are usually not the most tax-efficient choice. However, C-corporations do have other tax benefits - namely, C-corporations can provide certain types of employee benefits (such as medical benefits, retirement plans, and tuition payments) on a tax-free basis.

S-corporations are taxed differently. They are not taxed at the corporate level. Instead, they are considered to be a "pass-through entity." This means that the income (or losses) of the S-corporation are "passed through" the corporation to the owners, who are then taxed at the owner's level. So, the use of an S-corporation avoids the double-tax problem. Additionally, S-

corporations are easier to administer. However, they do not qualify for the tax-free employee benefits that C-corporations do. Another benefit of S-corporations is that dividends paid to their owners are exempt from social security taxation (assuming that the S-corporation owners are paid a reasonable salary).

General partnerships and limited partnerships are also pass-through entities. They do not pay taxes at the partnership level. Instead, the income and losses of the business are passed through to the partners.

LLCs can generally choose to be taxed as a corporation (meaning a C-corporation) or a partnership (meaning as a pass-through entity). Most LLCs choose to be taxed as a partnership to avoid the double taxation problem.

---

### **2.2.5 Administration**

Corporations are relatively expensive to administer. Additionally, there are fairly rigid rules for maintaining corporate formalities, such as requirements for periodic board meetings, shareholder meetings, corporate minutes, records of shareholders, etc. If the corporate formalities are not maintained, there is a risk that the corporate entity will be disregarded, and the owners could be held personally liable for the corporation's debts or other obligations. As a result, the rules for LLCs, on the other hand, are much more relaxed. LLCs are much easier to administer than corporations.

---

### **2.2.6 Other Factors In Entity Choice**

Many factors can affect your choice of entity. Of course, not all factors are of the same level of importance, and not all factors are important to all people.

Here is a list of other factors that may be significant in your decision on forming an entity:

- The number and relationship of co-owners
- The size and complexity of the entity
- Any regulatory requirements relating to the particular business activity

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### **2.2.7 Bottom Line**

In most states, LLCs are cheap, they provide the best asset protection, and they have the flexibility to be taxed as a partnership or a corporation. However, ***you should check with your attorney and CPA to find out what is best for your particular situation.***

---

### **2.2.8 Where To Form Your Entity**

The laws relating to the organization and administration of entities vary from state to state. Some states, like Delaware and Nevada, have a reputation for being business-friendly, because of state laws that protect the privacy of entity ownership information, low (or no) state taxes, etc. However, unless your business will be located in Delaware or Nevada, there will be little reason for you to form an entity in either of those states. Usually, the best choice is to form the entity in your own state. Again, your attorney or CPA should be able to help you decide on this issue.

---

### **2.2.9 Naming Your Entity**

If you choose to form an entity and you have determined which type of entity to form, you will need to select a name for your entity.

There are restrictions about what name you can use.

- Do not use a name that is the same as or similar to the name of another entity that is already registered in your state. This is prohibited under state law.
- Do not use the words “corporation” or “incorporated” (or any abbreviations of these words) unless your entity is a corporation. This is usually prohibited under state law.
- Do not use any of our trademarks in the name of your entity; i.e., “Jason’s” or

“Jason’s Deli”. This is prohibited under the Franchise Agreement.

- Do not choose a professional-sounding name. Your entity name will appear in your contracts and in other places where your customers and suppliers will see it.
- Do not choose a name that is long or confusing.
- Do not use profanity or off-color puns in your entity name.

### **2.2.10 Assumed Name Certificate**

Regardless of whether you will operate the Franchised Business as a sole proprietorship, corporation, partnership, or LLC, you must file an assumed name certificate with the appropriate governmental office. The assumed name certificate is sometimes called a trade name certificate, a fictitious business name certificate, or a d/b/a registration. The appropriate governmental office is usually the county clerk, but you may be required to file at the state level and/or the city level. The purpose of this filing is so that the general public will be informed of the registered agent for a business and where official contact with the business can be made.

Each jurisdiction uses a different form. Generally, the required information includes the name of the business, the street address of the business, the name of the business owner(s), the type of business to be conducted, and the expected period of operation. Before you file your certificate, you will need to check with us for the assumed name of your business, which we will designate. The business name will typically be something like, “Jason’s Deli-Highland Park”, or “Jason’s Deli #34”. The expected period of operation should correspond to the initial term of the Franchise Agreement. Usually, each owner must sign the certificate and all signatures must be notarized. Fees generally range from \$10 to \$100. In some jurisdictions, you will need to place a fictitious name notice in a local newspaper for a certain amount of time.

## **2.3 Site Selection Process**

### **2.3.1 Site Selection Criteria**

You will be solely responsible for locating and obtaining a suitable site for your Unit, which we have the right to approve.

This section discusses the criteria you should consider when selecting a site for a Jason’s Deli location.

- **High Visibility Retail**  
Like most retail locations, visibility is one of the most important aspects to consider when selecting a site. How often a potential customer sees the signage will contribute to brand recognition, top-of-mind awareness, and brand recall. Extremely high-visibility commercial real estate would seem to be a better choice until you consider the cost. It is important to keep in mind that you will have to find a proper balance between the cost and the benefit of visibility.
- **Square Footage**  
The typical Jason’s Deli will be between 4200 to 4800 square feet.
- **Parking**  
Ample parking is important for any business and Jason’s Deli is no exception to that rule. You should look for a site that has a minimum of 40 spaces or as required by the local municipality.
- **Lighting**  
Customers generally prefer well-lit parking lots as they walk to and from their cars at night. Proper lighting is a must when selecting a site.

- **Ingress / Egress**

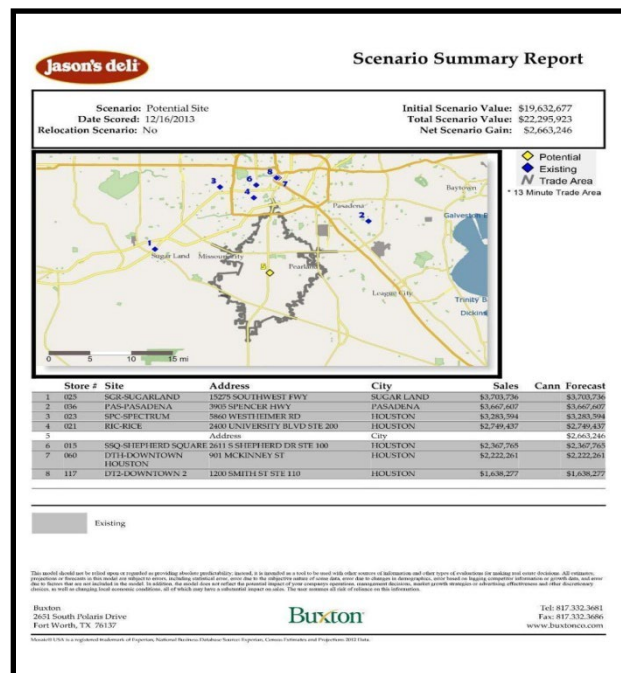
Ingress and egress refer to how the customer enters and exits your parking lot. It is important, if at all possible, that your parking lot be accessible from both directions of traffic on the streets that border your location.

### 2.3.2 Site Demographics

Your Jason's Deli franchise location will draw business from a wide range of demographics as well as a large geographic area. However, the **primary** draw will likely come from specific demographics that we have identified and the characteristics of the local geographic area.

Once you have narrowed down your potential locations, you should contact our Director of Real Estate to request a Buxton Report for your potential locations. You should receive the Buxton report within a few days.

Once you receive the report, you will see that it is broken into three sections. The first section provides sales estimates of what the prospective store is expected to produce. Then it gives you a cannibalization number based on other Jason's Delis near your prospective area.



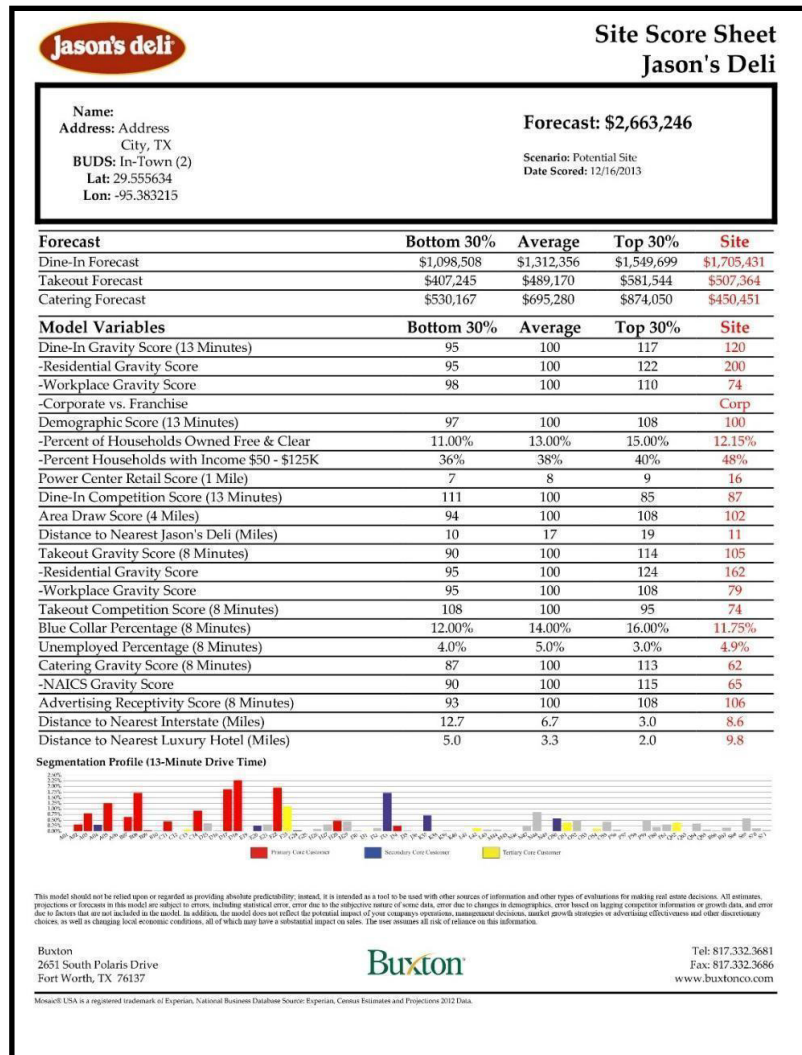
On the sample report above, some of the areas you should pay attention to are:

- **Initial Scenario Value** - This is the current amount of yearly sales that all the current stores on the map are generating.
- **Net Scenario Gain** is what the new store is estimated to produce in yearly sales. If there will be cannibalization of other stores' sales, it will be listed in the chart under the map in the CANN column. If there will be cannibalization, the Net Scenario Gain would be lower as it will affect the Total Scenario Value. In the scenario above, there would be no cannibalization with the addition of the new store.
- The map displays the prospective store location with a **yellow dot**, and the current stores that may be affected by the new store are indicated with **blue dots**.



The second page of the report looks at a variety of variables and compares them against existing restaurants. The results are broken out into the bottom 30% of Delis, the top 30%, and an overall average. The column in red labeled “Site” provides the estimated numbers for the proposed location. The first three numbers under **Forecast** are your prospective sales numbers for dine-in, takeout, and catering. Most heavy residential areas will have below-average catering numbers.

The next section, **Model Variables**, shows what makes up the sales numbers.




While there are many variables, the main ones we focus on are:

- **Dine-in, residential, and workplace gravity score** - These are indexed numbers that give you an idea of how the potential location would perform compared to other Jason’s Delis. With 100 being the average, scores that index above 100 should overperform the average, and scores under 100 will likewise underperform the average.
- **Dine-in competition score** - For this number, it is advantageous to have a low score. A low score indicates that there is not a lot of competition.
- **Takeout competition score** - Again, a low score indicates that there is not a lot of competition for takeout in the area.

The bar chart at the bottom of this section is a segmentation profile. Every household falls into a category or segment that has unique interests and demographics. We typically don’t focus on market segmentation, but we can provide you with information if you are interested. The next section looks at all of your stores and finds units that demographically and

geographically look similar to the proposed site. You are provided with actual sales figures as well as a score that shows you how close the prospective store is to the store. If the existing store was an exact match, the score would be 100.

Once you receive your Buxton report, we will arrange a meeting to review the results and



## Similar Site Report

**Site Description:**  
**Site Info:** Potential site at 29.555634, -95.383215  
**Site BUDS:** In-Town (2)  
**Date Scored:** 12/16/2013  
**Number of Stores in Comparison Group:** 234


Rank	Site	Actual Sales	Score*
1st	(033);AUSTIN,TX	\$2,746,443	85
2nd	(061);HUNTERSVILLE,NC	\$2,622,853	83
3rd	(076);HOOVER,AL	\$2,074,062	83
4th	(039);THE WOODLANDS,TX	\$3,929,018	83
5th	(143);CHANDLER,AZ	\$1,641,901	82

DESCRIPTION	Site	1st	2nd	3rd	4th	5th
Dine-In Gravity Score (13 Minutes)	120	122	118	104	102	82
Demographic Score (13 Minutes)	100	104	87	91	101	95
Power Center Retail Score (1 Mile)	16	10	4	13	17	15
Dine-In Competition Score (13 Minutes)	87	62	67	115	88	78
Area Draw Score (4 Miles)	102	91	118	114	109	93
Distance to Nearest Jason's Deli (Miles)	11	5	9	7	13	4
Takeout Gravity Score (8 Minutes)	105	117	106	102	103	85
Takeout Competition Score (8 Minutes)	74	95	82	87	95	84
Blue Collar Percentage (8 Minutes)	12	11	12	10	13	13
Unemployed Percentage (8 Minutes)	4.87	5.01	4.66	3.48	4.16	5.15
Catering Gravity Score (8 Minutes)	62	97	77	80	109	83
Advertising Receptivity Score (8 Minutes)	106	108	101	97	100	106
Distance to Nearest Interstate (Miles)	8.56	7.13	0.76	0.51	0.28	3.84
Distance to Nearest Luxury Hotel (Miles)	9.84	4.34	11.72	0.18	0.41	2.40

\*The Score is a value between 0 to 100. It measures the similarity between two sites using the combination of variables listed above.

This model should not be relied upon or regarded as providing absolute predictability. Instead, it is intended as a tool to be used with other sources of information and other types of evaluations for making real estate decisions. All estimates, projections or forecasts in this model are subject to errors, including statistical error, error due to the subjective nature of some data, error due to changes in demographics, error based on lagging competitor information or growth data, and error due to factors that are not included in the model. In addition, the model does not reflect the potential impact of year company operations, management decisions, market growth strategies or advertising effectiveness and other discretionary choices, as well as changing local economic conditions, all of which may have a substantial impact on sales. The user assumes all risk of reliance on this information.

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Fort Worth, TX 76137



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www.buxtonco.com

Mosaic® USA is a registered trademark of Experian, National Business Database Source: Experian, Census Estimates and Projections 2012 Data.

the underlying data.

### 2.3.3 Research Potential Sites

While waiting for the Buxton Reports for your potential locations, you should use the time to further investigate the proposed sites.

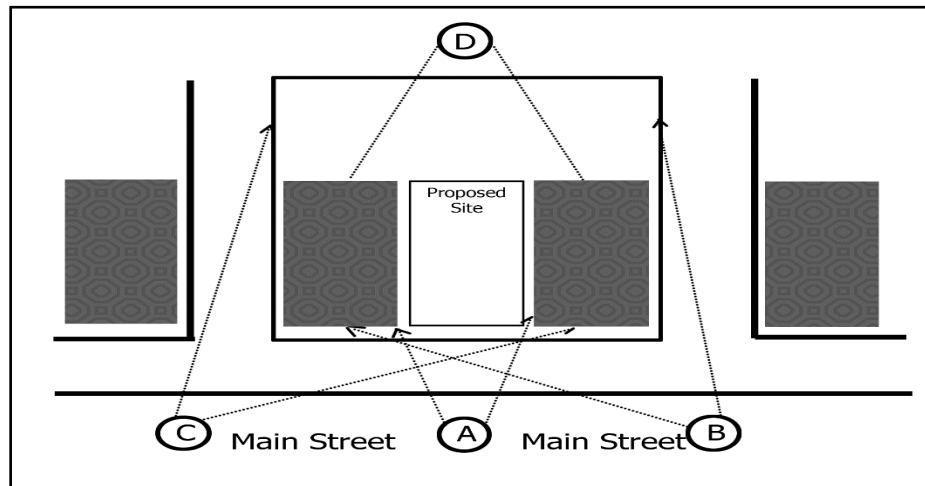
You will need to be prepared to submit:

- The economics of the site (size and cost per square foot).
- Lease terms and features
- TI Money (Tenant Improvement)
- Economics of the area (You can obtain these from your broker)
  - One, three, and five-mile demographics
  - Top employers and employee counts
  - Hospital locations
  - Economic trends
- Locations of any competition

- Exterior photos (printed and titled, or available in acceptable electronic format)
- Interior photos (printed and titled, or available in acceptable electronic format)
- Pictures of all signage opportunities including front, side, rear of space, monument/pylon sign, highway directional signs, and potential billboards
- Video and/or pictures of the center and looking along each way of the road front
- Whether or not the landlord at the location will allow utilization of our sign package requirements.

### Exterior Photographs of the Location

With a digital camera, take photographs of the proposed site and surroundings in accordance with the following perspectives. Label the jpg files as Photo A, Photo B, Photo C, Photo D.



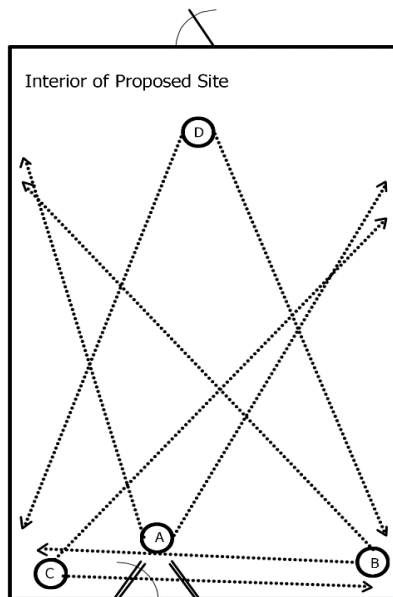
**EXTERIOR PERSPECTIVE A:** From a vantage point across the street or parking lot and facing the location frontage, this photo should take in only the entire frontage of the proposed location, including elevation, even if the proposed location is situated as a corner site. This shot of the proposed location should almost fill the entire photo.

**EXTERIOR PERSPECTIVE B:** From a vantage point across the street or parking lot and facing the location frontage, this photo is taken from the right and captures the frontage and elevation of the locations that are adjoining the proposed location, or are of the proposed location, if it is the corner site.

**EXTERIOR PERSPECTIVE C:** From a vantage point across the street or parking lot and facing the location frontage, this photo is taken from the left and captures the frontage and elevation of the locations that are adjoining the proposed location, or are of the proposed location, if it is the corner site.

**EXTERIOR PERSPECTIVE D:** From a vantage point across the street or parking lot and facing the rear of the location, this photo should take in the entire rear footage of the proposed location, including elevation. This shot of the proposed location should almost fill the entire photo. In some instances, photos taken from this perspective may not be possible.

These photos should be printed and labeled with the appropriate perspective title. These titled perspectives may also be submitted electronically in a .jpg or gif format.



### Interior Photographs of the Location

**INTERIOR PERSPECTIVE A:** From a vantage point just inside the front door, take a photo to capture the rear of the site, as well as any of the sidewalls that are visible in the viewfinder of the camera.

**INTERIOR PERSPECTIVE B:** From the vantage point standing at the wall on the front right-hand side of the site, take a photo that captures the left front corner of the site and anything in the viewfinder that is to the right of that corner.

**INTERIOR PERSPECTIVE C:** From the vantage point standing at the wall on the front left-hand side of the site, take a photo that captures the right front corner of the site and anything in the viewfinder that is to the left of that corner.

**INTERIOR PERSPECTIVE D:** From a vantage point just inside the rear door or at the rear of the site, take a photo to capture the front of the site, as well as any of the sidewalls that are visible in the viewfinder of the camera. A photo of this perspective is taken to be able to view the interior of the frontage of the location. If the front of the site cannot be seen from the rear door or the rear exterior wall, additional photos must be taken of the sections of the site that are not visible from the front door vantage point.

These photos should be printed and labeled with the appropriate perspective title. These titled perspectives may also be submitted electronically in a .jpg or gif format.

---

### 2.3.4 Site Visit

Once we have reviewed the Buxton reports and determined that you have some viable locations, we will arrange a mutually agreeable time to meet with you, visit the area, and review the site. We will usually spend a night or two, visit competing restaurants, and study the market, looking at crowds and sales. We will also devote time to driving around looking at catering components such as where major employers are located in relation to the location.

---

### 2.3.5 Approval Of Proposed Sites

Once we have completed our site visit and analyzed all of the data, we will then approve or disapprove the proposed site. If we disapprove of the proposed site, you must select an alternate site and repeat the site approval process until we have approved a proposed site for your unit. Our approval of a site does not constitute a representation or warranty of any kind, express or implied, as to the suitability of the site for a Unit or for any other purpose. Our approval of the site indicates only that we believe that the site falls within the acceptable site selection criteria as of that time. If we are not able to reach an agreement on an

approved location within six months after the effective date of the Franchise Agreement, we have the option to terminate the Franchise Agreement. Any potential location will need an approval letter from the Director of Real Estate.

---

### **2.3.6 Lease Considerations**

Any lease relating to the Unit's premises must contain the following provisions in contractual language acceptable to us:

- The use of the leased premises will be restricted solely to the operation of a Unit.
- The landlord, upon termination or expiration of the lease, consents to the tenant's removal (at the tenant's expense) of the exterior and interior signs and trade fixtures, so long as the tenant makes repairs caused by the removal of these items.
- The landlord will provide to us (at the same time they are sent to the tenant) a copy of all lease amendments and assignments, and a copy of all letters and notices sent to the tenant relating to the lease or the leased premises.
- We will have the right to enter the leased premises to make any modifications or alterations not affecting load-bearing items, at our own cost, necessary (in our opinion) to protect the System and the Marks and to cure, within the time periods provided by the lease, any default under the lease, all without being guilty of trespass or other torts.
- The tenant may assign the lease to us (or our designee) with the landlord's consent (which consent will not be unreasonably withheld) and without payment of any assignment fee or similar charge or increase in any rent.
- The tenant will remain solely responsible for all obligations, debts, and payments under the lease accruing before the effective date of any assignment to us (or our designee).
- The landlord will not amend or otherwise modify the lease in any manner that would affect any of the foregoing requirements without our prior written consent (which will not be unreasonably withheld).
- Upon expiration or termination of this Agreement, we (or our designee) will have the right to an assignment of the lease with the landlord's consent (which consent will not be unreasonably withheld) and without payment of any assignment fee or similar charge or increase in any rent. The tenant will remain solely responsible for all obligations, debts, and payments under the lease accruing before the effective date of any assignment to us (or our designee).

---

### **2.3.7 Lease Review And Guidance**

After we have approved a proposed site, you must then lease or purchase the approved site. If you will lease the site, your lease must include certain provisions as outlined above. You must provide us with a copy of your executed lease agreement within fifteen (15) days of execution.

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## **2.4 Licenses, Permits, And Taxes**

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### **2.4.1 Licenses, Permits & Taxes Introduction**

It is your responsibility to discover and follow all laws and regulations that apply to your Franchised Business. This section provides only an overview. **You must make sure that you know about all applicable laws and that you follow them.**

---

## 2.4.2 Business Licenses And Permits

To legally operate the Franchised Business, you will need certain types of licenses and permits. The type of required licenses and permits varies in each jurisdiction. The best way to make sure you comply with all applicable laws and regulations is to ask questions at every level. You should start with the business license department of your city government. Describe the Franchised Business, and ask what types of permits and licenses you will need. Do the same at the county level (start with the county clerk's office), and then at the state level. (Be sure to ask about taxes too.) The state websites included in this section may give you a head start.

Some common permits that might be required in your jurisdiction include:

- Business license - for the right to do business
- Zoning permits - for proof of proper use of the business premises
- Building permit - for any construction or remodeling work
- Fire certificates - for occupancy of the business premises
- Police permit - for occupancy of the business premises
- Seller's sales tax permit - for state sales tax
- Food permit - for handling, preparing, or serving food
- Health inspection - for sanitary conditions

This list is probably not comprehensive. ***There could be other required permits and licenses in your jurisdiction.***

This process may involve seemingly endless paperwork, bureaucratic inefficiency, unnecessary delays, red tape, etc, but don't get discouraged, and don't give up. ***It is extremely important that you comply with all applicable laws.***

---

## 2.4.3 Food Safety Management & Food Handler Certifications

All managers and hourly supervisors MUST be certified by an entity providing a Food Safety Management Program. DMI must approve the provider of such a program and such certifications must be kept current. StateFoodSafety.com is DMI's provider for Manager Food Safety Training and certification. We can help you get set up in approximately 5 business days after all of the logistics are lined out and submitted to StateFoodSafety.com. Email [tracey.mcclure@jasonsdeli.com](mailto:tracey.mcclure@jasonsdeli.com) to get your Franchise started.

All Food Handlers MUST complete the Introduction to Food Safety Module. This training is required and has been incorporated into the new hire orientation and all new hires will be required to complete their Food Safety certification within 30 days of their hire date. Please see the following link for detailed instructions and links to all materials. [Introduction to Food Safety Module](#)

Please keep in mind that your Health Department may require an ANSI-accredited Food Handler training certificate. Check with your team members whose ANSI certificates have expired or will expire soon. They will need to complete an ANSI-accredited food handler training program. StateFoodSafety.com is our preferred partner in obtaining this training and certificate.

Food Safety training expiration dates will be managed. DMI uses HotSchedules. Follow these steps in [HotSchedules - Applying Certificates](#) to assign the appropriate training and expiration date(s) to your employees. Check with your health department and follow their requirements. Copies of all certifications must be kept in the store for inspection purposes.

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## 2.4.4 Tax Registrations And Payments

To legally operate the Franchised Business, you will need to file certain types of tax registrations. As your tax obligations become due, you must pay your taxes.

By making timely payments, you will avoid tax liens and liability for back taxes and penalties.

- Every business should file an application for an Employer Identification Number (EIN). This is done on IRS Form SS-4, which can be found on the IRS's website at [www.irs.gov](http://www.irs.gov) or at your local IRS office.
- If you are in a state that assesses income taxes, you will need to register your business under your state's income tax laws. Check the website for your state's treasury department or department of revenue for details and forms for doing this.
- If you have a business entity and you are in a state that assesses franchise taxes on business entities, you will need to register your business under your state's franchise tax laws. Check the website for your state's treasury department or department of revenue for details and forms for doing this.
- If you have employees, you will need to register your business with your state's labor department. If you use a payroll company to process checks to employees, the payroll company will usually obtain this registration for you.
- Some cities, towns, and counties assess property taxes on vehicles, equipment, and other business assets. Some local jurisdictions charge taxes on inventory, gross receipts, and income. You will need to make sure that you promptly file and pay these taxes.

---

## 2.4.5 State Information Websites

Information about business licenses and registrations can be found at the following state government websites:

AL	<a href="http://revenue.alabama.gov/business-license/">revenue.alabama.gov/business-license/</a>
AK	<a href="http://www.commerce.alaska.gov/web/cbpl/BusinessLicensing/BusinessLicensingFormsFees.aspx">www.commerce.alaska.gov/web/cbpl/BusinessLicensing/BusinessLicensingFormsFees.aspx</a>
AZ	<a href="http://azdor.gov/business">azdor.gov/business</a>
AR	<a href="http://portal.arkansas.gov/owning-a-business/">portal.arkansas.gov/owning-a-business/</a>
CA	<a href="http://businessportal.ca.gov/registration-permits/register-a-business/">businessportal.ca.gov/registration-permits/register-a-business/</a>
CO	<a href="http://www.sos.state.co.us/pubs/business/businessChecklist.html">www.sos.state.co.us/pubs/business/businessChecklist.html</a>
CT	<a href="http://portal.ct.gov/DCP/Agency-Administration/Division-Home-Pages/Licenses">portal.ct.gov/DCP/Agency-Administration/Division-Home-Pages/Licenses</a>
DE	<a href="http://onestop.delaware.gov/osbrlpublic/">onestop.delaware.gov/osbrlpublic/</a>
DC	<a href="http://dcra.dc.gov/page/registration-and-licensing-services-businesses">dcra.dc.gov/page/registration-and-licensing-services-businesses</a>
FL	<a href="http://floridarevenue.com/taxes/businesses/Pages/newbusiness_startup.aspx">floridarevenue.com/taxes/businesses/Pages/newbusiness_startup.aspx</a>
GA	<a href="http://dor.georgia.gov/taxes/register-new-business-georgia">dor.georgia.gov/taxes/register-new-business-georgia</a>
HI	<a href="http://www.hawaii.gov/dcca">www.hawaii.gov/dcca</a>
ID	<a href="http://commerce.idaho.gov/idaho-business/grow-your-business/">commerce.idaho.gov/idaho-business/grow-your-business/</a>
IL	<a href="https://www.illinois.gov/services/service.business-registration-taxes-revenue.html">https://www.illinois.gov/services/service.business-registration-taxes-revenue.html</a>
IN	<a href="http://www.in.gov/sos/business/">www.in.gov/sos/business/</a>
IA	<a href="http://tax.iowa.gov/businesses/business-permit-registration">tax.iowa.gov/businesses/business-permit-registration</a>
KS	<a href="http://www.ksrevenue.org/busregistration.html">www.ksrevenue.org/busregistration.html</a>
KY	<a href="http://onestop.ky.gov/start/Pages/default.aspx">onestop.ky.gov/start/Pages/default.aspx</a>
LA	<a href="http://www.sos.la.gov/BusinessServices/StartABusiness/Pages/default.aspx">www.sos.la.gov/BusinessServices/StartABusiness/Pages/default.aspx</a>
ME	<a href="http://www.maine.gov/portal/business/licensing.html">www.maine.gov/portal/business/licensing.html</a>
MD	<a href="http://businessexpress.maryland.gov/start">businessexpress.maryland.gov/start</a>
MA	<a href="http://www.mass.gov/info-details/starting-a-business-in-massachusetts">www.mass.gov/info-details/starting-a-business-in-massachusetts</a>
MI	<a href="http://www.michigan.gov/taxes/business-taxes/new-biz">www.michigan.gov/taxes/business-taxes/new-biz</a>
MN	<a href="http://mn.gov/portal/business/">mn.gov/portal/business/</a>
MS	<a href="http://www.sos.ms.gov/business-services-regulation">www.sos.ms.gov/business-services-regulation</a>
MO	<a href="http://www.sos.mo.gov/business">www.sos.mo.gov/business</a>

MT	<a href="http://sosmt.gov/business/">sosmt.gov/business/</a>
NE	<a href="http://www.nebraska.gov/osbr/index.cgi">www.nebraska.gov/osbr/index.cgi</a>
NH	<a href="http://www.revenue.nh.gov/faq/register-business.htm">www.revenue.nh.gov/faq/register-business.htm</a>
NJ	<a href="http://www.state.nj.us/treasury/revenue/gettingregistered.shtml">www.state.nj.us/treasury/revenue/gettingregistered.shtml</a>
NY	<a href="http://www.businessexpress.ny.gov/">www.businessexpress.ny.gov/</a>
NM	<a href="http://www.rld.state.nm.us/">www.rld.state.nm.us/</a>
NV	<a href="http://www.nvsos.gov/sos/licensing/state-business-license">www.nvsos.gov/sos/licensing/state-business-license</a>
NC	<a href="http://www.nccommerce.com/business/start-business-north-carolina">www.nccommerce.com/business/start-business-north-carolina</a>
ND	<a href="http://www.nd.gov/businessreg/">www.nd.gov/businessreg/</a>
OH	<a href="http://ohio.gov/business/resources/business-first-stop">ohio.gov/business/resources/business-first-stop</a>
OK	<a href="http://www.okcommerce.gov/licensing">www.okcommerce.gov/licensing</a>
OR	<a href="http://www.oregon.gov/business/Pages/index.aspx">www.oregon.gov/business/Pages/index.aspx</a>
PA	<a href="http://business.pa.gov/register/">business.pa.gov/register/</a>
RI	<a href="http://www.sos.ri.gov/divisions/business-services">www.sos.ri.gov/divisions/business-services</a>
SC	<a href="http://sc.gov/business/licenses-permits-and-registration">sc.gov/business/licenses-permits-and-registration</a>
SD	<a href="http://sdsos.gov/business-services/default.aspx">sdsos.gov/business-services/default.aspx</a>
TN	<a href="http://www.tn.gov/revenue/taxes/business-tax/registration-and-licensing.html">www.tn.gov/revenue/taxes/business-tax/registration-and-licensing.html</a>
TX	<a href="http://gov.texas.gov/business/page/start-a-business">gov.texas.gov/business/page/start-a-business</a>
UT	<a href="https://secure.utah.gov/osbr-user/user/welcome.html">https://secure.utah.gov/osbr-user/user/welcome.html</a>
VT	<a href="http://www.vermont.gov/portal/business/index.php?id=87">www.vermont.gov/portal/business/index.php?id=87</a>
VA	<a href="http://www.virginia.gov/services/business/">www.virginia.gov/services/business/</a>
WA	<a href="http://dor.wa.gov/open-business/apply-business-license">dor.wa.gov/open-business/apply-business-license</a>
WV	<a href="http://business4.wv.gov/startmybusiness/Pages/Register-Your-Business.aspx">business4.wv.gov/startmybusiness/Pages/Register-Your-Business.aspx</a>
WI	<a href="http://www.revenue.wi.gov/Pages/Businesses/New-Business-home.aspx">www.revenue.wi.gov/Pages/Businesses/New-Business-home.aspx</a>
WY	<a href="http://soswy.state.wy.us/Business/Business.aspx">http://soswy.state.wy.us/Business/Business.aspx</a>

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#### **2.4.6 Business Licensing & Tax Registration Additional Resources**

If you need or want help, there are people willing to assist you to understand and comply with your business licensing and tax registration obligations.

You can contact:

- [Small Business Development Center](#)
- [SCORE](#) - for small business mentoring
- [Small Business Administration](#)
- Other local economic development organization
- Your local chamber of commerce
- An experienced business attorney
- Local library reference desk

### **2.5 Initial Training**

#### **2.5.1 Scheduling Initial Training**

We require you to complete your training session no less than **five weeks** before your opening. You can schedule your session by contacting our Director of Development. Deli Management Inc. will provide you with initial training at the closest geographic corporate training location to the Deli you are going to open, as determined by the Development Department.

Major markets include:

- |                   |                  |                 |
|-------------------|------------------|-----------------|
| • Atlanta, GA     | • Beaumont, TX   | • Chicago, IL   |
| • Austin, TX      | • Birmingham, AL | • Dallas, TX    |
| • Baton Rouge, LA | • Charlotte, NC  | • Ft. Worth, TX |



- Houston, TX
- Orlando, FL
- Phoenix, AZ
- Raleigh, NC
- Richmond, VA
- Washington DC

The initial training program is for you and four other management persons who are to be actively involved in the operation of the Deli. You should plan for the initial training session to last at least thirteen weeks.

In order for you or a trainee to perform at the level of General Manager upon completion of the training program, it is suggested that the trainee should have five or more years of full-service restaurant management experience. We require at least three and sometimes all five initial attendees to have some level of prior management experience.

Attendance at the initial training program is mandatory for you or, if you operate in corporate form, the controlling shareholder (or if no controlling shareholder member exists, a person approved by us) and four other persons who will be actively involved in the management of the business or operation of the Deli. New management personnel must comply with the requirements as well. Training must be completed successfully to our sole satisfaction. Failure to meet such requirements constitutes a default under the Franchise Agreement. Training programs are conducted in one of our corporate markets as determined by our Director of Development. The specific location at which your training will occur is at our discretion.

Other key personnel may also attend with our approval. If you hire new management personnel, these persons must also attend and satisfactorily complete the initial training program.

You, as a Franchisee or developer, or your employees, are responsible for all personal expenses you incur for training programs, including all costs and expenses relating to transportation, lodging, meals, wages, and employee benefits. We may charge a reasonable fee for materials and participation in any training courses or seminars offered by us, except that no fee is charged for you and the four persons representing you who attend the initial training program.

In addition, participation in our Core Values workshop is required for all individuals holding a management position. This is a three-day seminar where we explain our culture and the values that we promote as part of our concept. We may from time to time require additional training on various topics.

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### **2.5.2 Training Program**

Our initial training program will consist of 50 hours of classroom training and 625 hours of on-the-job training. The initial training program covers orientation to the topics shown in the chart below. Training materials include the Manual and other materials that will be distributed during training.

Our training program is under the direction of our Director of Development, Development Managers, and our Business Coaches. The hours shown below include the approximate time per trainee.

Subject	Hours of Classroom Training	Hours of On-the-Job Training	Location
Personnel	0	8	Closest geographic corporate training location to Deli to be opened as determined by the Development Department.
Administration	0	8	
Operations	50	250	
Advertising/Marketing	0	16	
Customer Service	0	100	
Food Preparation	0	200	

Inventory Control	0	23.5	
Sanitation and Safety	0	20	
<b>Total</b>	50	625.5	

## 2.6 Setting Up Your Facility

After you have received approval and have purchased or leased a site for your new business, you will be ready to begin the build-out process. This is the time to hire the services of an architect and an engineer.

DMI retains a prototypical architect and engineers at all times. They are readily available for all franchisees. We strongly recommend that you use their services for the best results. We can accommodate an outside architect/engineer firm but understand that our prototype consultants will be required to review your floor plan and construction documents as well as make at least one site visit to verify the work. This will be billed to the franchisee. If you do choose to provide your own A&E, please contact Kevin Gray in the Growth Department ([kevin.gray@jasonsdeli.com](mailto:kevin.gray@jasonsdeli.com)). We can provide information on that process as needed.

### 2.6.1 Basecamp

Basecamp is a mandatory communication tool that the Growth Department has developed to keep all persons who are responsible for a project informed of changes, tasks, due dates, and responsibilities for getting your restaurant open and everyone trained. Business Coaches, Development Department, Growth, IT, Distribution, General Contractors, etc. all have access to the projects that they are specifically working on.

Basecamp contains the prototype drawings, new construction startup manual, floor plan, construction documents (plans), calendar, milestones, to-do lists, photographs of progress, and site address and phone numbers. The calendar can be uploaded and added to your Google calendar and milestones generate emails to the responsible parties when they need to be completed. Once a milestone has been completed simply check the associated box to let everyone know that this milestone has been completed.

You will learn more and get set up on Basecamp during your countdown meeting.

### 2.6.2 Building Out The Facility

#### Approval of the Floor Plan

Once your site has been selected and purchased or leased, you should contact the VP of Growth to discuss building your facility. We will have a kick-off call to begin the process of laying out your space. Once approved, you will be able to begin construction documents. If you are using the prototype consultants, this will be included in their process, if not, you will have to submit your floor plan to DMI for approval and pay for our consultants to review.

#### Construction Document Plan Approval

Construction documents will be prepared after the floor plan is approved. This typically takes 4-6 weeks. DMI will need to review the construction documents before you can submit them for permitting. Again if you are using an outside consultant, there will be a plan review fee passed on by our architects. Once we receive the construction documents and all qualifications are met, you should begin obtaining your city permits and begin the process of obtaining bids from contractors. To competitively bid on the job, you should collect three to six bids.

Supply your contractors with a request for a proposal (RFP).

Upon the contractor receiving an RFP, the contractor will then:

- Perform a job site walk-through to discuss the scope of work (SOW) that will be performed at the location.
- Resolve any questions about the SOW for the project before a proposal is sent.
- Submit a formal proposal including pricing and a detailed SOW that will be performed.

If you follow the prototype or stay as close to the prototype as possible, you will not have any major issues. This is not a time to get creative.

You or your contractor must submit weekly photos and updates to your Basecamp site.

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### **2.6.3 Selection Of A General Contractor**

If you need assistance in selecting your contractor, we can assist by providing you with a list of contractors used on other Jason's Deli projects. General contractors should be contacted once you receive a rendering from your architect/designer. This is the point when you will have enough information to deliver to the general contractor. Based on the scope of the work, the general contractor will then tell you whether it is interested in taking on your project. As with the architect/designer, be certain the general contractor that you choose has a full understanding of any challenges associated with the project and how he will have to approach these challenges. The Scope of Work may help review the general contractor's responsibilities.

Determine whether the general contractor is interested in the project as well as what their workload will be like during the time your project is underway. Identify your primary point of contact and review all contracts associated with the project, as well as related fees. Be sure to discuss any charges for work order changes that might occur during the project. Specify names of any and all people authorized to sign for work order changes.

As you did with the architect/designer, be sure to obtain from the general contractor a full understanding of the timeline and what is expected of you. Make sure that you address any special circumstances that have to be dealt with before employing the general contractor and starting the project.

#### **GET IT IN WRITING**

Before you commit, get a list of references that you can check to ensure that a general contractor is a person with whom you want to do business.

To locate general contractors in your area, log on to the Website of The Associated General Contractors of America ("AGCA"). We do not endorse the services provided by any of the vendors to which you may be referred by AGCA. You should take an opportunity to review the services offered by several contractors before selecting one.

#### **The Associated General Contractors of America**

333 John Carlyle Street, Suite 200

Alexandria, VA 22314

Tel: 703-548-3118

[www.agc.org](http://www.agc.org)

#### **Approval of Contractor**

Once you have chosen a qualified general contractor, you must provide us with:

1. AIA Contractor's Qualification Statement (Document A305).
2. Two full years of financial statements
3. A Certificate of Insurance (ACORD)
4. Letter from bank to include member standing and dollar amount of open line of credit
5. List of current and completed projects listed by year (for the last 2 years)
6. Credit and construction project references

Be sure to obtain a contract in writing. We strongly recommend that you retain counsel to review the contract.

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### **2.6.4 Get It In Writing! AIA Contract Documents**

With every phase of development, we strongly encourage you to "Get Everything In Writing". Verbal directives and agreements often lead to miscommunications and could delay the opening. To assist you in documenting the processes of construction, we recommend using forms provided by the AIA - American Institute of Architects. The AIA Contract Documents

Program, the oldest and most comprehensive program of its kind in the world, develops standardized contract forms and administrative procedures for the building industry. AIA contract documents provide the basis for nationwide uniformity for contractual relationships in the design and construction process. They represent the state of the law regarding construction industry practices and new legal developments. Most importantly, they assure fairness to all parties - owners, architects, engineers, builders, and contractors - and contribute to successful projects.

Any project will benefit from the use of AIA contract documents. Contact your local AIA chapter or discuss AIA contract documents with an AIA architect. There is a fee charged by AIA for these documents. However, using these forms can ensure a clear message between you, your architect, and your contractor, and thus prevent unforeseen issues and delays caused by miscommunication. These types of delays and changes can add thousands of dollars to the cost of your project, much more than the cost of these few documents. Therefore, we recommend that you use some sort of written communication as well to aid in preventing these types of issues.

The following are some commonly used documents:

A101	Standard Form of Agreement Between Owner and Contractor
A201	General Conditions of the Contract for Construction
B141	Standard Form of Agreement Between Owner and Architect
B163	Standard Form of Agreement Between Owner and Architect for Designated Services
G701	Change Order
G702	Application and Certificate for Payment
G704	Certificate of Substantial Completion

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### **2.6.5 Construction Specifications**

All construction specifications, plans, and information needed for the construction of your new Deli will be located in Basecamp.

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### **2.6.6 Required Fixtures, Furnishings, Equipment, And Services**

Early in the process of developing your new restaurant, you should refer to the new construction startup manual which is incorporated here by reference. In this Manual, you will find a list of all of the fixtures, furnishings, and equipment you will need to purchase for your Unit. Included in the list are specifications and pricing.

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### **2.6.7 POS And Computer Systems**

At present, Delis owned by us are equipped with electronic point of sale systems.

Our system includes the following software packages provided by NCR:

1. Aloha QS
2. Aloha Takeout
3. Aloha EDC
4. Aloha Configuration Center
5. Aloha Insight

Our systems provide a comprehensive ordering and store management platform that integrates with RRT online ordering system and includes the following:

1. Labor Management
2. Order Taking

3. Delivery Order Management
4. A/R Customer Management
5. Annual Tax and Labor Reporting
6. Inventory Control
7. Sales Information

**Computers:** You must have a computer with 8GB memory (RAM) and 60 GB of hard drive, a minimum of an Intel I7 processor with minimum broadband access to the internet, and a compliant operating system of Windows 10 or greater accompanied by a standard printer that can handle black and white (color optional) ink that results in 8 ½” X 11” printouts.

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### **2.6.8 Sign Requirements**

We will provide you with contact information for our sign vendor in the New Construction Startup. It's very important as you begin the process, to reach out to all of the vendors to find out lead times so you know when to place the order. We strongly recommend that you make contact with our sign vendor as early in the process as possible as the sign-creation process can take two months or more.

## **2.7 Countdown Book / Store Opening Manual**

After you have selected your site and begun construction, we will set up a meeting where we will introduce and review the Store Opening Manual (Occasionally referred to as the Countdown Book). This Manual explains all the things you need to do to staff, stock, and otherwise be ready to open your store.

**To Find Out More About Store Openings** click on the link [Store Openings](#). This Manual is mandatory, and its requirements are incorporated herein by reference.

## **2.8 Initial Inventory And Supplies**

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### **2.8.1 Required Items**

The initial supplies list includes additional items that you will need to purchase before you can open your new Jason's Deli. As part of the Countdown Book, you will receive a list of all items, including food, small wares, and office and cleaning supplies that you will need. The list of small wares contains the standard order that we will automatically supply. If you wish to make adjustments to this order, you will need to contact your assigned Business Coach. The Store Opening Team will help you place your initial food order.

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### **2.8.2 List Of Approved Suppliers**

In the Countdown Book, we maintain a list of designated and approved suppliers. Our specifications for supplier approval include warranty, reliability, appearance, and delivery. All specifications will be given to you upon your request. Changes to the specifications or the designated and approved suppliers are contained in the Manual and are revised from time to time.

A variety of inventory items, currently including products such as soup, bread, produce, certain meat items, salad dressings, some sauces, seasonings and spices, soft drinks, cheese, coffees, and teas are only available from designated suppliers. Designated suppliers are the only suppliers approved for these products. A list of these designated suppliers and the inventory items that you must purchase from the designated suppliers are included in the list of suppliers mentioned previously. We supply all these products through our distribution center. You may obtain some of these products from the manufacturer or other suppliers. Typically, products like bread, meats, and soups are made according to our specific recipes

and specifications and will only be commercially obtained through us as they are only made for use in our stores.

If you choose to use a different distribution source, it must be approved in writing. In addition, the use of any substitutes must be approved in writing as well. A substitute submission is more likely to be approved if it matches our ingredient statement and the nutritionals of our current specifications.

## 2.9 Utilities / Services

You will need to use some or all of the following services. You will need to establish accounts with various local service providers when you set up your new facility. Some of these services may be provided by your landlord under your lease.

The list that follows is intended to be a checklist of common services you might need to establish your Franchised Business, but it is not necessarily comprehensive.

- Alarm Monitoring/Security
- Electricity
- Grease Removal
- High-speed Internet
- Employee Background Check Service
- Natural Gas
- Sound/Music
- Telephone Services
- Water/Sewage
- Waste Removal
- Yard Service/Grounds Maintenance
- Snow Removal

## 2.10 Dress Code And Grooming Policy

Very few industries emphasize professional appearance and cleanliness like the restaurant industry. A food service professional must project that he/she is properly concerned with the cleanliness of his/her Deli and the handling of food products. Personal hygiene should never be overlooked or compromised.

Any employee directly handling food should wear gloves. If, during a shift, it becomes necessary to take his/her gloves off to perform a duty, such as handling money, sweeping, carrying a box, or so forth, the employee is required to wash his/her hands and then put on clean gloves before returning to any type of food handling.

It is your responsibility to establish policies about your employees' appearance, subject to our uniform (dress) requirements and your local laws and regulations.

### 2.10.1 Everyone

- Always offer a sincere smile when involved in any and all types of customer contact.
- Smoking (including e-cigarettes), eating, or chewing (gum, dip, or chew) is permitted only in designated areas and never behind the counter. Not only do our customers find these acts unappealing, but they are also health code violations.

- Acrylic nails or fingernail polish are not permitted and are generally health code violations.
- Tattoos are allowed if they are not offensive (such as a violent nature, gang-related or sexual nature) or an excessive amount. No facial, no knuckle, and no large hand tattoos are permitted.
- The outermost article of clothing must have a Jason's Deli logo.

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### **2.10.2 Female Employees**

Tasteful jewelry may be worn as long as it is not offensive, too large, or an excessive amount. For example, a small nose stud, small tongue ring, and ear gauges smaller than the natural earlobe (not stretched by the gauge) are acceptable. Local health department rules regarding jewelry must be followed.

### **3.10.3 Male Employees**

Tasteful jewelry may be worn as long as it is not offensive, too large, or an excessive amount. For example, a small nose stud, small tongue ring, and ear gauges smaller than the natural earlobe (not stretched by the gauge) are acceptable. Local health department rules regarding jewelry must be followed.

### **3.10.4 Uniforms**

- Hair will need to be pulled back in a controlled fashion.
- The health code requires that food handlers wear a hat or a visor (with a hairnet).
- Deli employees and managers must wear professional work attire and a name tag.
- Drivers are required to wear a Jason's Deli hat, Jason's Deli driver shirt, name tag on the right side of the shirt, white crew neck undershirt, belt, and non-slip shoes. Drivers must wear khaki-colored conservative docker-style pants (no cargo, leggings, jeggings, or corduroy pants allowed) or knee-length skirts (women only) while working. The outermost article of clothing must have a Jason's Deli logo.
- In-house employees wear conservative-appropriate blue jeans (no leggings or jeggings), black or brown belts, Jason's Deli uniform shirt, Jason's Deli hat, Jason's Deli apron, and non-slip shoes. Jeans with holes or tears, off-color jeans, frayed jeans, stained jeans, and low-rise, blinged, or bleached jeans are not acceptable and will not be permitted to work in. Use good judgment when selecting your pants for work. When hats are dirty, issue another one. Clothes and aprons should be clean and neatly pressed at all times.
- A professional will take the time to clean and polish his/her leather non-slip shoes. Socks should be of conservative color and must be worn.
- Shift supervisors, key employees, and catering assistants should be dressed in manager attire. Logo shirts may be ordered from Dominion. Manager attire also includes a belt, socks, and non-slip shoes (managers cannot wear tennis shoes).

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## **2.11 Insurance Coverage**

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### **2.11.1 General Insurance Requirements**

We require you to maintain certain types and levels of insurance coverage. This insurance requirement is primarily for your benefit. Insurance will help you protect your investment in

your new business.

It is possible that you will be required by others to maintain certain types and amounts of insurance coverage. For example, your premises lease may impose insurance requirements on you. Additionally, if you borrow money, your loan documents will probably impose insurance requirements on you. Finally, the worker's compensation laws in your state could impose insurance requirements on you.

All liability insurance policies must name us and any subsidiaries and affiliates that we designate, as an additional insured and provide us with 30 days prior written notice of termination, expiration, cancellation, or modification of any policy. The terms and conditions of all policies, including the amount of any deductibles, will be consistent with the requirements we prescribe. Your policies must also contain a waiver of subrogation.

You must also comply with the workers' compensation laws of your state, and we require that you obtain such insurance to cover injury to your employees.

Please keep in mind that the insurance obligations we impose are the minimum coverages we require. You might want additional coverage for your own protection. For example, some areas of the country are more prone to earthquakes or flooding than others, and insurance is often available to protect against these risks. We suggest that you consult with an experienced business insurance agent to determine what coverage best suits your particular situation and location. We may change our minimum insurance coverage requirements at any time.

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### **2.11.2 Minimum Coverage Amounts**

We currently require you to maintain the following insurance coverage:

- You must insure properties against loss or damage by fire, lightning, windstorm, hail, explosion, riot, riot attending a strike, civil commotion, air traffic, vehicle, smoke, or other risks usually insured against by persons operating like properties in the localities where the properties operated by you are located, in amounts sufficient to prevent you from becoming a co-insurer within the terms of the policies in question, and in any event in amounts not less than 80% of the then insurable value thereof;
- You must obtain public liability insurance in an amount not less than \$1,000,000 combined single limit for bodily injury, property damage, to include products and completed operations and personal injury protection. You shall also maintain combined single limits bodily injury and property damage insurance in an amount not less than \$1,000,000;
- You must obtain workers' compensation insurance in the amount of \$1,000,000, unemployment compensation, disability insurance, social security, and other insurance coverage required by law in such amounts as may be required by any applicable law;
- A business automobile policy covering hired, non-owned, vehicles in the amount of \$1,000,000; and
- Such other insurance as we may, from time to time, require amounts designated by us.
- All such policies shall insure you and us (you shall name us as a named additional insured) and shall protect you and us against any liability that may accrue by reason of this Agreement, the franchise, the Licensed Rights, or the ownership, maintenance, or operation by you or an employee or agent of you or the Deli. You shall deliver to us certificates of insurance evidencing your compliance with this requirement and instruct the carrier to provide thirty days' notice of cancellation to us.
- Insurance requirements are subject to change.

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### **2.11.3 Insurance Company Requirements**

Your insurance policies must be from an insurance carrier acceptable to us. An insurance carrier rated A+ or better by AM Best, or meeting other criteria we may establish, must issue all insurance policies, except for your worker's compensation insurance.



Before you first open your Unit for business, you must provide us with satisfactory evidence of your insurance coverage. Each year, you must provide us with satisfactory evidence of the renewal or extension of each insurance policy or any modifications to any insurance policy.

## 2.12 Grand Opening

### 2.12.1 Notification

It is important that you schedule your grand opening date with us at least six weeks before the opening.

Every store opening is different, but as part of your Countdown Book, you will receive special instructions, recommendations, and advice that will help you make the most of your first day of operations. Some of the information contained in the packet will be mandatory activities and they will be clearly stated. Other information contained in the packet will be in the form of recommendations and advice.

### 2.12.2 Market Assessment Coverage Amounts

There are several relationship-building activities you can complete during the initial visit which will help you understand how best to approach, serve and advertise within your market. Identify these organizations before your initial market visit.

During your initial visit, you may establish contact with or determine the following:

- Chamber of Commerce(s) - there may be multiple, city and area / regional
- The local school district, county, or board administrative offices - there may be multiple
- Local city and/or county government offices
- Major corporations
- Houses of worship
- High schools
- Elementary schools
- Middle schools
- Retail centers
- Medical offices

#### **The 80-10 Map Exercise**

Starting at your location, drive 10 minutes in each direction, using major thoroughfares. Mark a map at the furthest points of the 10-minute radius and connect the dots. This defines the Deli's effective market area. We call this the 80-10 rule because 80% of your business will come from within this 10-minute drive of the Deli. This is the Zone of Convenience for your customer. In the mind of those living, working, shopping, or visiting outside this area, your perceived market presence, or brand awareness diminishes rapidly. Use the initial market visit to define this practical boundary, understand its customer base, and mentally acknowledge where most of your marketing efforts will occur. Draw an outline of your effective market by using the 80/10 rule on a map. Pinpoint each school, church, hospital, retail, and major office / industrial / business park on the map using colored dots (available at most office supply stores).

#### **At the Chamber of Commerce**

This is the first appointment you should consider making in a new market. Begin your initial review process by interviewing the "Director of Membership" at the chamber. **DO NOT** visit a

salesperson. The Director of Membership is the salesperson's boss. The Director of Membership is "in the know" about the business environment and the community. They are generally longtime residents of the community and have frequent contact with many of the VIP's within the community. Take the time to give a complete presentation about Jason's Deli. Review our history, company size, geographic coverage, catering/delivery services, DMID facilities, and our marketing strategy for opening new Delis. Then ask the following questions:

If you were me, which organizations within (insert your community) would be your best prospects for catering meetings/events? Can you refer anyone from these organizations to me?

- Do you have a list (printed or mailing labels) of VIPs (Mayor, City Manager, School Board, City Council, School Superintendent, Police Chief, Sheriff, Fire Chief, etc.) within the community that I can use for the invitation to my practice days at the Deli?
- What Chamber or "Community Events" occur throughout the year? Which ones are worthy of my participation (offer the most exposure within the community)?
- Do you provide any public relations services for new members? If not, do you have a list of all possible media contacts and companies (newspaper, radio, cable, and broadcast TV)?
- Do you know the food or business editors at the local paper? If so, will you help me set an appointment with each of them?
- Normally, chambers offer ribbon-cutting for new members. Who do I need to visit with to arrange ours?
- Do you have breakfast networking meetings? If so, can members sponsor these meetings by providing products and a brief presentation to the group?
- Is it possible to include a grand opening flyer (insert) in your newsletter?

### **At the School District Office**

Typically, the school district is a "Top 5" employer within the market. The average school district will employ some 2000 to 3500 people. Think of the school district as a big company with its headquarters at the administrative office. The CEO is the superintendent. The board of directors is the school board. Several critical relationships are key to your catering success with the school district. Before approaching the district offices, visit the school district website to obtain the relevant contact information. The administrative assistant to the superintendent is your primary contact and usually will be able to help you coordinate a catering presentation meeting with all of the admins within the district office (if not, you can make individual visits with each department). Ultimately, your goal is to become the catering provider for any meeting requiring food service within each department.

Here are some necessary tasks to complete upon your visit to the school district:

- Meet the superintendent's administrative assistant. See if they would be able to coordinate a meeting with all the admins within the district as you get closer to the opening date.
- Meet the communications director's administrative assistant. Try to obtain contact lists of school booster clubs and/or PTA presidents for each school in the district.
- Meet the athletic director and his/her administrative assistant. Inquire about budgets and procedures for food for away games and competitive tournaments. Obtain a list and contact information for head coaches and the facilities managers of area stadiums and/or other athletic venues.
- Meet the purchasing director. Obtain and complete the forms necessary to become a vendor with the district. Once you have been added to the list, you will receive announcements about catering and food service opportunities within the district.

- Obtain a list of schools and facilities within the district complete with contacts, phone, fax, email, and addresses.
- Obtain a map of area schools.
- Obtain a school calendar of school start, end, holidays, and teacher in-service days.

### **At the City and County Government Offices**

Your city and/or county government offices are similar to the school districts in your area. Government offices are generally not quite as large an employer as schools. Nevertheless, cities will typically employ some 500 to 2000 people. Work “City Hall” the same way you do the school district admin offices.

Key contacts are:

- Mayor’s executive administrative assistant
- City manager’s administrative assistant
- Purchasing director
- Utility department
- Police and fire departments

### **PR - Interviews with Local Media**

PR (public relations) is a means of advertising and one of the least expensive methods to position the Jason’s Deli brand in your market, although it will require time and relationship-building with local media. PR is often referred to as “earned media,” because you do not pay for it. Rather, your goal is to focus on earning coverage with a *story* (it is storytelling, after all) that is interesting and relevant enough for a local reporter to feature in their respective outlet.

The first step to obtaining PR for your new store is to identify local media contacts in your area. The Chamber of Commerce is your best resource for this list. Some chambers produce a “Media Kit” containing individual contacts with media companies, while others will assist you in acquiring PR before the opening. Your best bet is to ask the Membership Director at the chamber how they can help you to obtain PR. Be sure to specify that you are looking for contacts for *reporters* - **you do not want to talk to salespeople at media outlets**. They specialize in paid media, not earned media.

In general, your best contacts will be reporters and editors who work the following beats: local business/real estate; employment; food/entertainment/lifestyle; human interest/soft news, and parenting.

Several media outlets exist:

- Print
- Major newspapers (daily)
- Community newspapers (usually weekly, usually owned by the major daily)
- Business Journals (weekly or monthly)

All the above are your best prospects for picking up earned media. Dedicate most of your time and effort to print. Also, keep in mind that print can mean our story is run in physical copies of papers, online, or both.

- Broadcast
- Radio stations
- TV stations

Typically, broadcast outlets have tightly controlled schedules planned far in advance. These will be the most challenging outlets to cover a new Deli.

Market size matters. Small markets tend to syndicate, meaning they are unable to broadcast their own content. Large markets usually have very strict schedules making it difficult to break through with earned media. Medium-sized markets are usually the sweet spot, but earned media is still not a guarantee. The best bet we have for broadcast earned media is a new Deli in a new market that is medium-sized.

Usually, if any coverage is to be earned, the DJ/host/etc. actually likes the product personally. While it's great to make an effort to get picked up on broadcast outlets, know that many variables make this challenging. Over time, and with regular relationship building, it may become more feasible to get featured on-air.

- Web-based
- Mom bloggers
- Kid-friendly sites/bloggers
- Nutrition/gluten-free bloggers

Most local and some major newspapers will profile a new restaurant with an article in either the "Lifestyle" and/or the "Business" section. Each section will employ a staff person or freelance writer for written articles relevant to the community. The newspaper website will list each editor and give their contact information. Call or email each editor to present a compelling, relevant reason for an article about your store, and ask for an in-person interview at the Deli before opening.

Ideally, you will be able to obtain an appointment and meet face-to-face. However, in this day and age, it is completely normal to conduct interviews via phone or email.

Most likely, the reporter will control the questions that get asked during the interview process. If interviewing in person or over the phone, always ask for a list of interview questions ahead of time. If interviewing via email, you will already have the questions.

You should strive to include information about Jason's Deli's history, menu, catering, geographic locations, and Core Values (The Highest Quality Food Served Safely, A Great Place to Work, Out of This World Hospitality, Highest Personal Standards, and A Healthy Growing Company). Be as brief as possible while answering questions. If the feature is short, be sure to highlight variety (healthy to indulgent, salad bar), clean food (HFCS, trans-fat, MSG, food dye, gluten-free offerings), info about our corporate culture (Great Place to Work, JD Family Fund + Scholarship, etc.), and CPP.

Radio stations can be prospects for catering. Sometimes they may give an on-air mention if food is brought to the studio. While that is not a guaranteed outcome, getting catering to stations (radio or TV) is a goodwill gesture, can aid in getting local personalities acquainted with the brand, and starting to build relationships. You need to target stations that serve the broadest audience. Adult contemporary stations generally do a great job of hitting our target demographic.

Local TV stations may offer features or special interest pieces to local businesses during on-air programming. Early morning shows, holiday features, or publicity stunts are possibilities.

### **Major Corporations**

You need to stop into the major employers in the area and qualify their catering needs. This will help guide your efforts once you begin setting appointments in the community.

**Visit list** - Make a list of the following places within a three-mile radius around the Deli.

- Apartments
- Banks
- Car dealerships
- Limited service hotels
- Retail - large retail stores (department stores)
- Dry cleaners

- Realtors
- Gyms
- Daycare centers

This is the list that the GM or someone you designate may use to make visits from once they enter the market.

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### **2.12.3 Roles For Opening A New Deli**

Opening a Deli plays an important part from the first day. Here is an overview of what each position can do during the opening. You can have calls and meetings to keep all involved up to date and informed.

#### **The General Manager's Role in the Opening**

The GM enters the market roughly eight weeks before the opening and is the first face of Jason's Deli in the community. From the first day in the market, the GM begins introducing him or herself and building relationships with other contacts in the community. The GM ideally should embody the corporate image in appearance, demeanor, values, and ethics while promoting the brand in the community. The places you visit have contact with people in the community who are first brand mouthpieces, and you want to leave a great first impression and welcome them to the brand. The GM may need to see that there are business cards, location stickers for the menus, catering guides, and dine-in menus in the Deli in week five. The people that you meet during this time will be the group that you may deliver dry run invitations to in person. These are the contacts that you may introduce to the new GM as you transition out of the location. These relationships you build are important to the brand and will be long-lasting.

#### **The Management Teams Role in the Opening**

Opening a new Deli takes a team working together. All the managers must understand their role and create a welcoming environment for all the employees and future customers of the Deli. You will have people stopping in to see if you are open. You might consider introducing yourself and giving them a menu and a practice run invitation that was left for this purpose, as they are the ones who live/work in the area. There are going to be several community events taking place the week before we open for training and branding purposes. Someone should have a store meeting with the management team to review the events and the roles you will fill during them. It is important that we have the right people at the events, so we use invitations for all of the events. You are going to be doing a lot of hiring and training during this time as well as seeing that each customer has a great first impression.

#### **Opening Events**

You might consider participating in community events that take place before the opening, which could help build your brand in the community. Each of your managers can play an important role in making each event a success.

You will want to make a great lasting impression on all that attend. Some examples of events we have conducted in the past are:

#### **Employee Event Night**

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In our corporate stores, we typically schedule an Employee Event Night. These are the first people to be exposed to Jason's Deli. We see this event as an opportunity to connect with the staff and build relationships with the immediate family and friends of your employees: serving the people who will be serving your customers. The Employee Night is a two-hour event in which the immediate family and employees meet managers and leaders of the company, see the Deli, and are introduced to the brand. Create the atmosphere that you expect them to create for your customers. Make them feel like a part of the Jason's Deli family and feel good about working for you.

#### **Food**

Our "Made Famous Here" menu will be available. The Salad Bar and Drink Station can be set up as usual. The menu focused on the items that made us who we are today and our Mission, Purpose, and Core Values that make us who we are as a brand.

#### **Environment**

The managers and corporate staff are here to meet the families and share the company's Mission, Purpose, and Core values with them. The managers and corporate staff will float around to the families and visit with them. The goal of this event is to create a tie to the brand that will help promote you in the community and reduce turnover in the new store. People need to feel good about working for you, as they are the first people to talk about the brand to others. A member of your management team could be one of the people working the door to welcome the employees and their families.

### **Community VIP**

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The purpose of the Community VIP is to introduce the Jason's Deli brand to community leaders and position the store as a community partner. This is a two-hour event that can take place on Thursday of week one during lunch (11-1). Our goal is to expose them to our special services designed to benefit those they serve, engage attendees with our own commitment to service, and endear them with our hospitality philosophy. The target audience is leaders within our key communities whose values, position, and influence can help facilitate our connection to the community. These people should receive a hand-delivered invitation.

#### Schools

- Principals
- Athletic Directors
- Superintendent
- School Board
- Booster Presidents

#### Youth Groups

- YMCA Leadership
- Boys/Girls Scout Leadership
- Youth Sports
- Directors/Recreation Supervisor Of Community Youth Sports

#### Non-Profit

- Executive Directors Of Local Grassroots 501c3s
- Groups Targeting Children, Health, Family, Food, And Religion

#### Religious

- Pastors, Large Ministry Leadership

#### **Food**

Our "Made Famous Here" menu can be available. The Salad Bar and Drink Station set up as usual. The menu focused on the items that made us who we are today and our Mission, Purpose, and Core Values that make us who we are as a brand.

#### **Environment**

The managers typically float in the dining room and talk to customers. Point out the feature wall and talk about who we are and what makes us different from the rest.

#### **SWAG for the VIP event**

Here are some suggested SWAG items for your VIP event:

- Ten Uses For The Pickle Bucket Sheet
- Jason's Deli Koozie
- Bottled Water Or Jason's Soda

- Dry Run Cards
- Catering Guide
- Community Partners Program (If You Choose To Participate)

### Practice Runs

You may consider having two days of practice runs where the people that received invitations can come to the Deli and dine in with you. These are typically on Friday and Saturday of week one for lunch and dinner. A host person will be stationed outside the doors to welcome people and answer any questions about our menu. The invitations are typically good for two people per invitation. The customer can choose to dine in, take out, or drive through if available.

We typically do not take pickup orders over the phone for these events taking place on Fridays and Saturdays. This event is a training opportunity for our new employees and customers to get a sneak peek of what they can expect from Jason's. First impressions are lasting impressions so we want to create a great experience for both our internal and external customers by keeping it a controlled environment

## 3 PERSONNEL

### 3.1 Personnel Introduction

The employees you hire and how you interact with them rest solely with you and your business. They are not employed by DMI nor do we assert any control over them. You will need assistance in operating the Franchise Business effectively and efficiently. This means that you will need employees to help you. Your employees can have a significant impact on the success of your business and the satisfaction you get from owning the business.

**DMI does not dictate the policies and procedures utilized to hire, manage, or compensate your employees. However, we do require that you comply with all applicable laws and regulations and that you administer the operational requirements of the concept to ensure brand consistency.**

When you have employees, you have additional responsibilities. For example, you will have to comply with employment law. Employment law covers all rights and obligations within the employer-employee relationship.

This area of the law governs the employer-employee relationship at all stages:

- Between employers and job applicants
- Between employers and current employees
- Between employers and former employees

Employment law involves legal issues as diverse as discrimination, workplace safety, wages and benefits, taxes, discipline, and termination. Many of these issues are governed by applicable federal and state laws. You should seek professional advice on how these laws affect you and your business. **Your employees are your responsibility, and it is best to seek qualified advice on how to handle any matters that pertain to them.**

Employment law issues can also arise under the agreement (written or verbal) between the employer and the employee. In this case, the rights and obligations of the parties may be governed by state contract law.

When you have employees, you will have management obligations to your employees. These management obligations may include issues such as recruiting, interviewing, hiring, orientation, training, scheduling, enforcing the dress code, performance evaluation, discipline, and termination.

We require you to comply with all applicable laws, including employment laws. However, we are not involved in the relationship between you and your employees. The relationship between you and your employees is up to you, as the employer and as an independent

business owner. This section on Human Resources is advisory. It is intended to provide you with background information to help you learn about your legal obligations and good management practices and to help you avoid potential liability for violation of employment laws. Nothing in this section is intended to be legal advice and should not be substituted for the advice of an attorney or other professional who is familiar with your specific circumstances.

## **3.2 Employment Law Basics**

### **3.2.1 Employee Rights / Employer Responsibilities**

All employees have basic rights in the workplace. A job applicant also has certain rights - even before being hired as an employee. A former employee continues to have certain rights - even after leaving employment.

Important employee rights include:

- The right to be free from discrimination based on age, gender, race, national origin, religion, or any other protected characteristic during the hiring process.
- The right to privacy of personal information.
- The right to be free from discrimination and harassment of all types.
- The right to a safe workplace free of dangerous conditions, toxic substances, and other potential safety hazards.
- The right to be free from retaliation for filing a claim or complaint against an employer.
- The right to fair wages for work performed.

As an employer, you will have an obligation to follow federal and state employment and labor laws - including those dealing with discrimination, fair pay, employee privacy, and safety in the workplace.

Among the things you will be expected to know and understand:

- How to conduct proper interviews during the hiring process.
- How to properly investigate job applicants without invading their privacy.
- How to properly pay employees, including minimum wage and overtime rules.
- How to avoid harassment and discrimination based on a variety of characteristics, including gender, age, race, pregnancy, sexual orientation, disability, and national origin.
- How to properly handle sick leave, vacation time, parental leave, and other types of employee leave.
- How to properly prepare an employee handbook.
- How to properly conduct employee performance reviews.
- How to properly discipline employees.
- How to fire an employee without violating the employee's rights.
- How to respect employees' rights after they leave.

### **3.2.2 Federal Regulations On Employment Relationships**

Here is a brief summary of some of the more important federal laws (in alphabetical order)



related to employment. You will see that many of the federal regulations affecting employment relationships have exclusions for small businesses. Usually, this exclusion is based on the number of employees, but sometimes the exclusion is based on other facts (such as the level of annual gross revenues). Based on the size of your business, you may not have to comply with some of these federal laws.

#### **AMERICANS WITH DISABILITIES ACT (ADA)**

The ADA protects those individuals who have a long-term physical or mental impairment that substantially limits a life activity. A "disability" under the ADA can include confinement to a wheelchair, vision problems, hearing problems, reliance on a cane or walker, certain mental illnesses, and muscular disorders.

Under the ADA, an employer must provide "reasonable accommodations" for disabled individuals. Under the ADA, an employer may not:

- Make employment decisions based on generalizations about the disability.
- Adopt different pay scales, benefit programs, or promotion opportunities that would discriminate based on disability.
- Negotiate and enter into contracts with other companies that would have the effect of discriminating against individuals or groups based on disability.
- Discriminate against any employee with regard to terms of employment because the employee's family member or friend is protected under the ADA; or
- Discriminate against a disabled person through the use of pre-employment medical examinations, pre-employment inquiries about physical abilities, job descriptions, and qualifications, absenteeism, and work safety.

*Note: The ADA applies to employers with 15 or more employees.*

#### **AGE DISCRIMINATION IN EMPLOYMENT ACT (ADEA)**

The ADEA protects individuals over the age of 40 from age discrimination in hiring, promotion, and firing decisions. The ADEA does not prohibit an employer from following a bona fide seniority system that may have the unintended effect of favoring certain older employees, and the ADEA does allow age to play a factor in the rare circumstances where it is a bona fide occupational qualification.

*Note: The ADEA applies to employers with 20 or more employees.*

#### **CONSOLIDATED OMNIBUS RECONCILIATION ACT OF 1985 (COBRA)**

COBRA protects employees who have ended their employment (whether fired, resigned, or laid off) from losing coverage under a group health plan. COBRA requires employers to offer continued coverage to former employees.

*Note: COBRA applies to employers who have a group health plan and 20 or more employees.*

#### **EQUAL PAY ACT**

The Equal Pay Act requires that employers pay male employees and female employees the same wage for performing the same job - in other words, "equal pay for equal work." It applies only to paying equality based on gender.

*Note: Employers who are required to comply with the Fair Labor Standards Act (see below) are also required to comply with the Equal Pay Act.*

#### **EMPLOYEE RETIREMENT INCOME SECURITY ACT (ERISA)**

ERISA contains detailed requirements for certain employers who offer their employees a welfare benefit plan or retirement plan. For example, if you provide health insurance to your employees, this is considered to be a welfare benefit plan that is subject to ERISA.

ERISA imposes certain reporting, disclosure, and payment obligations on employers. For liability purposes, many employers choose to use a third-party "plan administrator" for ERISA compliance.

*Note: ERISA applies only to employers who offer their employees a welfare benefit plan or retirement plan.*

#### **FAMILY MEDICAL LEAVE ACT (FMLA)**

Under the FMLA, employers must provide their employees with family leave. The Act allows for employees to take the equivalent of 12 weeks of unpaid leave each year for the birth or

adoption of a child or for the "serious health condition" of the employee or an immediate family member.

Under the FMLA, a "serious health condition" is defined as an illness, injury, impairment, or physical or mental condition that involves an overnight stay in a hospital, hospice, or residential medical care facility, including any period of incapacity or any subsequent treatment in connection with that care, which also includes:

- A period of incapacity of more than three consecutive days
- Any period of incapacity due to pregnancy or prenatal care
- Any period of incapacity or treatment due to a chronic serious health condition
- A period of incapacity that is permanent or long-term due to a condition for which treatment may be ineffective
- Any period of absence to receive multiple treatments from a health care provider, including treatment for conditions that are not presently incapacitating but would become incapacitating if left untreated.

The FMLA also requires that, after 12 weeks of unpaid leave, the employee be reinstated to the same job (or an equivalent job, if the original position is no longer available).

*Note: The FMLA applies to employers with 50 or more employees.*

#### **FAIR LABOR STANDARDS ACT (FLSA)**

The Fair Labor Standards Act requires employers to comply with minimum wage requirements. In addition, the FLSA contains provisions on overtime pay and child labor. Not every employer is required to comply with the FLSA.

*Note: The FLSA applies only to employers who are engaged in interstate or foreign commerce and who have annual gross revenues of \$500,000 or more.*

Warning: The definition of engaging in interstate commerce is extremely broad. You will probably be considered to be engaged in interstate commerce. So, the real test for the application of the FLSA is whether your annual gross revenues will be \$500,000 or more.

#### **TITLE VII OF THE CIVIL RIGHTS ACT OF 1964**

Title VII prohibits employers from discriminating against employees based on race, color, national origin, religion, or gender in all aspects of employment -- from recruitment through termination.

To comply with Title VII, an employer must make employment decisions based on business necessity, rather than based on a particular individual's membership in a protected class.

*Note: Title VII applies only to employers with 15 or more employees.*

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### **3.2.3 State Employment Laws**

In addition to federal employment law, most states also have employment laws. State laws vary substantially in terms of their application to employers and protections provided to employees. It is important that you also understand the employment laws in your state, especially child labor laws, as they carry hefty fines.

These laws usually include smaller employers (often those with five or more employees). They may prohibit additional types of discrimination, such as discrimination based on marital status, sexual orientation, and weight. Information about state employment laws can be found at the following state government websites:

AL [labor.alabama.gov/business/](http://labor.alabama.gov/business/)  
AK [www.labor.state.ak.us](http://www.labor.state.ak.us)  
AZ [www.azica.gov/](http://www.azica.gov/)  
AR [www.state.ar.us/labor](http://www.state.ar.us/labor)  
CA [www.dir.ca.gov](http://www.dir.ca.gov)  
CO [cdle.colorado.gov/](http://cdle.colorado.gov/)  
CT [www.ctdol.state.ct.us](http://www.ctdol.state.ct.us)  
DE [labor.delaware.gov/](http://labor.delaware.gov/)  
DC [does.dc.gov/service/labor-standardsworker-protection](http://does.dc.gov/service/labor-standardsworker-protection)

FL	<a href="http://www.floridajobs.org/">www.floridajobs.org/</a>
GA	<a href="http://www.dol.state.ga.us/em/employment_laws_rules.htm">www.dol.state.ga.us/em/employment_laws_rules.htm</a>
HI	<a href="http://hawaii.gov/labor/">http://hawaii.gov/labor/</a>
ID	<a href="http://www.labor.idaho.gov/businesses/idaho-labor-laws/">www.labor.idaho.gov/businesses/idaho-labor-laws/</a>
IL	<a href="http://labor.illinois.gov/employees.html">labor.illinois.gov/employees.html</a>
IN	<a href="http://www.in.gov/labor/">www.in.gov/labor/</a>
IA	<a href="https://workforce.iowa.gov/">https://workforce.iowa.gov/</a>
KS	<a href="http://www.dol.ks.gov/">www.dol.ks.gov/</a>
KY	<a href="http://elc.ky.gov/workplace-standards/Pages/Wages-and-Hours.aspx">elc.ky.gov/workplace-standards/Pages/Wages-and-Hours.aspx</a>
LA	<a href="http://www.laworks.net/Homepage.asp">www.laworks.net/Homepage.asp</a>
ME	<a href="http://www.state.me.us/labor/">www.state.me.us/labor/</a>
MD	<a href="http://www.dllr.state.md.us/labor/">www.dllr.state.md.us/labor/</a>
MA	<a href="http://www.mass.gov/portal/">www.mass.gov/portal/</a>
MI	<a href="http://www.michigan.gov/leo">www.michigan.gov/leo</a>
MN	<a href="http://www.dli.mn.gov/">www.dli.mn.gov/</a>
MS	<a href="https://mdes.ms.gov/">https://mdes.ms.gov/</a>
MO	<a href="http://labor.mo.gov/">labor.mo.gov/</a>
MT	<a href="http://www.dli.mt.gov/">www.dli.mt.gov/</a>
NE	<a href="http://www.dol.nebraska.gov/laborstandards">www.dol.nebraska.gov/laborstandards</a>
NH	<a href="http://www.nh.gov/labor/index.htm">www.nh.gov/labor/index.htm</a>
NJ	<a href="http://www.nj.gov/labor/">www.nj.gov/labor/</a>
NY	<a href="https://dol.ny.gov/">https://dol.ny.gov/</a>
NM	<a href="http://www.dws.state.nm.us/en-us/">www.dws.state.nm.us/en-us/</a>
NV	<a href="https://labor.nv.gov/">https://labor.nv.gov/</a>
NC	<a href="http://www.labor.nc.gov/">www.labor.nc.gov/</a>
ND	<a href="http://www.nd.gov/labor/">www.nd.gov/labor/</a>
OH	<a href="http://com.ohio.gov/divisions-and-programs/industrial-compliance">com.ohio.gov/divisions-and-programs/industrial-compliance</a>
OK	<a href="https://oklahoma.gov/labor.html">https://oklahoma.gov/labor.html</a>
OR	<a href="http://www.oregon.gov/boli/pages/index.aspx">www.oregon.gov/boli/pages/index.aspx</a>
PA	<a href="http://www.dli.pa.gov/Pages/default.aspx">www.dli.pa.gov/Pages/default.aspx</a>
RI	<a href="https://dlt.ri.gov/">https://dlt.ri.gov/</a>
SC	<a href="https://dew.sc.gov/">https://dew.sc.gov/</a>
SD	<a href="https://dlr.sd.gov/">https://dlr.sd.gov/</a>
TN	<a href="http://www.state.tn.us/labor-wfd/">www.state.tn.us/labor-wfd/</a>
TX	<a href="http://www.twc.texas.gov/">www.twc.texas.gov/</a>
UT	<a href="https://laborcommission.utah.gov/">https://laborcommission.utah.gov/</a>
VT	<a href="https://labor.vermont.gov/">https://labor.vermont.gov/</a>
VA	<a href="http://www.doli.virginia.gov/">www.doli.virginia.gov/</a>
WA	<a href="http://www.lni.wa.gov/">www.lni.wa.gov/</a>
WV	<a href="http://labor.wv.gov/Pages/default.aspx">labor.wv.gov/Pages/default.aspx</a>
WI	<a href="http://dwd.wisconsin.gov/">dwd.wisconsin.gov/</a>
WY	<a href="https://dws.wyo.gov/">https://dws.wyo.gov/</a>

## 3.3 OSHA

### 3.3.1 Federal Standards

The mission of the U.S. Occupational Safety & Health Administration (OSHA) is to assure the safety and health of America's workers.

The OSHA Act imposes three main obligations on employers.

- Employers must provide a safe workplace "free from recognized hazards that are causing or are likely to cause death or serious physical harm" to employees.
- Employers must comply with the safety and health standards promulgated by OSHA.
- Employers must keep records of employee injuries, illnesses, deaths, and exposures to

toxic substances.

OSHA sets and enforces federal standards for workplace safety. There are literally hundreds of standards covering all aspects of the workplace.

These standards cover employee safety issues such as:

- The safety of working areas.
- The availability of sufficient entry and exit ways.
- Exposure to noise, carcinogens, and other types of harmful substances.
- The availability of fire protection systems.
- Safety devices for machines and equipment used in the workplace.
- The availability of medical and first aid services.

All employers must post the federal OSHA poster with information for employees on their safety and health rights. You should call OSHA at 800-321-OSHA to obtain a poster or download and print a poster from OSHA's website at [www.osha.gov](http://www.osha.gov).

OSHA also imposes recordkeeping requirements for recording and reporting occupational injuries and illnesses. However, employers with 10 or fewer employees are generally exempt from most of these requirements.

OSHA offers a free consultation to employers to help in identifying workplace hazards and in establishing or improving safety and health management systems. It also offers free training and education for small businesses and their employees at the workplace.

Various OSHA standards can affect the Franchised Business, including standards for preventing:

- Slips And Falls
- Strains
- Knife Cuts
- Clean-up Cuts (Such As By Broken Glass)
- Exposure To Hazardous Chemicals (Such As Cleaning Supplies)

You should follow OSHA standards and recommended practices, including:

- Keeping all places of employment clean and orderly and in a sanitary condition.
- Keeping the floors clean and dry.
- Using non-slip mats where areas of the floor may become wet.
- Providing warning signs for wet floor areas.
- Requiring employees to use non-slip footwear.
- Making sure spills are reported and cleaned up immediately.
- Keeping passageways and walkways free of clutter and crowding.
- Not overfilling bussing containers.
- Instructing employees on safe knife handling.
- Instructing employees on safe clean-up procedures.
- Using cleaning chemicals that are not considered hazardous.
- Making sure that chemicals that are not compatible with each other are not stored together.

- Always labeling, and cleaning bottles and containers -- never remove products from the original bottle without properly labeling the new container.
- Avoid storing liquid chemicals on top shelves -- store them on lower shelves.

If hazardous chemicals are used, you will need to:

- Implement a written program that meets the requirements of the OSHA Hazard Communication Standard to provide for worker training, warning labels, and access to Material Safety Data Sheets.
- Provide appropriate personal protective equipment such as gloves, goggles, and splash aprons for employees who handle hazardous chemicals.

Some dishwashing detergents are considered to be hazardous chemicals. You can limit employee contact with dishwashing detergents by using a dishwasher with an automated detergent dispenser.

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### **3.3.2 State OSHA Programs**

About half of the states also have workplace safety rules. These can be similar to or even stricter than federal OSHA rules.

Here is a list of states that had their own occupational safety and health plans when this manual was prepared:

AK	<a href="http://www.labor.state.ak.us/lss/lss.htm">www.labor.state.ak.us/lss/lss.htm</a>
AZ	<a href="http://www.azica.gov/divisions/adosh-main-page">www.azica.gov/divisions/adosh-main-page</a>
CA	<a href="http://www.dir.ca.gov/occupational_safety.html">www.dir.ca.gov/occupational_safety.html</a>
CT	<a href="http://www.ctdol.state.ct.us/osh/osh.htm">www.ctdol.state.ct.us/osh/osh.htm</a>
HI	<a href="http://hawaii.gov/labor/hiosh">http://hawaii.gov/labor/hiosh</a>
IN	<a href="http://www.in.gov/dol/iosha.htm">www.in.gov/dol/iosha.htm</a>
IA	<a href="http://www.iowaosha.gov/iowa-osha">www.iowaosha.gov/iowa-osha</a>
KY	<a href="https://elc.ky.gov/workplace-standards/Pages/default.aspx">https://elc.ky.gov/workplace-standards/Pages/default.aspx</a>
MD	<a href="http://www.dllr.state.md.us/labor/mosh/">www.dllr.state.md.us/labor/mosh/</a>
MI	<a href="http://www.michigan.gov/leo/bureaus-agencies/miosha">www.michigan.gov/leo/bureaus-agencies/miosha</a>
MN	<a href="http://www.doli.state.mn.us/mnosha.html">www.doli.state.mn.us/mnosha.html</a>
NV	<a href="http://dir.nv.gov/OSHA/Home/">dir.nv.gov/OSHA/Home/</a>
NJ	<a href="http://www.nj.gov/labor/safetyandhealth/">www.nj.gov/labor/safetyandhealth/</a>
NM	<a href="http://www.env.nm.gov/occupational_health_safety/">www.env.nm.gov/occupational_health_safety/</a>
NC	<a href="http://www.labor.nc.gov/safety-and-health/occupational-safety-and-health">www.labor.nc.gov/safety-and-health/occupational-safety-and-health</a>
NY	<a href="https://dol.ny.gov/safety-and-health">https://dol.ny.gov/safety-and-health</a>
OR	<a href="http://www.orosha.org/">www.orosha.org/</a>
SC	<a href="https://osha.llr.sc.gov/">https://osha.llr.sc.gov/</a>
TN	<a href="http://www.state.tn.us/labor-wfd/tosha.html">www.state.tn.us/labor-wfd/tosha.html</a>
UT	<a href="https://laborcommission.utah.gov/divisions/uosh/">https://laborcommission.utah.gov/divisions/uosh/</a>
VT	<a href="http://www.labor.vermont.gov/?tabid=74">www.labor.vermont.gov/?tabid=74</a>
VA	<a href="http://www.doli.virginia.gov/">www.doli.virginia.gov/</a>
WA	<a href="http://www.lni.wa.gov/safety-health/">www.lni.wa.gov/safety-health/</a>
WY	<a href="http://dws.wyo.gov/dws-division/osh/">dws.wyo.gov/dws-division/osh/</a>

## **4 DAILY OPERATING PROCEDURES**

### **4.1 Daily Operating Introduction**

Your basic daily operating procedures will become second nature to you over time. Until then, this section is designed to give you an overview of the day-to-day food preparation and customer service activities you will perform.

You should keep in mind that you are an independent businessperson and that you are responsible for the day-to-day operations of the Franchised Business. This section of the Manual describes the daily operating instructions that are required. These matters are strictly what is necessary to make sure that all Jason's Deli locations appear the same no matter the

geographic location or owner.

## 4.2 Required Days / Hours of Operation

The required days and hours of operation of your Jason's Deli franchise location are as follows:

Monday through Sunday	10:00 a.m. until 10:00 p.m.
Delivery and Catering Hours	6:00 a.m. until 6:00 p.m.
Deli Holiday Hours (Closed)	Easter, Thanksgiving, Christmas, and New Year's Day

It is important that you understand that the above days and hours of operation are the minimum for when you need to be open. However, you do have the option of opening earlier and staying open later than the minimum requirements listed above. If you desire to not be open for this minimum amount of time, you must obtain approval from your Business Coach in writing.

## 4.3 Hospitality Procedure

### 4.3.1 Philosophy

Great customer hospitality is the foundation of what makes Jason's Deli successful. So much so that it is the basis of our Core Values:

- The Highest Quality Food Served Safely
- A Great Place To Work
- A Healthy Growing Company
- Out-of-this World Service
- The Highest Personal Standards

Evaluation of hospitality levels is a top priority and consistently ongoing for our company. We evaluate our hospitality levels in several ways.

- Customer phone calls
- Chatmeter
- Hospitality assessments
- Opportunity/re-run logs
- Negative customer comps/refunds
- Sales growth reports

All the information gathered in these reports is essential to the development and growth of our people, units, and sales of our company.

We have a hospitality certification program that all your employees must pass during their orientation process.

To Find Out More About The Out Of This World Hospitality Tools click on the link [H1.2 Hospitality Tools](#).

### 4.3.2 Customer Feedback

Chatmeter is a platform you can use to respond to reviews from Facebook, Google, and Yelp in one place.

Through looking at and analyzing the results of customer surveys, we can:

- Improve business operations in real-time
- Increase customer retention and loyalty
- Drive company-wide consistency
- Connect more with our customers.

To Find Out More About Customer Feedback click on the link [H1.1 OOTWH](#).

## 4.4 Hospitality Procedure

### 4.4.1 Greeting Customers

You and your staff will be dealing with customers face to face, so you must understand that you are the customers' first point of contact with your business. From you and your staff, the customer will form opinions about the entire franchise system. It is from you that the customers will decide whether they will come back to Jason's Deli. Therefore, it is vital that you make a good impression and deal with your customers professionally.

Much of what is written in this section of the Manual may seem like basic common sense, but you should assume that your employees have never been trained in appropriate customer-greeting techniques. With a great product and wonderful customer service, your customers will continue to come back. Here are a few more suggestions on customers and customer service.

### 4.4.2 Answering The Telephone

Answering the telephone correctly plays a large part in Jason's Deli's customer hospitality philosophy. When your staff answers the phone, it is important for them to be positive and upbeat. Your customers can sense when someone is in a bad mood, rushed, or simply not wanting to be there. It is not always necessary for someone to be right in front of you to notice that they are not welcome.

### 4.4.3 Atmosphere

The store atmosphere is essential to creating Jason's Deli brand image. Consistently providing a great experience for your customers is key to your success as a Jason's Deli franchise. Here are some important concepts on how to enhance and maintain that experience.

#### **People**

Jason's Deli was founded in 1976 by Joe Tortorice, Jr. who believes in treating his employees as family and backs it up by making remarkable investments in his people. You should consider adopting a similar attitude towards your employees.

#### **Food**

Jason's Deli's customers want fresh food and premium, more natural ingredients. We were the first major restaurant concept to ban artificial trans fats in the U.S., and also the first to eliminate high fructose corn syrup.

#### **Choice**

Finally, Jason's Deli is all about choice; regardless if you seek a gluten-free menu, vegetarian sandwiches, healthy kids' meals, or if you would like to invent your sandwich via our "build your own" selections.

### 4.4.4 Understanding The Product Offerings

Product knowledge is important in every organization. As you will offer many variations to choose from, you and your staff must be knowledgeable of every aspect of the different offerings.

In addition to knowing certain terms and definitions, it is extremely important that each one of your employees have an in-depth knowledge of every product that you will offer. You must require all your employees to be fluent when describing these items to your customers.

We have created [Position Operations Pamphlets \(POPs\)](#) for each of our production positions which include a list of ingredients with portions for each menu item and the procedures for making the item. We also have a [Product Manual](#) that contains a picture of each finished product. Your employees must become very familiar with these details.

## 4.5 Merchandising Procedures

### 4.5.1 Visual Merchandising Standards

You are required to follow our schematics for all your positions. Some of the schematics allow for some variation based on your facility and equipment. If you need assistance, contact your Business Coach.

### 4.5.2 Merchandising Products

Because each store is unique, before the grand opening of your store we will provide you with the standards for displaying Jason's Deli merchandise. All merchandising set-up will be personalized for your store.

### 4.5.3 Using Signage

The degree to which you market your office and the brand to the public will have an effect on your top-of-mind awareness, brand recognition, and credibility in the mind of your potential client. With that in mind, you are required to have a minimum of two signs advertising the presence of your company. City ordinances may dictate size and placement. We must approve your sign plans before you sign the contract to have the signs produced.

## 4.6 Production Procedures

### 4.6.1 Prepping and Build Procedures

This section provides access to the tools necessary to execute all positions in a uniform, consistent, and disciplined manner using only approved methods.

To Find Out More About The Positions Click On The Following Links:

- [Driver](#)
- [C&P / End](#)
- [Food Runner](#)
- [Line Set](#)
- [Catering Production](#)
- [Delivery POS](#)
- [Bread](#)
- [Make / Make TG](#)
- [Orders](#)
- [Delco Systems](#)
- [Bus / Dish](#)
- [French](#)
- [POS Orders & Register](#)
- [Drive-Thru](#)
- [Salad Bar](#)
- [Ovens](#)
- [C&P To Go](#)
- [Slice](#)
- [Recipes](#)
- [Potatoes](#)
- [Prep](#)
- [Salads](#)

## 4.7 Area of Responsibility (AOR) Management

### 4.7.1 Explanation Of AOR Management

In this section, you will learn about the developmental model and how it may play a role in the day-to-day operation of the Deli. It is designed to organize and structure the tasks needed for an individual's operational development. You will be able to identify areas of responsibility (AOR) and learn ideas that may help in the operation of your store  
To Find Out More About AORs click on the link [Manager AORs](#).



### **Important Points**

- The developmental model can be broken into two parts - Deli function and development.
- The functional part focuses on the AORs that are broken into Open, Mid, and Close.
- The development part focuses on assessing and training your people.
- Ensure your management people understand the AORs and they follow them to the letter every day.

### **Areas Of Responsibility are the functional side of the developmental model.**

This involves evaluating and solving decisive moments in four areas: training, customer hospitality, cleanliness, and the facility.

#### **Training**

Training is the most important of the four, as most issues can be addressed long-term through training.

#### **Customer Hospitality**

These moments happen too many times throughout the day to count...any time that we can affect our customers, either positively or negatively.

#### **Cleanliness**

We must work hard every day to keep our Delis clean. We should be constantly evaluating our areas and working hard to keep the standard high.

To Find Out More About Cleanliness: [Checkouts](#).

#### **Facility**

These four areas represent what we should be looking at when we are working on AORs. To be effective we must be working on these four areas as we run our AORs to improve our areas and our Delis. Managers must set the pace and be intense when working in their areas.

### **Conclusion**

To wrap it up, the developmental model is a way for managers to get better at running their unit and developing their people. The better you and your people are at what they do, the easier the whole process becomes. By properly running your AORs and taking the time to work on the development of your people your Deli will be a well-run and hopefully profitable Unit.

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### **4.7.2 Par Sheets**

In this section, you will learn the reasons and benefits of using par sheets.

To Find Out More About Par Sheets Tools click on the link [Par Sheets](#).

Par sheets are a huge tool that helps control one of the biggest controlled costs in a Deli.

- Accurate pars will help ensure only the HQFSS and will help you meet your food cost goals.
- Even though par sheets only take a few minutes to do, they could help save thousands of dollars per year.
- Par levels should be analyzed every week.
- Check and see what items you have a great amount left over each shift and adjust your build to par.

## 4.8 Transacting Sales

### 4.8.1 POS

The Aloha POS system is required; training in a corporate Deli is available and can be coordinated with your Business Coach before your Deli opening. You will be responsible for training your employees using your training Manuals, our Manuals in the following sections, and the tutorials in the POS.

#### **IT Support Policy**

Our operations today rely on technology more than ever before. It becomes more evident every day just how critical technology is to every facet of Jason's Deli operations, including but not limited to Internet Connectivity, JDD Ordering, POS, Online Ordering, Loyalty, Curbside, Digital Menus and Murals, Par Sheets and Freshness Labels, Communications, Scheduling and Labor, Inventory and Food Cost, and not the least of which, Security and Compliance.

With each service that is added, as technology continues to evolve, and more technology accelerators become available, that dependency continues to grow. These technologies quickly go from being "nice to have" conveniences to mission-critical services. Continued reliance necessitates increased support that as a franchisee you are responsible for.

As such, each franchisee will be required to hire or contract with an IT resource that is knowledgeable about the technologies and systems in place in your delis, has an understanding of how they work together, and has knowledge of and access to your various technology vendors for those products and services that DMI does not support.

#### **What does DMI support?**

Google Accounts & Groups  
NCR POS Menus, Tenders & Panels  
CFC, Insight & NBO Admin Users  
RRT Setup & Menus  
RRT Ground Control  
RRT Platinum Connect  
FlyBuy Curbside Setup  
Punchh Manager Accounts  
JDD/OMSi Ordering  
Digital Menu Content  
Digital Mural Content  
Internet Connectivity / WiFi  
Firewall  
Inside Wiring  
POS Hardware & Software\*  
Drive Thru Hardware & Software  
CFC & NBO Employees  
NBO, Pulse & Restaurant Guard  
Credit Card Processing  
House Account Management  
Paytronix, Punchh & RRT  
Installations\*  
FOH & MGR PCs  
Digital Menu Board Installation/Support  
Digital Mural  
Installation/Support  
Alarm & Camera Systems  
Phone Lines & Systems  
PCI Compliance Requirements & Reporting  
Any other IT service not specifically noted \*NCR certified support

#### **What is the Franchise responsible for with an internal/external resource**

When support is needed from DMI, requests can be made via email: [HelpDesk@jasonsdeli.com](mailto:HelpDesk@jasonsdeli.com) or phone: 409-951-5656. Please do not reach out directly to specific individuals, as this slows down the support processes.

Contact information for your IT support resource will need to be provided to the DMI IT Department. When escalated support is needed, DMI support will be available to coordinate with your dedicated IT resource to troubleshoot issues.

## 4.9 PCI Compliance

Becoming PCI compliant is a critical issue for all merchants that accept credit cards. Not only do you face potential fines levied by the credit card brands, but you also risk the trust of your most valued customers. The Franchisee agrees to comply with all Payment Card Industry Data Security Standard (PCI-DSS) compliance requirements for credit card processing, as revised from time to time. The Franchisee will notify a customer immediately of any unauthorized use of any password, account, or any other known or suspected breach of security. The Franchisee will protect account data, sensitive authentication data (SAD), cardholder data (CHD), and the primary account number (PAN) by allowing it to be viewed only by authorized personnel and destroy the data once it is no longer needed for a transaction. The protection of this data includes but is not limited to, the requirement that printed copies of cardholder data are cross-shredded once the data is no longer needed for a transaction. The Franchisee confirms that written agreements are maintained with all third-party service providers with which account data is shared or that could affect the security of the cardholder data environment (CDE), but not limited to their point-of-sale (POS) vendor and credit card processor. Franchisee agrees to perform annual due diligence in terms of maintaining evidence that a third-party service meeting PCI DSS requirements (for example, a PCI DSS Attestation of Compliance (AOC) or a declaration on the company's website.

### **What is PCI?**

The PCI data security standard represents a common set of industry tools and measurements to help ensure the safe handling of sensitive information. The standard provides an actionable framework for developing a robust account data security process - including preventing, detecting, and reacting to security incidents.

### **What do I need to do to become compliant?**

**Step 1:** Contact your acquiring bank

**Step 2:** Contact an approved security vendor

**Step 3:** With the help of your chosen security vendor, secure your POS systems in compliance with the PCI-DSS and report back to your acquiring bank as specified by your acquiring bank.

### **Who can help me?**

Jason's Deli has selected two preferred PCI security vendors for assisting Franchisees with PCI compliance needs. To learn more about their packages, contact the vendor directly.

Netsurion - [Netsurion.com](http://Netsurion.com), general sales (713) 929-0200, or Stephanie Lynch (812) 483-8872.

NCR NSS - [NCR.com](http://NCR.com), TJ Semiz - [tj.semiz@ncr.com](mailto:tj.semiz@ncr.com), (469) 744-1439

### **What does Jason's Deli (DMI) require for proof of PCI compliance?**

Jason's Deli requires that all Franchisees provide two documents to demonstrate awareness and compliance to the PCI-DSS.

- External Network Scans\*
- Completed SAQ (Self-assessment questionnaire)

Both of the above can be obtained with the help of a security vendor. The deadline for submitting these documents is 30 days after your operation opens, and renews annually.

\*Except where not applicable (i.e., no credit card data ever touches the network).

For the purpose of conducting audits and examination of PCI compliance, and for the purposes franchisor’s annual compliance assessment, the Franchisor or its authorized representatives will have the right to direct access to all Franchisee’s equipment and records related to payment transactions. These records will also include licensed software and any records in electronic form, including, but not limited to, computer hard drives, tape backups, any other storage devices, and any other components participating in the cardholder data environment (CDE). The Franchisor or its authorized representatives will give the Franchisee written notice of the results of an audit. If deficiency or non-compliance exists, then the Franchisee will have fifteen (15) days from the date of such notice to remedy a deficiency or non-compliance and to provide the Franchisor with documentation of said remedy. If a deficiency or non-compliance by the Franchisee results in damages to the Franchisor, including, but not limited to, brand damage, the Franchisee will pay the Franchisor the amount of such damages and indemnify and hold the Franchisor harmless, as required by Section 12 of the Franchise Disclosure Document

#### **4.9.1 Online Ordering, Deli Dollars & Virtual Restaurants**

This section reviews the online ordering process from how the customer places their order to how the deli interacts with the order on RRT.

To Find Out More About Online Ordering, click on the link [Online Ordering](#).

##### **Important Points**

- Online ordering is convenient both for the customer and for the in-store team. Customers can order online when and where they need to, all while the FOH staff can stay off the phone and be more focused on other tasks.
- With widely assorted and tantalizing up-sell options available for selection, online ordering is proven to increase the size of the customer check.
- Online ordering streamlines the ordering process, which automatically leads to increased order accuracy.

##### **Online Ordering**

###### **Regular Order**

The customer goes to [www.jasonsdeli.com](http://www.jasonsdeli.com) or the mobile app and clicks “order now.” The customer will log in/register with the website and begin placing an order for pickup order delivery. The customer can schedule an order up to three months in advance. The customer will then be directed to the menu where they can order hot food, catering, or both. They must meet the order minimum. They will check out and enter their contact and delivery information. They will then enter their form of payment (i.e. cash, credit card, and business check or deli dollars). The customer will review the order and enter any special requests. After review, they will click the “place order” button, and a confirmation page with the order number is shown. The order is then sent to the Deli and received via the RRT agent.

###### **Group Order**

The customer goes to [www.jasonsdeli.com](http://www.jasonsdeli.com) or the mobile app and clicks “order now.” The customer will log in/register with the website and begin placing an order for “pickup” or “delivery” under “Group Order.” The customer can schedule an order up to three months in advance. The customer will then enter group order information (i.e. name of order, acknowledge terms and conditions, who’s paying, type of menu, and add invitees to send the invitation to via the online address book). The customers will then click “send invitation” and ask to confirm their contact information and arrange payment for the delivery fee (i.e. cash, credit card, and business check). The customer will review the order and enter any special requests. After review, they will click the “place order” button, and a confirmation page with the order number is shown. An email is sent to the customer and the individual attendees so that they can add to the group order. The customers can add to the order until the order closes (i.e., the invitation expires). The order is then sent to the Deli and received via the RRT agent.

###### **Virtual Restaurants**

Virtual restaurants target a consumer that never would consider your brand to begin with. For example, the target for 3rd party delivery (3P) is a younger target demographic, ranging from ages 18-34, whereas the typical Jason's Deli customer target is 35-55. These virtual brands target customers who are simply looking for great food, have more money to spend in their pocket, and typically wouldn't consider Jason's Deli when ordering their meal. Therefore, it's all incremental sales for us.

We currently feature one virtual restaurant, Boise Bill's, which is focused on overloaded potatoes. Hours of operation for Boise Bill's will be the same as the deli's current hours of operation. These items are only available for 3rd party delivery. This is the only way to receive orders for these brands. There will be an additional \$60 monthly fee for the Marketplace integration.

The available menu items are different from our current menu, but they do use our existing ingredients to create new items. Please review the [Boise Bill's spec sheet](#) for the current offerings. Boise Bill's uses only full-sized potatoes, with no half portions or lighter portions, and no modifications. Gallons of Tea and Lemonade will be offered. This will be just the gallon of beverage only. Paper products and ice are not included. All gallons will need to have the Boise Bill's sticker applied.

These items will need to be packaged in unbranded packaging with no Jason's Deli logos. As a result, there will be a few new packaging SKUs associated with the brand.

#### Packaging

- All orders will use the large white grocery bag. The grocery bag will not have handles. This is intentional. The top of the bag is to be folded over and stapled closed. Boise Bill's has a brand-specific sticker that will be placed on the outside of the plain white bag. Sticker rolls are available for order on the [Dominion website](#). Use a permanent marker to write the customer's name on the sticker. Place the VR sticker on the white bag.
- All 32oz. drinks will use the unbranded keeper cup.
- Use beverage napkins instead of logoed napkins when needed.
- Use unbranded cutlery kit
- Mints and pickles will not be given out with any virtual restaurant order and the fruit cup does not get fruit dip.

To Find Out More About Virtual Restaurants, click on the link [Virtual Restaurants](#). You may also view the website - <https://boisebills.com> - or check out the brand on instagram - @boisebillsstuffedpotatoes - or Facebook - Boise Bill's Stuffed Potatoes. To add this revenue stream, please reach out to the Food Team.

#### RRT Agent

The RRT agent is used to receive online orders in the Deli. The agent can be used to review and print orders. It also can be used to review customer account information. Each Deli has its own Deli-specific credentials.

To Find Out More About RRT And Other 3rd-Party Information, click on the link [RRT: Franchise Online Ordering](#).

#### Warnings

On occasion, you will receive fraudulent online orders; it is very important to spot them early and get them closed down quickly. Your first impressions and judgments are vital in discovering fraudulent orders, both online and in-store.

The first thing to look at when suspecting that an order is fraudulent is the actual order itself.

- Does it look like a normal order? One red flag might be a large catering order going to an apartment at 8:00 PM.
- If the order does not look legitimate, call the contact number provided.
- Does the phone number work?
- Look up the delivery address; is it a real address? A common red flag would be if the customer in question is getting a delivery to an apartment, but does not put the apartment number or asks you to meet them outside to receive the order.
- Is the email address a company email address or is it registered with free email hospitality such as Gmail or Yahoo?
- If in doubt ALWAYS, call the Online Ordering Team to investigate further. Better safe than sorry!
- If the customer takes longer than 5 minutes to place their order it is subject to auto rescheduling.

#### **Remember**

- When customers order through the Jason's Deli Online Ordering Website, they are rewarded one (1) Deli Dollar for each dollar (US currency) spent online.
  - The Deli Dollars may then be redeemed toward future purchases for menu items on Jason's Deli Online Ordering Website.
  - Deli Dollars may not be redeemed for cash or gift cards in any situation. Currently, each Deli Dollar has a cash equivalent of four cents (\$0.04 US currency) and customers must have at least 25 deli dollars (\$1.00 US currency) to redeem them online.
  - Deli Dollars expire one year after order completion, and the customer can monitor their
  - Deli Dollar balance in the Deli Dollar History section located within their account settings.
- The order number and the confirmation number are the same.
- All orders that are submitted to your store can be set up to have a confirmation email copied to your Jason's Deli Gateway email inbox. You can always look here for a quick reference of orders that have been placed at your Deli in the past.

\*NOTE: If you would like this setup, please email your request to [helpdesk@jasonsdeli.com](mailto:helpdesk@jasonsdeli.com)\*

- A customer can obtain an online receipt by logging into the website with their email address and password. The customer will click on "order history" and view the order.

#### **Contact Us**

Helpdesk tickets will be closely monitored.

- Email ([helpdesk@jasonsdeli.com](mailto:helpdesk@jasonsdeli.com))
- Call the IT Helpdesk Support line at **409-951-5656**

- Please do not send any email for matters that are urgent to any Help Desk personnel directly, as it may be overlooked.
- Customers can email non-urgent requests to [websupport@jasonsdeli.com](mailto:websupport@jasonsdeli.com).

The IT Helpdesk Support line is an automated line that will page the on-call person; however, you must leave a message. The tech will get back to you as quickly as possible. To ensure accuracy and proper communication to the correct online tech, please refrain from contacting the online ordering team directly (e.g., cell phone, direct email).

## **4.10 Gift Cards**

All Franchise Units are required to participate in Deli Management’s gift card program, which is managed by Paytronix. Please contact Paytronix Support at 617-649-3300 for setup information. If using stand-alone terminals rather than POS, you will then need to contact [support.jasonsdeli@paytronix.com](mailto:support.jasonsdeli@paytronix.com) to complete the setup.

### **4.10.1 Purchasing/Issuing Gift Cards**

Gift card stock and holders should be ordered from JDD/C.

Franchise units using POS will be provided with programming instructions by Paytronix to access their network for gift card issuance.

Franchise units using stand-alone terminals to process gift cards will be assisted by Paytronix to program terminals for gift card issuance.

Funding for gift cards sold should settle within approximately two business days to the issuing franchise’s bank account.

### **4.10.2 Redeeming Gift Cards**

The same equipment used to issue gift cards is also used to redeem them.

When a gift card is redeemed by the same franchise that issued it, funds remain in their bank account. When a gift card is redeemed by another franchise or by Deli Management, funds are manually settled by the 5<sup>th</sup> of the following month via mailed check by Deli Management’s Accounting Dept using the Detailed Compensation Report available on Givex’s Portal reporting site.

## **4.11 Inventory Management**

### **4.11.1 Product Ordering Procedures**

This section will familiarize you with the ordering process, the pack size of each item, factors that affect ordering, par levels, and the consequences of under or over-purchasing.

Ordering from Jason’s Deli Distribution (JDD/JDC) is an extremely important area of Jason’s Deli operations. We purchase all our groceries, meats, dairy, paper, and cleaning supplies from this division of our company. By owning our own distribution centers, we receive a greater volume discount for the items we purchase as a result of our purchasing power. Our purchasers can negotiate a lower price for these items from the vendors and manufacturers because they purchase in large quantities for our company.

Ordering sufficient supplies of all merchandise is essential to guarantee customer satisfaction and to maintain an efficient and professionally run operation. When the store is out of any products, it will drastically affect the satisfaction of existing and prospective customers, as well as our standard of service. Your employees may also react negatively to the pressure of a disorganized environment. Proper ordering and inventory is essential for efficient store operations.

If you over-order items with a short shelf life:

- The product may spoil before you can use them, increasing costs and ultimately reducing profits
- You may have difficulty locating sufficient storage space
- You will tie up cash funds in extra inventory, resulting in restricted cash flow

To Find Out More About JDD/C Ordering click on the link [Jason's Deli Distribution](#)

#### Important Points

- Ordering website - OMSi - <https://omsi.jasonsdeli.com>
- For support/questions - [helpdesk@jasonsdeli.com](mailto:helpdesk@jasonsdeli.com)
- Process - order, send, receive, inspect, storage
- Organization and rotation are the keys to a great order (Impeccable Storage Areas)
- “It is never acceptable to run out of any product!”

#### JDD / JDC Ordering, Receiving, And Storage

Proper ordering in each Unit is very simple. With the company philosophy being “to never run out”, ordering procedures become nothing more than maintaining a consistent inventory or par level. If a Unit is disciplined in maintaining a consistent inventory for all items, food costs should be low and consistent. All you are ordering over time is what you are using between deliveries as long as inventory levels remain consistent. To become proficient at ordering JDD, it helps to do 3-4 consecutive orders so you know your order history.

JDD orders are transmitted over the internet via the OMSi website to JDD.

#### 4.11.2 JDD/C Payment Procedure

(Terms of Sale Agreement) - If you establish an account with us to purchase the product, you will be asked to execute a terms of sale agreement that will outline all payment terms. The terms of this agreement may change from time to time.

#### 4.11.3 “AR Online” Invoice Review / Payment Tool

AR Online is a website where AR customers can view invoices, make and apply payments, and apply credits at any time, day or night. AR invoices include Jason's Deli, JDD, and DMI business segments. You are required to pay accounts receivable balances for JDD food invoices and other miscellaneous purchases via Deli Management's online payment. Below and on the following pages are site instructions for your use:

##### Where is AR Online Located?

- As a link: [www.jasonsdeli.com](http://www.jasonsdeli.com) “AR Online” link under “COMPANY & CAREERS”
- As a direct address: [AR Online \(Fidesic\)](#)

#### 4.11.4 Ordering From Approved Suppliers

You must order all your supplies from the list of approved suppliers. We have selected the approved suppliers based on several factors, including product quality and availability. Please let us know if you ever experience any



problems with approved suppliers. If the approved suppliers cannot deliver in your area, you must contact us for alternative suppliers.

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#### **4.11.5 Changing Approved Suppliers**

We have the right to change approved suppliers. We will notify you in writing if this occurs.

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#### **4.11.6 Product Receiving Procedures**

Since each location is configured somewhat differently with regard to the space available behind the front line, the actual receiving schedule and procedures you will develop may vary. The important issues to consider will be covered in this section. The critical objective for receiving deliveries is to develop and maintain an efficient pattern for the particular needs of your store. This involves scheduling delivery times according to the specific needs of each product and the flow of your business. You should never be waiting on a delivery to “restock” stock items in use that day.

There will be times when we need to auto-ship for reasons of corporate compliance, the introduction of a new product, or product updates. When we auto-ship, you must accept the shipment.

##### **Maintain a Delivery Routine**

You should develop a weekly delivery routine and post it in the store. Although there will certainly be exceptions to the schedule, by establishing a routine, there is less chance of depleting your stock due to negligence. Depending on our route schedule, you may need to set up a key drop or access, depending on the time the driver is in your area. Many stores arrange for after-hours delivery, providing the driver a key or door code so the driver can unload the product and check it off an invoice.

##### **Refusing Deliveries**

Do not accept deliveries during the peak business hours, especially after lunchtime, from 1:00 p.m. to 3:00 p.m. Inform all vendors in advance of such time periods so that they can schedule their routes accordingly. If a delivery arrives during an unacceptable period, refuse the delivery until a later time, unless you desperately need the order and the delivery cannot be scheduled later in the day.

##### **Check-In Procedure**

You should not accept any order without completing the proper check-in procedures. Once you sign the delivery or packaging slip, you have agreed that all merchandise has been received as listed. If you refuse any product for any reason, note the return on the slip before signing and adjust the price. Do not rely on the accuracy of the delivery ticket or the delivery person. Always check each item individually, for price, condition, and compliance with the order form.

##### **Accepting Deliveries**

Only a manager or a specifically designated employee should accept orders. Strict controls are necessary for handling merchandise. An employee who is unfamiliar with the proper procedures is unable to thoroughly check in the order and protect the interests of your store.

##### **Check Order with Invoice**

Always compare the original order sheet with the invoice accompanying the delivered items. This comparison enables you to reject unneeded items that may have been added by the vendor, and to discover any missing products not invoiced but ordered, backorders, quantity differences, and pricing discrepancies.

##### **Delivery Inspections**

- Each time an order is received, it should be thoroughly inspected for both the quantity and quality of the merchandise.
- It is the ultimate responsibility of the store manager to ensure that the shipment exactly matches both the requisition (order) and the invoice (billing slip).
- Merchandise that does not meet our standards should be refused.

### **Check Quality**

Check the freshness and quality of baked goods and other grocery items thoroughly. Do not rely on eye inspection alone.

### **Open Cases**

Open cases to check that the case is full. Understand that a case bulk product may have settled during shipping. Most bulk items are sold by weight, not by volume. Also, check for breakage or spoilage.

### **Separated Cases**

Count or weigh loose or separate cases. Unsealed cases could mean missing or damaged merchandise, which, if not deducted, will negatively affect food and paper costs.

### **Damaged or Spoiled Items**

Inspect cases that are torn, dented, or destroyed to see if the enclosed product is acceptable. When the manager arrives in the morning, he or she should check the order that the driver has delivered during the night; if there are any discrepancies, fill out the JDD/C Product Report and provide the necessary pictures. We will investigate and figure out a solution. If the delivery is during operating hours, then the manager will check the order, compare it to the invoice, and make sure everything was delivered.

### **Check Unit Pricing**

Make sure that the prices on the invoice agree with the price quotes received or contracted. Differences will occur with produce and other seasonal commodities. When prices increase, you may have to substitute with an approved item. You should be informed, either verbally or in writing, of all other price changes.

### **Sign, Pay, and Retain a Copy**

Once you or the designated employee have checked and examined the products and accepted the order, sign the invoice, delivery ticket, or pay for the C.O.D. Keep a copy of the signed document(s).

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## **4.11.7 Storing Procedures**

Proper storage is essential for the successful operation of your location. Improper storage results from a lack of commitment by management to taking the time to do things right. This attitude will always flow down to the employees. Proper storage is an ongoing task that requires each employee to do their part in keeping everything in its proper place. The safety of each employee and our customers is ultimately at stake if proper storage is not a priority of the management.

### **Guidelines for Storage**

- Store related merchandise together to help employees become familiar with the location of products.
- To simplify tallying the inventory, store each vendor's merchandise in organized designated areas, and label shelves, including walk-in refrigerator shelves, to help keep the stock in the same location consistent.
- Store cleaning supplies away from food products and prep areas. A shelf above the mop sink is an ideal area for these products.
- Store all merchandise at least six inches off the floor, including shelving units in walk-in refrigerators. This practice permits easy access when cleaning floors nightly.
- When stacking items on shelving units, pack the heavier merchandise on lower shelves to prevent the unit from toppling over, and make it easier to remove heavier items from the shelves.
- Position frequently used items for quick, easy access.

### **Storage System**

Our storage system relies on the FIFO method of inventory control, or **FIRST IN, FIRST OUT**.

Ideally, all incoming orders should be placed into designated areas as soon as they have been checked in. If two or more orders arrive at the same time, put away extremely perishable products first. Place frozen items in the

freezer immediately to avoid defrosting. Once a previously frozen item begins to thaw, you cannot refreeze it. Refrigerate all dairy products to reduce bacteria growth and product spoilage. If refrigeration space is limited, you can place semi-perishable items, such as dry food products, in cool dry areas away from heaters and heat-producing equipment. If walk-in space is available, some items may be stored there. Store dry goods such as paper products, cleaning supplies, and canned and bottled food items last.

For safety purposes, keep all hallways and walking areas clear. Even if you do not have time to organize newly arrived merchandise, you must clear all walking and working areas. To reduce the risk of theft, never leave products outside the store premises (back hallways, sidewalks, etc.).

### **Organizing Supplies and Inventory**

Depending on your location, the storage area may be within your Unit or in a remote storage area. The cleanliness and organization of this area must be maintained to minimize the time in searching for products, placing and receiving orders, and conducting inventories. A very important aspect of proper cleaning is systematic storage. You should understand the system for storage and be held accountable to ensure it is followed. Supplies placed on top of coolers and other equipment, or stored “just anywhere” make routine cleaning difficult and time-consuming. Avoid accumulating unnecessary items. You should have shelves arranged to provide adequate space for cleaning purposes. You will save a great deal of time and effort by keeping shelf space neat and orderly.

### **Storage Racks**

Storage racks should be in good condition, clean and orderly. All supplies should be dated when they arrive. Open containers should be kept separated. A second container should never be opened until the first is used. Heavier items should be located on lower shelves as a safety precaution. Cartons or carton lids should not block the aisle.

Pay special attention to the following:

- Store similar paper products, such as cases of cups, in the same area. Next to them, store their respective lids.
- Store food products in an organized manner. Shelving should be labeled to improve organization and increase awareness.

Maintain the cleanliness of the storage area by eliminating debris and any spilled food products that may draw rodents or insects.

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## **4.11.8 Labeling And Rotating Inventory**

### **Inventory Rotation**

Proper rotation and organization of merchandise serve many purposes; however, it is an area that is easy to let slip. Generally, it is not immediately identifiable that your inventory items are different due to the date they were purchased. However, looks can be deceiving! Do not rely on your eye to determine how and when to rotate the product. Follow our storage standard procedure of “FIRST IN, FIRST OUT”, which is the FIFO method of inventory and storage.

Using this method will:

- Reduce spoilage of perishable items
- Decrease the time spent taking inventory
- Create easy accessibility of products for all staff members
- Assure more accurate ordering, resulting in less over-ordering and less chance of shortages
- Reduce the risk of possible nesting of various rodents and insects.

### **Dating Deliveries**

It is mandatory that your team label all perishable and semi-perishable products with the date of receipt on the side of the case, facing forward on the shelf. If a particular case is not labeled with the name of the product, label

the box accordingly. This practice will help you when taking inventory, and help all staff members who are not familiar with stock numbers to locate items easily. When any new item is delivered, place it underneath or behind any existing cases, whether it is dated merchandise or not. This practice will ensure that the older merchandise is used first since most employees reach for the most easily accessible items.

#### **4.11.9 Spoilage**

##### **Major Causes of Spoilage**

Spoilage is a primary result of improper storage and must be avoided. If it is not avoided, your food cost will be high, and the spoilage could potentially cause a customer or employee to become ill from exposure.

Be aware of the following causes of spoilage:

- Improper food storage temperatures - This calls for constant monitoring of cooler and freezer temperatures.
- Excessive storage periods - This can be overcome by matching the delivery of goods with accurate demand estimations.
- Lack of proper sanitation - This may be overcome by keeping the entire store (including cooling units) sparkling clean, especially for food exposed to bacteria and vermin.
- Excessive delays between receiving and storage of goods - stocking goods immediately upon delivery can prevent this.

##### **Preventing Spoilage**

You must have complete knowledge of how each perishable product should be stored, date labeled, and rotated concerning temperature, humidity, and placement. This information must be passed on to employees and reinforced throughout their employment. Every employee should be on the constant lookout for the signs of spoilage and take steps immediately to rectify them.

##### **Monitoring Usage**

Recognizing the tremendous contribution of inventory to total operations cost, you have an overriding responsibility to minimize spoilage, waste, and theft of inventories.

It is also critical that you monitor portions and preparations of food products.

- A principal skill in making purchases is timing. Synchronizing the usage of goods with ordering lead times will reduce spoilage and waste.
- You must monitor product rotation, waste, storage, preparations, and serve portions to ensure that established standards are being maintained.
- It is critical that you guard against pilferage and theft. Unless careful monitoring of usage is ongoing, a manager can't determine if food and supplies are being stolen.

#### **4.11.10 Purchasing Approved Products (PHO / MSG / Dye-free, etc.)**

We maintain a list of designated and approved suppliers, and you may obtain a copy of this list. Our specifications for supplier approval include warranty, reliability, appearance, and delivery. All specifications will be given to you upon your request. Changes to the specifications or of the designated and approved suppliers are contained in DMI's Quality Management Platform and are revised from time to time.

A variety of inventory items, currently including products such as soup, bread, produce, certain meat items, salad dressings, some sauces, seasonings and spices, soft drinks, cheese and coffees, and teas, are only available from designated suppliers. Designated suppliers are the only suppliers approved for these products. A list of these designated suppliers and the inventory items that you must purchase from the designated suppliers are included in the list of suppliers mentioned previously. We supply all these products through our distribution center. Typically,

Jason's Deli Operations Documents – Exhibit" N"

FTC 053

products like bread, meats, and soups are made according to our specific recipes and specifications and will only be commercially obtained through us as they are only made for use in our stores.

## **4.12 Franchise Fees And Reporting Requirements**

### **4.12.1 Royalty Payment**

Generally, per section 3b of your Franchise Agreement, Franchise royalties, also known as an operating fee, are payable monthly equal to 4% of gross sales less than an allowable discount, or up to \$2000, whichever is greater. Refer to your own Franchise Agreement for your own provision. Payment shall be by mail and shall be postmarked on or before the 15<sup>th</sup> day following the last day of the month for which gross sales are due. Payments received after the 20<sup>th</sup> day of the same month shall be considered overdue. The Franchisee must execute and submit a monthly report on the prescribed form of its gross sales from the reported month's operations and a monthly profit and loss statement in a form prescribed by Deli Management. The monthly report, also known as the royalty report, is attached.

### **4.12.2 Required Reports**

In addition to your monthly reports, you must keep books of account in accordance with generally accepted accounting practices which accurately show the gross sales of the Deli, and shall deliver to us within 90 days after the end of each fiscal year, a profit and loss statement for the Deli, covering operations during such fiscal year, a balance sheet taken as of the close of such fiscal year, and such other operating forms that are prescribed by us. You must permit certified public accountants or other representatives of Deli Management, to audit the books of account at any reasonable time. See Section Exhibit B Section 9 of your FDD.

## **4.13 Loss Prevention Techniques**

The financial compliance audit program currently used by us in our corporate locations may help develop your policies.

To Find Out More About The Financial Audit click on the link [Financial Audit](#).

### **4.13.1 Cash**

#### **Cash Handling Tips**

Know the DSR deposit procedures for your Deli. Most of our locations should have one deposit for the AM shift and one for the PM shift. Exceptions would be Delis like our downtown stores.

Know the change order procedures for your Deli. All managers who are on duty should know the days on which change order deposits will be exchanged with the courier service. The amount should be varied each time so that the exact same dollar amount is not requested. This helps for tracking purposes.

Consider getting a bank bag (if not already doing so) to keep the change order deposits separate from the DSR deposits. This can help keep the plastic bags from getting stuck on something somewhere in the safe.

To Find Out More About Cash & DSR Procedures click on the link [Cash & DSR](#).

#### **POS Register Drawers**

Your new cashiers may need to have passed

To Find Out More About the Orders Position click on the link [Orders Certification](#).

### **4.13.2 Inventory**

It is recommended that a full inventory be completed by each store at each calendar month-end. Corporate stores also complete a weekly cycle count made up of a key item count in order to report food costs on a weekly basis.

To Find Out More About Inventory Procedures on the link [Inventory](#).

Inventory procedures:

- Count sheets are accessed.
- The General Manager will be present for all full inventory counts.
- All inventory counts must be done *after* the close of business.
- Company security procedures must be adhered to at all times. Ensure that all exterior doors are locked during the count, and no one will leave the deli alone.
- Ensure your deli has a functional, portable 40 lb. or larger scale, and bus cart to conduct inventory.
- Sequencing your count sheets prior to full inventory to match your item placement will create efficiency.
- Count each location from the beginning of the count sheet to the end.  
*Avoid counting products as you come to it, and then looking for it on the count sheet. Working your way through each count sheet top to bottom has been the fastest and most accurate method in the test.*
- Utilize stickers to tag items as you count them, this will ensure that all items are counted.
- Tare out all pan weights.
- Two-man teams, with one person recording all items, and one person counting/weighing all items.  
*To minimize errors, the person who records the inventory items will enter the inventory into Menu linkMenulink.*
- Inventory count sheets will be entered into Menulink immediately following the count.  
*The full inventory count sheet should be signed by the MP or L8 and retained in a folder in the office filing cabinet. 12 full months of full inventory count sheets should be kept in the folder at all times.*
- DO count all “Purchases” in the store, including JDD/JDC deliveries dated on or before the count date.  
*This includes the line, SB (if applicable), display cases or coolers, liquor if applicable, and bread from non-JDD vendors.*
- DO NOT count produce items. Enter your last produce invoice total.
- DO NOT count items such as any G&G, old cookies, etc. that will be discarded at the close of business.
- DO NOT count promotional items (ice milk, ice cream cones, or mints).
- “Liquor and Soda Cost Factor” are items available on the count worksheet and inventory list for delis to enter the total dollar value of liquor or soda not purchased from JDD.  
*Enter the dollar value on hand as a quantity, exactly as it is done for produce invoices.*
- When you are ready for inventory count entry into Menulink, be sure to select “Full Inventory”, and select the deli period months and dates using the chart located on pg. 1.
- Deli organization is critical for both the accuracy and efficiency of the count.  
*Don't wait until the day of inventory to organize.*
- Minimize the number of locations in the deli where you store the same product.
- Instruct your PM employees to minimize restocking on the night of inventory.  
*Line count will be much faster with less product on hand. Adjust your schedule the following morning for restocking.*
- Spend time prior to inventory reviewing the count sheets.  
*Be familiar with item descriptions and counts (lb, qt, bag, etc.) to improve accuracy and efficiency.*

### 4.13.3 Credit Card Fraud Protection; On-line Ordering

#### **What helps prevent online credit card fraud?**

We should always make sure that the credit card is present at the time of delivery. Second, ensure that the credit card and driver's license match. Third, have the customer sign the ticket before you ask to see the credit card/driver's license. This will allow you to make sure the signature on the driver's license/back of the card matches the signed signature.

#### **How often does this occur?**

We have a reported estimate of .2% in the entire company. Although this is relatively low, this happens at some stores more frequently than others.

#### **Why are we educating you about this?**

We as a company want to provide our customers ONLY THE BEST "Out of this World Hospitality." Protecting our customers' credit card information is vital! There have been many practices by other companies who do not offer or promote the same protection we can! Keeping our customer credit card information confidential and hidden from public view is HUGE!

#### **What are some basic red flags on an online order?**

All the following are things to watch for:

- Is the email address from a free service? An example of free email addresses is Yahoo, MSN, Hotmail, GMAIL, AOL, or even a fake address.
  - You can notice trends in emails between orders.
  - Some examples of past fraud email addresses used: FierceltOut@msn.com, hotspot\_hill@yahoo.com, fourscoreand7@gmail.com, grilled87@gmail.com, luvinlife4ever4237@msn.com, luvinlife8759@aol.com, jaynebryan1@yahoo.com, thefittest1@gmail.com.
- Check to see if the customer name matches the credit card name and information located at the bottom of the ticket.
  - In some cases, the customers may select to provide alternate contact information.
  - However, you can always look at a customer's account on the RRT agent (please refer to the repositories in the Jason's Deli portal under documents, training, and online ordering manuals) which shows you whose account placed the order.
  - If the credit card information (i.e., address) is not in a state where we have a local Jason's Deli (refer to in-store menus) it should result in a BIG RED FLAG.
- Is the order for pick-up or delivery?
- What type of food are they ordering (meals, soups, entrees, desserts, and drinks for possibly long periods of time)?
- Is it consistent?
- Does it look like a normal order?
  - IF NOT, call the contact number.
  - DOES THE PHONE NUMBER WORK?
- What time is the order scheduled for pick-up/delivery?
- Is it a lot of food for a weird time?
- Is the delivery address REAL?
- Does it seem like a lot of food for a bad area?

Example of a fraudulent order placed (note the highlighted text as red flags)

**\*Note this order was never made and was detected early by great MANAGEMENT! They contacted the credit card holder and notified the customer to contact their credit card.**

Your first impressions and judgments are vital in discovering fraudulent orders online and in-store!

If you have any questions, please don't hesitate to contact us: Online Ordering Support

IT- Department - 409-951-5656

[helpdesk@jasonsdeli.com](mailto:helpdesk@jasonsdeli.com)

[Websupport@jasonsdeli.com](mailto:Websupport@jasonsdeli.com)

## 4.14 Food Safety Procedures And Requirements

Your customers place their trust in you each time they come to your Jason's Deli. You must maintain their trust by providing a safe product that has been handled under sanitary conditions. It is equally important that you respect their trust by supplying clean utensils, containers, etc. Everyone is responsible for doing what is required. If you are not required by your municipality, you must teach each employee our food safety certification program and recertify them each year.

To Find Out More About Food Safety Procedures and processes click on this link [Food Safety](#).

Location:	Dallas, TX: Stemmons	5586416	
Scheduled:	7/25/2007 3:30 PM - 3:45 PM		Notice this is a weird time to order such a large amount.
For:	PICKUP from Dallas, TX: Stemmons		
Contact:	John Poindexter, 972-413-5769, <a href="mailto:jhfitest1@gmail.com">jhfitest1@gmail.com</a>		Notice the name seems to be made up and the email is from free company.
Qty	Item	Each	Amount
2	Bowl of Broccoli Cheese Soup	3.29	6.58
2	Bowl of Fire Roasted Tortilla (wed, sat)	3.29	6.58
2	Bowl of Southwest Chicken Chili OPT: Add Cheddar Cheese; No Red Onions	4.29	8.58
1	Chicken Caesar Salad	6.59	6.59
2	Marinated Chicken Breast Salad HOLD: Guacamole OPT: Leo's Italian	6.59	13.18
1	The Big Chef Salad OPT: Leo's Italian	6.59	6.59
1	The Big Chef Salad OPT: Bleu Cheese	6.59	6.59
1	Bird to the Wise OPT: Spicy Brown Mustard; American Potato Salad	6.78	6.78
1	BLT OPT: Fresh Fruit; American Cheese	7.47	7.47
2	Club Royale HOLD: Honey mustard dressing OPT: Italian Pasta Salad	6.78	13.56
2	Ranchero Wrap HOLD: Jalapenos OPT: Fresh Fruit	7.28	14.56
1	Pastrami Melt HOLD: Russian dressing OPT: White French; Tuna Penne Pasta Salad	7.08	7.08
1	MeataBallia Po'boy OPT: White French; Italian Pasta Salad	6.78	6.78
	SUBTOTAL	\$	233.51
	TAX:	\$	19.26
	TIP	\$	
	TOTAL	\$	252.77
	Awarded Points		234
	Payments	Amt	Balance
	Visa (****6819)	252.77	0.00
			0.00
Event:	Monthly planning meeting dinner		Notice this says monthly planning dinner, but the email address above is not a company email address.
Cost Center:	Admin		
	This order is locked and may not be changed		



As our industry changes, so do the rules. In this section, you will learn how to keep your Deli safe when dealing with food and how to keep it clean. The standards and tools are provided for you and your staff. It is currently our goal as a company to maintain all health inspections and Steritech audits to a score of 90% or better or low risk. It is mandatory that all delis utilize these tools.

### **Important Points**

- Safe Food Handler Information and Major Food Allergens Poster - It is mandatory that all stores post this document on their HR board. They will take out all the guesswork for managers and employees.
- Steritech provides all stores with food safety assessments two times a year. This is a mandatory service.
- Food Safety Clipboard - It is mandatory that all stores post their third-party food safety (Steritech) audits and health inspections on this clipboard and keep it hanging in or near the office.
- The Steritech Self-Assessment - this lists all critical items that are scored on a Steritech audit. This is a great way to prepare your team on all food safety standards for your Deli.
- The Steritech Benchmark Form with Whys and Codes - gives a detailed explanation for each line item.
- Product Cooling Log - This must be completed for each recipe we cook/make in-house.
- Time and Temp Logs - This must be completed three times a day (every four hours); Open, Mid, and Close.
- Daily Cleaning Procedures - The daily cleaning procedure is an important procedure that shouldn't be overlooked - cleaning food production areas with warm water and soap, and then sanitizing them.
- Food Safety training has been incorporated into the new hire orientation and all new hires will be required to complete their Food Safety certification within 30 days of their hire date.
- Please keep in mind that your Health Department may require an ANSI-accredited Food Handler training certificate. Check with your team members whose ANSI certificates have expired or will expire soon. They will need to complete an ANSI-accredited food handler training program. StateFoodSafety.com is our preferred partner in obtaining this training and certificate.
- Food Manager Certification Program - StateFoodSafety.com is our provider of Manager Food Safety Training & Certification. This manager-level food safety training course will prepare you to take the nationally approved StateFoodSafety Food Protection Manager Certification Exam an ANSI-accredited Food Safety Manager training program.

## **4.15 Required Cleaning and Maintenance**

### **4.15.1 Daily Cleaning And Maintenance**

Some light cleaning should be expected from every employee in the store. Most often, this would be in the form of cleaning off tabletops, picking up stray trash, and tidying up the drink station. Much of your employees' cleaning duties are outlined in the position POPs.

**To Find Out More About Cleaning & Maintenance Procedures & Processes click on the link [Cleaning Maintenance](#).**

### **Routine Cleaning**

If traffic is slow, you should have your staff performing routine cleaning. This cleaning should not necessarily be scheduled; rather, it should be taking place all day.

Routine cleaning includes:

#### **Tables and Chairs**

Wipe the rim, as well as the tops of the tables. The arms and backs of chairs need to be wiped down well--they tend to get sticky. These can be cleaned with a towel and sanitizer. Make sure not to leave streaks.

#### **Silverware**

These need to be checked often and throughout the day. Replenish as much as is reasonable. Always plan ahead so that you don't run out in the middle of a busy time.

#### **Restrooms**

The bathrooms should be checked every 15 mins HOURLY for cleanliness. Don't forget to check toilet paper, paper towels, and soap supply.

#### **Trashcans**

The trash cans should be removed and washed thoroughly in the utility area. Do this every week. Keep an eye on the level of trash. Don't forget to pull all liners at the end of the night and replace them with fresh ones for the next day. If the trash cans are dirty inside, wash them before placing a clean trash can liner inside.

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## **4.15.2 Quarterly Cleaning And Preventative Maintenance**

By following a quarterly maintenance schedule, you can prevent many issues that can cripple your business. In our corporate locations, we hire outside companies that specialize in maintaining restaurant equipment. We encourage you to hire a third party to complete your quarterly cleaning and maintenance.

To Find Out More About Preventive Maintenance click on the link [Preventive Maintenance](#).

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### **First Quarter PM - January**

1. Minor Service A/C and Refer
  - Blow out AC drain lines
  - Check and record temperature on all units including back-up boxes and line refer
  - Check all hinges and gaskets for wear
  - Clean out all drain pans of debris and slime
  - Check amperage on all units
  - Check and adjust belts as needed
  - Clean coils as needed
  - Blow out drain lines and salad bar top
  - Replace all filters on HVAC units
2. Ice Machine- Semi-Annual
  - Clean and sanitize the entire machine - head and bin
  - Check cycle timers (duration from freeze to harvest)
  - Perform control board system check
  - Clean condenser coils
3. Water Heater
  - Clean burners
  - Drain the tank of any sediment
  - Check the vent damper
  - Check the area for potential fire hazard
  - Check the gas pressure to ensure flow is sufficient
4. Ice Cream Machine

- Chemically clean the condenser coils
- Clean out the drain pan
- Change out the filter on the Taylor ice cream machine
- Wipe down the inside cavity of the machine
- Check belts for wear
- Check o rings for wear

### Second Quarter PM - April

#### 1. Major RTU- 1 per year

- Chemically clean evaporator and condenser coils
- Flush out the evaporator pan, p trap, and drain lines
- Replace belts
- Check the contactor for burnt wires pitted contacts, and carbon build-up.
- Check electrical connections, and compressor terminal connections
- Lubricate fan motors, check bearings
- Verify and record supply and voltage
- Check amp draw of fan motors and compressors
- Check suction and discharge pressures
- Check T-stats for proper set points and programming
- Treat the evaporator pan with algae tabs
- Replace belts on exhaust hood motors, clean housing screens, and oil motors
- Replace all filters on HVAC units

#### 2. Minor Service Refer

- Check and record temperature on all units including back-up boxes and line refer
- Check all hinges and gaskets for wear
- Clean out all refrigeration drain pans of debris
- Blow out drain lines including the salad bar top
- Check amperage on all units
- Clean coils as needed
- Change all filters

### Third Quarter PM - July

#### 1. Major Refrigeration Service- 1 per year

- Chemically clean evaporator and condenser coils
- Flush drain pan lines
- Chemically clean walk-in cooler evaporator coils
- Check all hinges and gaskets for wear
- Check all defrost timers for proper operation
- Check amp draw of fan motors, compressors, and heaters
- Check and record temperature on all units including back-up boxes and line refer
- Check pressures
- Check operations of pressure controls
- Replace all filters on HVAC units

#### 2. Minor Service A/C

- Blow out AC drain lines
- Clean out all drain pans of debris and slime
- Check amperage on all units
- Check and adjust belts as needed
- Clean coils as needed
- Change filters on the roof

#### 3. Ice Machine- Semi-Annual

- Clean and sanitize the entire machine head and bin
- Check cycle timers (duration from freeze to harvest)
- Perform control board system check
- Clean condenser coils

#### Fourth Quarter PM - October

##### 1. Major Heating Service

###### Gas

- Verify gas pressure
- Check the operation of the gas valve, burners, safety control
- Check the heat exchanger for cracks
- Check the gas supply line and unit for gas leaks
- Check sequencers, heating elements, electrical connections
- Check T-stat set points and programming
- Check the operation of the heat mode
- Check for the presence of combustion gasses inside the deli
- Check the belt
- Clean coils as needed
- Replace all filters on HVAC units
- Blow-out drain lines

###### Electric Heat

- Check electrical connections
- Check contactor
- Pull and check heat strips- ensure the heat strips are dust-free
- Check the high-limit switch
- Check the belt
- Check the evaporator coil for cleanliness
- Clean coils as needed
- Change filters on the roof
- Blow out drain lines

##### 2. Minor Service Refer

- Check and record temperature on all units including back-up boxes and line refer
- Check all hinges and gaskets for wear
- Clean out all refrigeration drain pans of debris
- Blow out drain lines including the salad bar top
- Check amperage on all units
- Clean coils as needed
- Change all filters

## 4.16 Safety Procedures

### 4.16.1 Preventing Accidents And Injuries

You should take all reasonable precautions to operate your business safely for the benefit of your customers and employees. However, it is possible that a customer or employee may become injured at your location. **It is your responsibility to develop policies and procedures to ensure the safety of your employees and customers on your premises.**

It is our expectation that you strive for the highest possible level of safety in all activities and operations and that you carry out a commitment of compliance with all health and safety laws applicable to your business by enlisting the help of all employees to ensure that public and work areas are free of hazardous conditions.

Make every effort to provide working conditions that are as healthy and safe as possible. You and your employees should be equally conscientious about workplace safety, including proper work methods, reporting potential work hazards, and abating known hazards.

## 4.17 Crisis Management Policy

### 4.17.1 Handling Crises: The Big Picture

Your relationship with customers is the key to your success. When a crisis occurs, this relationship is put under the spotlight -- and what's at stake is the trust that customers place in you.

***YOUR FIRST POINT OF CORPORATE CONTACT FOR ANY CRISIS WILL BE YOUR BUSINESS COACH.***

To Find Out More About Crisis Management click on the link [Crisis Management Manual](#).

#### **Voluntary Shutdown: Decision Made By Franchise Owner**

Some circumstances require Jason's Deli store(s) to voluntarily close operations temporarily:

- Water is shut off for an extended period of time
- Local weather disaster evacuation
- There is no hot water for an extended period of time. Dishes and hands must be washed with hot water (over 120 degrees). Water can be heated using the stove and/or microwaves and ovens to over 120 degrees and stored in a 3-compartment sink (wash, rinse, sanitize) for dishes, and in dispensers for hand sinks for short-term water heater outages. Disposable dishes may also be used.
- Large foodborne illness outbreak
- The health department recommends that you shut down deli operations

It is your responsibility to advise your Business Coach of any situation resulting in the closure of your Deli.

### 4.17.2 Reporting Incidents That Could Impact The Brand

In the event of a serious crisis, such as foodborne illness or PCI incidents, you must report the incident to your Business Coach as soon as possible. We may decide to have a public relations specialist assist you with damage control. It is important for you to understand that a serious crisis at your Unit could have a substantial negative impact on the entire Franchise system.

For any accident or injury involving a customer, you should establish policies that include notice to your general liability insurance carrier.

For any accident or injury involving an employee, you should see the next section dealing with workers' compensation issues. n employee, you should see the next section dealing with workers' compensation issues.

### 4.17.3 Workers' Compensation Guidance

You should train your employees to report workplace accidents and injuries to you as soon as possible. You may lose workers' compensation protection if you do not take appropriate action on time. If the injury results in lost time from work, you generally have 10 days after obtaining knowledge of a lost-time claim to report it to your workers' compensation insurance company. This reporting usually involves submission of the First Report of Injury form required by your state. Submitting the First Report of Injury form is not an admission of liability on your part. You are usually required to give the injured employee a copy of the completed First Report of Injury form. You may

also be required by state law to provide the injured employee with other forms and notices. You should consult a qualified expert to develop policies and procedures relative to your employees.

#### 4.17.4 Fire Safety

A fire can race through a business structure in a matter of minutes, giving you little time to escape. Your local fire department will probably conduct annual inspections of your facility and make recommendations, as well as impose requirements for you to follow. These inspections will include verification of the number and placement of fire extinguishers and open access to fire exits. You must comply with all fire department requirements and recommendations.

If you have 10 or more employees, the OSHA standard requires you to have a written fire prevention plan.

A fire prevention plan must be:

- In writing
- Kept in the workplace
- Available for employees to review

If you have less than 10 employees, the fire prevention plan does not need to be in writing and can be verbally communicated to your employees.

The following minimum elements must be included in a fire prevention plan:

- List of all major fire hazards
- Proper handling and storage procedures for hazardous materials
- Potential ignition sources and their control
- Type of fire protection equipment necessary to control each major hazard
- Procedures to control accumulations of flammable and combustible waste materials
- Procedures for regular maintenance of safeguards installed on heat-producing equipment to prevent the accidental ignition of combustible materials
- Name or job title of employees responsible for maintaining equipment to prevent or control sources of ignition or fires
- Name or job title of employees responsible for the control of fuel source hazards.

You should assume that your employees do not have any previous fire safety training.

Here are some topics we suggest that you consider covering with your employees:

- Discovering a fire -- employees should be made aware of the method of raising an alarm after discovering a fire. This should include the location of manual fire alarm activation points and their method of operation.
- Hearing the fire alarm -- employees should be made aware of the evacuation procedures in their workplace, including all escape routes and exits, and including proper operation of any fire doors.
- Assembly points -- employees should be shown their “Fire Assembly Point” and made aware of the need to ensure they have been accounted for.
- Calling the fire department - employees should be made aware of the method of calling the fire department (usually by dialing 911) and the location of telephones.
- Use of fire extinguishers - employees should be trained in the proper use of fire extinguishers, including the location of all fire extinguishers on site.

Please consult with a qualified expert to develop policies tailored to your business.

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#### **4.17.5      Robbery / Burglary**

Businesses can reduce their vulnerability to crime in many ways. Measures like locks, alarms, and good lighting make any establishment a less attractive target for criminals. A major ally is your local law enforcement agency -- its officers can conduct a free security survey and give advice on alarm systems and other devices.

If your location is burglarized while you are away, contact the police immediately and follow their instructions. You should also contact your insurance company and any customers that might be affected by a business closure.

Beyond the suggestions outlined above, we strongly recommend that you have a policy in place for all your employees to follow if a robbery takes place during business hours.

Some general considerations might be:

- Stay as calm as possible -- try not to panic or show any sign of anger or confusion.
- Consider your well-being and that of your employees and customers as the highest priority - do not escalate the incident into a violent confrontation in which someone may be injured or killed. Do not try to be a hero. Cash can be replaced, human lives cannot.
- Quickly and calmly obey any commands given by the robber.
- Do not try to dissuade a robber.
- Do not try to follow or run after a robber.
- Make a conscious effort to get an accurate description of the robber(s), including age, race, complexion, body build, height, weight, type, and color of clothing.
- After the robber leaves, call the police immediately.

Please consult with qualified experts to develop a policy for these instances.

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#### **4.17.6      Unruly Customers**

Unruly customers should be a rare occurrence.

If you are faced with an unruly customer, you might consider the following:

- Try to remain calm.
- Remember that the customer is probably not upset with you personally.
- Maintain a reasonable demeanor and a relatively quiet tone.
- Consider taking loud or verbally abusive customers into an office or otherwise out of earshot of other customers or employees.
- Listen to their grievances and try to understand the problem.
- Attempt to correct the problem
- If they refuse to reason and calm down, ask them to leave up to two times.
- If they do not leave, inform them that you will call the police.
- Call the police.

If nothing you do seems to work or if the customer is obviously under the influence of drugs or alcohol, you should contact the police. Never compromise the safety of your customers and/or employees. Please consult with a

qualified expert to develop a policy for those instances.

#### 4.17.7 MSDS

A Material Safety Data Sheet (MSDS) is designed to provide both workers and emergency personnel with the proper procedures for handling or working with a particular substance. MSDSs include information such as physical data (melting point, boiling point, flash point, etc.), toxicity, health effects, first aid, reactivity, storage, disposal, protective equipment, and spill/leak procedures. These are of particular use if a spill or other accident occurs.

It is **very** important that you follow the guidelines on all MSDS sheets

The most hazardous cleaning products are corrosive drain cleaners, oven cleaners, and toilet bowl cleaners. These products can cause skin or eye burns and potentially cause permanent eye damage. They can be identified by the signal word “Danger” on the label and the word “corrosive.” Most drain cleaners, oven cleaners, and toilet bowl cleaners fall into this category. However, there are alternative products on the market that are not as dangerous and they are worth looking for.

##### **NEVER Mix Bleach and Ammonia**

Because the giant warning on the bottle in bright red print with a skull and crossbones isn't enough, hundreds of people are wheeled into emergency rooms every year after mixing a deadly combination of ammonia and bleach- a corrosive concoction that can cause the lungs to fill with liquid.

Household bleach is 5% sodium hypochlorite. Mix it with ammonia, and mono- and di-chloramines are formed. This will cause serious symptoms such as respiratory tract irritation, tearing, and nausea. To make things worse, when you add water in an attempt to dilute the mixture, the result is hydrochloric acid and nascent oxygen, also known as chlorine gas. To help you better understand how serious this combination can be, it was the chemical weapon of choice of Nazi Germany in World War II.

As a rule of thumb, never mix any household cleaners together; **ever**. Many of them have either a bleach or ammonia base.

Keep Copies of Material Safety Data Sheets (MSDS) In A Folder

**Federal Law requires** that these forms be on file at all times at each store. If an employee is exposed to a chemical in the restaurant, send a copy of the MSDS for that chemical with the employee when going for medical attention. These forms are to be replaced and updated when necessary. Each chemical that enters the store comes with an MSDS in the packing slip.

To Find Out More About MSDS click on the link [Material Safety Data Sheets](#).

## 5 SALES PROCEDURES

### 5.1 Sales Introduction

This section of the Manual focuses on sales. Sales and marketing are the backbones of every organization, including yours. Nothing happens until the first sale is made. If you feel like you are not a salesperson, don't worry about it. You have been practicing all your life.

Part of the benefit of Jason's Deli is that the business helps sell itself through having a great reputation. However, if you rely solely on the value of the brand to sell your products, you will be missing a lot of sales. It is always a good idea to have a basic understanding of traditional sales techniques. This section of the Manual provides an overview of setting up your sales structure.

### 5.2 Reference Guide To Sales Building

The [Reference Guide to Sales Building](#) is designed to help you understand the sales opportunities that happen throughout the year in your market.

For more information, review the Sales Resources in the [Sales Resources folder](#).



## 5.3 Staffing

It is important for the growth of your business to have a dedicated person actively selling your business and executing the tactics in the Reference Guide to Sales Building.

## 5.4 Sales Training

The sales building modules prepare your team to cultivate relationships and build sales in the community. The Sales Department is available to assist with setting a strategic sales plan for your market and assist with questions you may have regarding off-premises sales.

For more information, review Sales Building Modules & Projects in the [Sales Resources folder](#).

# 6 MARKETING

## 6.1 Promoting Our Business In Your Area

### 6.1.1 Your General Obligations

From time to time, we may direct you to pay all or any part of the advertising fee (not to exceed 2% of gross sales plus ½ of 1% for administrative fees) to one or more advertising funds, co-ops, non-profit associations, if enacted, or other entities we designate. We may otherwise place conditions upon the use or payment of such fees or (as is currently the case) we may permit you to retain the payments and place conditions on the use of advertising fee payments. Currently, any costs that you incur as a result of redeeming Deli Dollars, which are described in detail in Item 11, you may deduct from the 2% advertising payment requirements.

Any remaining funds must be utilized on local marketing/advertising efforts as approved by us with regards to the content. A system-wide advertising fund, if established, will be governed solely by us. Regional cooperative advertising funds, when existing, will be governed on a voting basis consisting of one vote for each Deli in the cooperative. All payments must be directed to us or to an entity designated by us.

**Please remember that any and all advertising materials not generated by us are REQUIRED to be APPROVED in writing PRIOR to using.**

### 6.1.2 Guidelines For Using Marks

The term “Marks” used in this Manual refers to certain service marks, trademarks, trade names, trade dress, logos, slogans, and commercial symbols used to identify Jason’s Deli locations or used to identify any particular items and services offered by Jason’s Deli locations.

The Franchise Agreement grants you the right to use our Marks in connection with the operation of the Franchised Business. You are required to operate your Unit under the trade name of “Jason’s Deli.”

You must use our Marks in the manner that we authorize, and only in the manner that we authorize. You must follow our rules regarding the use of the Marks. Any time you use any Mark, you must give notice of the Mark’s registration or claims by use of the appropriate symbol “®,” “TM” or “SM.” Our application for federal registration of the main Mark is completed, so the symbol required for use with the “Jason’s Deli” mark is “®.”

You must get our express written consent from the Marketing Department before any use of any of the Marks. Therefore, before each intended use of any material which bears any of the Marks, you must submit samples of the materials to us one week prior for our review. We will review samples of all marketing materials and other materials bearing our Marks you submit to us for approval, and we will notify you of our decision.

You may not use any Mark with any prefix, suffix, or other modifying trademarks, logos, words, terms, designs, or symbols or in any modified form. You must not use any Mark in connection with any unauthorized item or service or in any manner that we do not authorize.

At our sole discretion, in the future, we may require or permit you to use other Marks that we include as part of the System.

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### **6.1.3 Marketing Standards**

All your marketing materials must comply with the following marketing standards as well as the standards outlined in our [Jason's Deli Style Guide](#), which outlines the usage of logos, fonts, colors, and more.

- Your materials must be legal, decent, honest, and truthful.
- Your materials must identify you as an independently owned Franchise of ours.
- Your materials must conform to the principles of fair competition, as generally accepted in business.
- Your materials must not contain statements or images that offend prevailing standards of decency.
- Your materials must not abuse the trust of consumers or exploit their lack of experience or knowledge.
- Your materials must not condone any form of discrimination, undermine human dignity, unjustifiably play on fear, condone or incite violence, or encourage unlawful or reprehensible behavior.
- Your materials must not contain any statement or image which is likely to mislead the consumer.
- Your materials must not contain or refer to any testimonial or endorsement unless it is genuine, verifiable, relevant, and based on personal experience or knowledge.
- Your materials must not portray or refer to any person unless prior permission has been obtained from the person.
- Your materials must not make unjustifiable use of the name, initials, logo, or trademarks of another firm, company, or institution.
- Your materials must not imitate the general layout, text, slogan, visual presentation, music, and sound effects, etc., or any other advertisements in a way that is likely to mislead or confuse the consumer.
- Your materials must be clearly distinguishable as marketing materials.
- Your materials must not contain any visual presentation or any description of dangerous practices or situations which show a disregard for safety or health.
- Your materials must use the Marks correctly.
- Your materials must be consistent with our image.

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### **6.1.4 Photography**

#### **Rights and Usage**

Our photographs are key ingredients of our branded marketing. They are created by professional food photographers and food stylists under the watchful eyes of research and development with art direction from the creative team.

DML owns the photographs and they are protected by copyright and trademark laws. Often local news and other media ask Delis to send them photographs to use with articles that include us or feature food trends, etc. Our photographs can't be used, distributed, copied, or shared without the written consent of Jason's Deli. Also, all

requests are strictly limited to a one-time, specific use. Why do we ask for separate requests? Our photographic archives go back decades.

We need to make sure that the image is made to current spec, available in the published markets, and appropriate for the proposed broadcast or publication.

Please contact [marketing@jasonsdeli.com](mailto:marketing@jasonsdeli.com) with photography requests.

## **6.2 Required Marketing Expenditures**

### **6.2.1 System Marketing**

We or our affiliate will implement marketing programs to promote the Franchise system, including advertising, public relations, quarterly promotions, market research, and other marketing activities. You must participate in all marketing programs in which we require your participation. All required marketing materials will be auto-shipped. Some marketing programs may be optional. The continuing marketing fees you pay help pay for the marketing programs.

### **6.2.2 Local Marketing Requirements**

In order to provide your Unit with the best chance of success, we suggest that you spend at least 2% of your gross revenues on your own local advertising, public relations, promotional, and other marketing programs for your Unit. Your marketing materials must use the Marks correctly and comply with our marketing standards and applicable law.

Your materials including ads, brochures, direct mail pieces, advertising copy, press releases, and other marketing materials must be expressly approved by us in writing before you use them. Please allow appropriate time for approval of your materials. If we request, you will immediately stop using any marketing materials or programs that we deem to be outdated, false, misleading, illegal, in violation of the Franchise Agreement, inconsistent with the marketing standards, harmful to the franchise system or the Marks, or potentially harmful to the goodwill, reputation or customer relations of us or our Franchisees or affiliates.

The Punchh loyalty software makes it effortless for customers to earn and redeem Deli Dollars in-store and online, across purchases, eCommerce, payments and referrals. For more information, review the [Punchh: Franchise folder](#).

### **6.2.3 Billing And Payment Requirements**

Many of your promotional materials, items such as menus, quarterly rollouts, and premiums, will be provided by different vendors. You are responsible for paying the vendor directly for these items.

## **6.3 Digital Marketing**

### **6.3.1 Internet**

We, or an affiliate, will sponsor and maintain the official Jason's Deli website. This website is an integral part of the franchise system. So long as you are not in default under the Franchise Agreement, we will list your Unit on our website.

Because of the importance of the official Jason's Deli website to the entire franchise system, you are not allowed to have your own website (or portion of a website) relating to the Franchised Business (except as provided or approved by us). You may not list your location with any internet directories. All online listings are managed through the Marketing Department to ensure consistency and search engine optimization.

We also maintain the only permitted "Jason's Deli" brand Facebook page. Underneath the main brand page, each Deli has a Facebook location page. You are not allowed to establish a separate page for your locations on any social

media platform.

### 6.3.2 Social Media Guidelines

We have developed a brand voice through the use of social media. Our voice on social media does its best to sound and feel like our overall brand voice despite its limitations and characteristics (i.e. character count, brevity, personal conversations, etc.). All social media accounts and content is centrally managed by the Marketing Department to ensure consistent representation of the brand across all platforms and to conform to search engine optimization best practices.

#### **Channels**

Social media channels are the media through which we virtually connect with people. The social channels we use most often are:



#### **Franchise Use of Social Media**

Franchisees will have access to local deli location pages through Facebook only. Local pages should be used to promote activities and events specific to your location - promotions, awards, community involvement. Local pages should not publish close-up food photography or promote specific food items since that will be promoted at the brand level. All posts from the brand level will automatically populate on every local deli page so there is no need to repeat this content.

Content is reviewed by the Marketing Department. If the department determines that an account is not following the brand Style Guide, access to that page can be withdrawn.

#### **Social Voices**

Our social voice, both in text and images, strives to maintain consistency with our Mission, Vision, and Core Values. However, communication tools across different social channels are not consistent. This results in adapting our brand voice to each channel's characteristics.

#### **Photos and appropriate content**

Our brand image is as imperative as our brand voice when using social media. We maintain consistency across each of our current and future channels by using the same profile pictures and banner photos. We have begun streamlining our promos across traditional media, email marketing, etc. so our social profiles match the content we are pushing per month (according to our editorial calendar).

This includes completing such actions as:

- Changing the default profile picture
- Changing the banner photo
- Tweeting/posting about the product(s) or a partnership(s) we're pushing for the month

Other than keeping our content consistent across marketing periods and media, we look for, create and recycle other content that's relevant, promotes dialogue and sharing, and aligns with our values.

After carefully monitoring and listening to our social channels, this could include:

- Recycling (i.e. retweeting [RT] or sharing) customer-generated content
- Sharing partner content (as a promotion or in relation to us)
- Recycling/sharing other industry content that is relevant to our mission and/or values

- Composing our own content as “filler” between what we’re already pushing

### Questions?

We’re here to help. Please contact the Marketing Department at [marketing@jasonsdeli.com](mailto:marketing@jasonsdeli.com).

## 6.4 Public Relations / Community Involvement

### 6.4.1 Word Of Mouth / Customer Referrals

Attracting new customers to your business can be expensive and time-consuming. If you let your customers do the marketing for you, you can concentrate your time and money on other aspects of building your business.

How many times have friends, family and associates said, “If there’s anything I can do to help you, let me know?” If you are like most people, you are not prepared to accept help at the moment it is offered. You should not let the next opportunity for others to help slip through your fingers! Being prepared with some simple requests can make a real difference in the success of your business. Referral marketing requires that you determine and communicate, as precisely as possible, the type of help you want.

There are many ways your sources can help you promote yourself and your business.

Here are a few suggestions:

- They can provide you with referrals.  
Your contacts can provide you with the names of prospective customers. They can also provide you with key information about prospects.
- They can introduce you to prospects.  
Your contacts can help you build new relationships faster by introducing your business to prospective customers. They can also give prospects your contact information and marketing materials.
- They can endorse your business.  
Your contacts can help sell others about your business. By telling others about their own experience with your business, your sources can encourage others to use your products or services.
- They can display your literature and products in their offices.  
For example, some businesses may be willing to display your marketing materials on a counter or bulletin board which increases your visibility.
- They can publish information for you.  
Your contacts may be able to get information about you and your business printed in publications they subscribe to and in which they have some input or influence. For example, a source that belongs to an association that publishes a newsletter might help you get an article published or persuade the editor to run a story about you in the newsletter.

### 6.4.2 Press Releases

Free publicity is extremely valuable and you should look for every opportunity to get it. Press releases are a normal way for businesses to generate free publicity. The grand opening press release is a good way to jump-start your press activities without taxing your time.

There may be other opportunities for issuing press releases -- for example, if you are honored with any awards or if you participate in any community service or charitable activities. We encourage you to let us know about these occasions, so we can help you produce an approved press release to send to your local media. You may not issue any press release without our prior written consent.

### 6.4.3 Local Chamber Of Commerce

Another way of developing community trust and local goodwill is to join the local Chamber of Commerce. We highly recommend that your sales manager become actively involved in your local Chamber. You can find the local

contact information at the U.S. Chamber website at [www.uschamber.com/co/chambers](http://www.uschamber.com/co/chambers). One of the benefits of membership is the programs your local Chamber office will probably offer, such as networking meetings and business seminars. Regardless of whether you join, you should consider purchasing the local Chamber membership directory to supplement your mailing list.

#### 6.4.4 Team Sponsorships

Community involvement is important to growing a successful business and we encourage you to get involved any way you can. One way to promote the business and develop relationships with prospective customers is to sponsor a local little league or other sports team. You must contact us for approval if you wish to sponsor any organization.

### 6.5 Obtaining Marketing Approval

You cannot use the Marks unless you have our prior express written consent each time. Before each intended use of any material of any nature which bears any of the Marks, you must submit samples to us at [marketing@jasonsdeli.com](mailto:marketing@jasonsdeli.com). We will review the samples of all marketing materials and other materials you submit to us for approval. We will promptly notify you of our decision. We will not approve any use of the Marks that violate our marketing standards or applicable law.

## 7 ADDITIONAL RESOURCES

### 7.1 Websites For Organizations

- [The U.S. Small Business Association](#)
- [U.S. Chamber of Commerce](#)
- [SCORE](#)
- [OSHA / U.S. Department of Labor](#)

### 7.2 Websites For Employment Laws

- [Compliance Assistance for Small Business \(U.S. Department of Labor\)](#)
- [Guide for Employers \(U.S. Department of Labor\)](#)
- [ELaws Advisors \(U.S. Department of Labor\)](#)
- [ELaws Poster Advisor \(U.S. Department of Labor\)](#)
- [Employer Poster Page \(U.S. Department of Labor\)](#)
- [U.S. Labor Department Workplace Poster Requirements for Small Businesses and Other Employers](#)
- [U.S. Department of Labor - Forms \(U.S. Department of Labor\)](#)
- [Drug-Free Workplace Advisor \(U.S. Department of Labor\)](#)
- [State Labor Laws \(FindLaw\)](#)
- [Discrimination and Harassment Resources \(FindLaw for the Public\)](#)

## 7.3 Website For Tax Information

- [IRS Small Business and Self-Employed One-Stop Resource](#)

# 8 MANAGEMENT DOCUMENTS

## 8.1 Business Forms

These documents may help give you ideas that may aid in managing your business. You are not required to use these forms; they are simply provided by way of example. Other forms in this section are required and they are specifically mentioned in the manual.

It is your responsibility to seek professional advice as to whether or not these documents comply with the applicable laws in your area. You may determine that additional terms or information may be necessary to include before use.

Please feel free to call your Business Coach if you have any questions.

- Catering Account Business References

### 8.1.1 Catering Account Business References



jasonsdeli.com

#### CATERING ACCOUNT BUSINESS REFERENCES

##### I. a. Current Landlord Reference

Property Owner: \_\_\_\_\_  
Street Address: \_\_\_\_\_  
City, State, Zip: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Fax Number: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Position: \_\_\_\_\_

##### b. Previous Landlord Reference (If less than six months, prior landlord reference is also required)

Property Owner: \_\_\_\_\_  
Street Address: \_\_\_\_\_  
City, State, Zip: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Fax Number: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Position: \_\_\_\_\_

##### II. Primary Vendor Supplier (reference must provide products directly related to customer's business)

Name of Company: \_\_\_\_\_  
Street Address: \_\_\_\_\_  
City, State, Zip: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Fax Number: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Position: \_\_\_\_\_

##### III. Primary Vendor Supplier (reference must provide products directly related to customer's business)

Name of Company: \_\_\_\_\_  
Street Address: \_\_\_\_\_  
City, State, Zip: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Fax Number: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Position: \_\_\_\_\_

## 8.1.2 Emergency Notification Checklist

LOCAL EMERGENCY NUMBERS		
COMPANY/CONTACT	PHONE NUMBER	CELL NUMBER
Chemical Supplier		
Distribution Company		
Dry Ice		
Electric Utility		
Electrician		
Equipment Rental		
Fire		
Gas Utility		
Generators		
Hazardous Materials (HAZMAT)		
Health Department		
Local Clinic for Emergency Care		
Plumber		
Poison Control Center		
Police		
Refrigeration Truck		
Sewer Department		
Water Department		
Water Vendor		
Wet Ice Vendor		
Your DO and/or Franchise Owner		



### STATE EFFECTIVE DATES

The following States have franchise laws that require that the Franchise Disclosure Document be registered or filed with the State, or be exempt from registration: California, Hawaii, Illinois, Indiana, Maryland, Michigan, Minnesota, New York, North Dakota, Rhode Island, South Dakota, Virginia, Washington and Wisconsin.

The Franchise Disclosure Document is effective and may be used in the following states, where the document is filed, registered or exempt from registration, as of the Effective Date stated below:

<b>State</b>	<b>Effective Date</b>
California	
Illinois	
Indiana	
Maryland	Not registered
Michigan	
Minnesota	
Rhode Island	
Virginia	
Washington	
Wisconsin	

Other states may require registration, filing, or exemption of a franchise under other laws, such as those that regulate the offer and sale of business opportunities or seller-assisted marketing plans.

**EXHIBIT “O”**

**RECEIPT**

## RECEIPT

This Disclosure Document summarizes certain provisions of the Franchise Agreement and other information in plain language. Read this Disclosure Document and all Agreements carefully.

If Deli Management, Inc. offers you a Franchise, it must provide this Disclosure Document to you 14 days before you sign a binding agreement or make a payment with the Franchisor or an affiliate in connection with the proposed Franchise sale.

Oregon requires that we give you this Disclosure Document at least 10 business days before the execution of any binding Franchise or other agreement or the payment of any consideration, whichever occurs first.

If Deli Management, Inc. does not deliver this Disclosure Document on time or if it contains a false or misleading statement or a material omission, a violation of federal law and state law may have occurred and should be reported to the Federal Trade Commission, Washington, D.C. 20580, and the state agency listed on Exhibit G.

Date of Issuance: April 1, 2024

See Exhibit G for the respective State agencies authorized to receive service of process in the particular state.

Deli Management Inc.'s sales agents for this offering are:

Ragan Edgerly  
8500 North Mopac, Suite 805  
Austin, TX 78757  
512-906-9460

Troy Cormier  
350 Pine Street – Suite 1775  
Beaumont, TX 77701  
409-838-1976

I have received a Disclosure Document dated, April 1, 2024 that included the following Exhibits:

Exhibit A	Franchisor's Financial Statements
Exhibit B	Franchise Agreement
Exhibit C	Franchise Purchase Affidavit
Exhibit D	Area Development Agreement

Receipt – Exhibit "O"  
FTC-053  
Duplicate

Exhibit E	Site Addendum
Exhibit F	List of Current Franchisees
Exhibit G	List of Administrators
Exhibit H	Confidentiality And Non-Competition Agreement
Exhibit I	State Specific Addenda and Amendments
Exhibit J	Guaranty Agreement
Exhibit K	Agents for Service of Process
Exhibit L	Franchises Ceasing To Do Business
Exhibit M	General Release
Exhibit N	Jason's Deli Operations Documents Table of Contents
Exhibit O	Receipt

Dated: \_\_\_\_\_ Prospective Franchisee  
 (Do not leave blank)

If a business entity: \_\_\_\_\_

If an individual: \_\_\_\_\_

(Name of Business Entity)

By: \_\_\_\_\_

\_\_\_\_\_  
 (Print Name)

Its \_\_\_\_\_  
 (Title)

\_\_\_\_\_  
 (Print Name) (Print Name)

**Please sign this copy of the Receipt, date your signature and return it to:**

Deli Management, Inc.  
 c/o Christopher Coco  
 1609 Shoal Creek Blvd., #301  
 Austin, TX 78701

## RECEIPT

This Disclosure Document summarizes certain provisions of the Franchise Agreement and other information in plain language. Read this Disclosure Document and all agreements carefully.

If Deli Management, Inc. offers you a franchise, it must provide this Disclosure Document to you 14 days before you sign a binding agreement or make a payment with the franchisor or an affiliate in connection with the proposed franchise sale. Oregon requires that we give you this Disclosure Document at least 10 business days before the execution of any binding franchise or other agreement or the payment of any consideration, whichever occurs first.

If Deli Management, Inc. does not deliver this Disclosure Document on time or if it contains a false or misleading statement, or a material omission, a violation of federal law and State law may have occurred and should be reported to the Federal Trade Commission, Washington, D.C. 20580, and the state agency listed on Exhibit G.

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Exhibit F	List of Current Franchisees
Exhibit G	List of Administrators
Exhibit H	Confidentiality And Non-Competition Agreement
Exhibit I	State Specific Addenda and Amendments
Exhibit J	Guaranty Agreement

Receipt – Exhibit "O"

FTC-053

Duplicate

- Exhibit K Agents for Service of Process
- Exhibit L Franchises Ceasing To Do Business
- Exhibit M General Release
- Exhibit N Jason's Deli Operations Documents Table of Contents
- Exhibit O Receipt

Dated: \_\_\_\_\_ Prospective Franchisee  
 (Do not leave blank)

If a business entity: \_\_\_\_\_

If an individual: \_\_\_\_\_  
 (Name of Business Entity)

By: \_\_\_\_\_

\_\_\_\_\_  
 (Print Name)

Its \_\_\_\_\_  
 (Title)

\_\_\_\_\_  
 (Print Name) (Print Name)

**Please sign this copy of the Receipt, date your signature and return it to:**

Deli Management, Inc.  
 c/o Christopher Coco  
 1609 Shoal Creek Blvd., #301  
 Austin, TX 78701