

Université de Sherbrooke

MANAGEMENT

Presented by





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Introduction

Fromagerie Boivin, based in La Baie, Quebec, Canada, has a rich history dating back to its founding in 1939 by the Boivin family. Since its beginnings, this cheese company has distinguished itself by its commitment to the production of high-quality artisan cheeses.

At the heart of Fromagerie Boivin's reputation are its varied products, reflecting the diversity and richness of Quebec's cheese-making tradition. The range of cheeses offered by the cheese factory includes an enticing selection, from fresh cheeses with deliciously creamy textures to firm cheeses with assertive flavours, all crafted with a constant concern for quality.

A key aspect of Fromagerie Boivin's identity is its commitment to ingredient quality. The company pays particular attention to milk selection, often sourced from local producers to guarantee the freshness and authenticity of raw materials.

Fromagerie Boivin's reputation extends beyond La Baie, touching the taste buds of cheese lovers across Quebec and beyond. Although its products are widely distributed locally, the distinctive quality of Fromagerie Boivin cheeses has occasionally reached tasting tables in other parts of Canada.

Company History

In 1998, the Boivin family built a major whey processing plant. The plant operated the only dryer in eastern Quebec. The company processes whey from its production, as well as from other cheese factories in Quebec. Whey represents 90% of the volume of milk processed by a cheese factory.

In 2001, the company joined forces with the Duperré family of Laiterie de la Baie and 36 dairy producers to acquire Fromagerie St-Fidèle de Charlevoix, then owned by Agropur. The century-old Emmental cheese specialist was added to the Boivin Group's Swiss Army knife.

In 2010, the company was entrusted with the manufacture of Amooza snacks for the multinational Kraft, for all of Canada. This trademark is now owned by Lactalis Canada.

In 2017, the company expanded further with the acquisition of Fromagerie Lemaire, located in Saint-Cyrille-de-Wendover, on the outskirts of Drummondville. Sharing the same values and similar expertise, the two family-run cheese companies found a good fit in this transaction.

In 2021, the Fromagerie Boivin group acquired Fromagerie Pépite d'or, a major cheese factory in the Beauce region, as well as the Poutine d'Or restaurants. That same year, Fromagerie Boivin opens its counter at the Promenades St-Bruno market.

Fromagerie la Pépite d'Or and its restaurants

On May 26, 1995, Fromagerie la Pépite d'Or opened its doors in St-Georges en Beauce. President Lionel Bisson and 8 other shareholders were part of the adventure. The name "La Pépite d'Or" is chosen for the future cheese factory. The name is inspired by Eugène Caron, a 12-year-old boy who found a nugget on the site of the "Fromagerie" in 1914.

In 2007, the company received an honorable mention from the French National Assembly. Claude Morin, MNA for Beauce-Sud, and Maxime Bernier, MNA for Beauce, pay tribute to the cheese factory for winning the Social Involvement Jarret at the 19th Gala de l'entreprise beauceronne. The initiative was to raise funds for youth suicide prevention by donating a portion of profits from certain products sold.

With its growing success in the region, the cheese factory opened a new poutine counter service, La Boîte à Poutine, in 2013. The new service was a huge success. The principle is simple: customers can choose from 8 cheese flavours, and 4 sauces and add extra condiments and meats to their poutine. After several investments over the years, the company called on Dirty Design, an agency specializing in communications strategy. Dirty Design was commissioned to redesign the store's brand image and website, in line with the new renovations that had taken place a few years earlier. Over \$400,000 was invested to renovate and expand the boutique, giving it a more rustic, family-friendly, and welcoming feeling.

From now on, the poutine service counter will be known as La Poutine d'Or. Its slogan "Create your own" encourages customers to come and create their own personalized poutine. Nothing has been left to chance since the inception of this improvement project: the purchase of state-of-the-art industrial fryers, a modern and attractive preparation area, and a trained professional staff have all ensured success in less than three years. In fact, with these three branches in Beauce (two in Saint-George and one in Sainte-Marie), customer numbers have greatly increased, and the number of daily orders has tripled for each branch, compared with between 120 and 125 at the time.

Today, the Pépite d'or Cheese Factory continues to innovate and offer its customers products from the Beauce region; whether it is maple syrup cheese, artisanal salted cheese twists or simply the Fromagerie boutique. Authenticity and quality are the values and guarantees the passion offered to their customers. Indeed, the purity of 100% milk cheese makes all the difference to the quality of their products.

Competitive environment

Within the scope of the mandate, Fromagerie Boivin's two main competitors are Fromagerie

Victoria and Ashton.

<u>1 - Fromagerie Victoria</u>

Strategically located in all 4 corners of Quebec with its 22 restaurants, Fromagerie Victoria is

the destination par excellence for anyone looking for a warm and comforting meal. In fact, this

banner has enjoyed continued success, with monthly sales ranging from 77k-90k per

restaurant.

Opening hours:

Open daily from 7:30 a.m. to 8:30 p.m. (same schedule for all three branches).

There's a dairy bar in the branch, offering a wide range of ice cream choices.

Customers can also buy in-house cheeses and home-cooked meals direct from the branch.

Fromagerie Victoria offers an extensive menu, with lunch, dinner and regular menus.

You'll find the menu in the appendices.

2 - Ashton

With 22 restaurants in the Capitale-Nationale region and a branch in Saint-George en Beauce,

the Ashton restaurant chain is a true pioneer in the poutine world. Home-cooked meals, high-

quality products and attentive service set it apart from its competitors, not to mention poutine,

which he introduced to Quebecers in 1972. This banner enjoyed continued success, with

monthly sales ranging from 80k-102k per restaurant. As part of its drive for innovation and

expansion, the Ashton chain recently acquired the La Banquise restaurant chain, located

mainly in the Montreal area.,

Opening hours: (may differ in some branches)

Sunday to Thursday: 11:00 am to 8:00 pm

Friday and Saturday: 11:00 am to 10:00 pm

The menu can be found in the appendices.

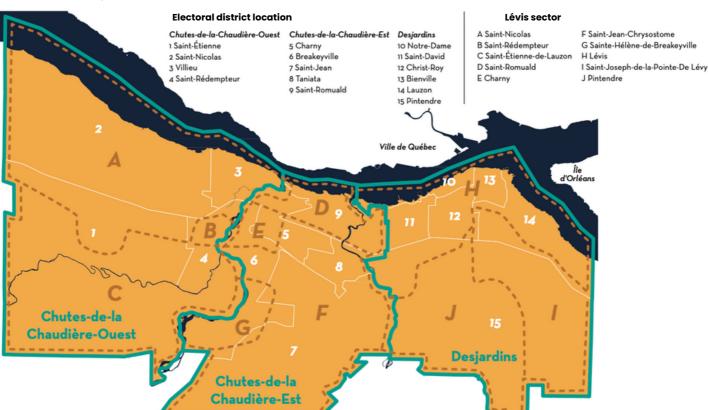
Explanation of the project

As a new shareholder in Poutine d'Or, and having noted its resounding success in the Beauce region, Fromagerie Boivin decided to embark on a major new project: the opening of 3 new outlets across Eastern Quebec, more specifically on the south shore of Quebec City. The aim is to capitalize on the success of the poutine customization service. With great ambition, Mr. Boivin wants to open one branch a year for the next 3 years. He has targeted the Saint-Nicolas, Charny and Lévis areas.

The company has already begun procedures to find commercial premises to rent. In all sectors, a clause in the contracts stipulates that the rental agreement must be signed no later than 3 months after the tender. The shareholders of Fromagerie Boivin are therefore in a hurry, as they know that real estate is unstable and that these premises are highly coveted by other companies. In general, the premises have ample parking for customers, three unisex toilets, and an outdoor terrace at ground level. It is the perfect place to become a favorite destination for local residents! However, once signed, the rental contract is valid for a minimum of 3 years. You need to be certain of the project's feasibility.

The feasibility analysis has already been initiated by Fromagerie Boivin's management, as it is the first step in good project management. On the following pages, you'll find information on the three sectors we're targeting for branch openings.

Sector analysis



Map 4: Lévis, its three administrative districts, ten sectors and 15 electoral divisions

Population

Lévis: 50,693 inhabitants, 8th largest city in Quebec

Saint-Nicolas: 25,229 inhabitants

Charny: 10,070 inhabitants

The Chaudière-Appalaches region as a whole has seen a steady increase in population over the past several years. Over a 25-year period (1996 to 2021), for example, the population will increase by almost 52,800. However, this growth is not uniform across the region. Urban areas offering more services to the population seem to be growing faster than rural areas. The low birth rate and net inter-regional migration also partly explain the population decline in areas far from urban centers.

The population of Lévis has been growing significantly for several years. It has risen from 151,527 in 2021 to 154,091 in 2022. This significant increase makes Lévis one of the most demographically dynamic cities in Quebec. However, as Table 4 shows, the population is aging considerably.

Average age: 42.9

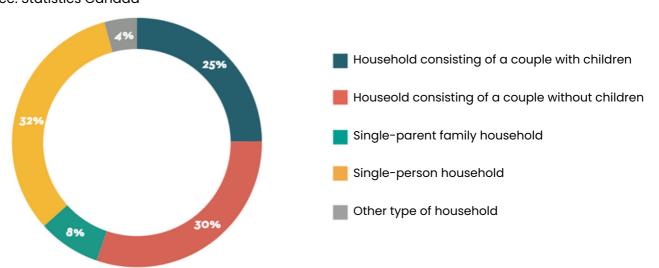
Table 4 : Population breakdown by age group, Lévis, 2016 - 2021

Source: Statistics Canada

| Age group | 2016 | Relative weight | 2021 | Relative weight | Growth |
|--------------------|---------|-----------------|---------|-----------------|--------|
| 0 to 14 years old | 24 710 | 17,2% | 25 145 | 16,8% | 1,8% |
| 15 to 64 years old | 93 565 | 65,3% | 92 865 | 62,0% | -0,7% |
| 65 years old and + | 25 140 | 17,5% | 31 670 | 21,2% | 26,0% |
| Total | 143 415 | 100,0% | 149 680 | 100,00% | 4,4% |

Graphic 7: Type of household, Lévis, 2021

Source: Statistics Canada



The City is proud to invest in social housing, a measure that contributes to improving the quality of life of people in vulnerable situations. Since 2002, several projects have been completed, and there are currently 904 housing units and 163 in the pipeline. The ultimate goal is to offer a total of 1,250 social housing units.

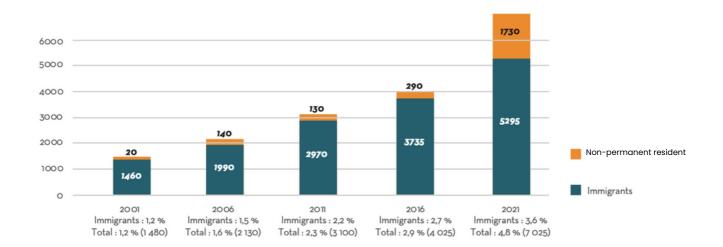
Table 6: Number of housing units built and under construction since 2002, Lévis, 2022

| Area | Elders | Families | Others | | |
|--------------------------|-----------------------------|------------------------|--------|--|--|
| Breakeyville | | | | | |
| Charny | 15 | 24 | | | |
| Lévis | 89 | 388 | 54 | | |
| Pintendre | | 24 | | | |
| Saint-Étienne- de Lauzon | 12 | | | | |
| Saint-Jean- Chrysostome | 36 | | | | |
| Saint-Nicolas | 52 | 73 | | | |
| Saint-Rédempteur | | | | | |
| Saint-Romuald | | 108 | 29 | | |
| | 204 | 617 | 83 | | |
| Total | 904 housing units completed | | | | |
| Charny | 33 | | | | |
| Lévis | | 55 | 12 | | |
| Saint-Romuald | 40 | 23 | | | |
| Total | 73 | 78 | 12 | | |
| lotai | 163 | nousing units coming s | soon | | |

Finally, the average price of a 2-bedroom apartment in 2022 was \$967 (without inclusions).

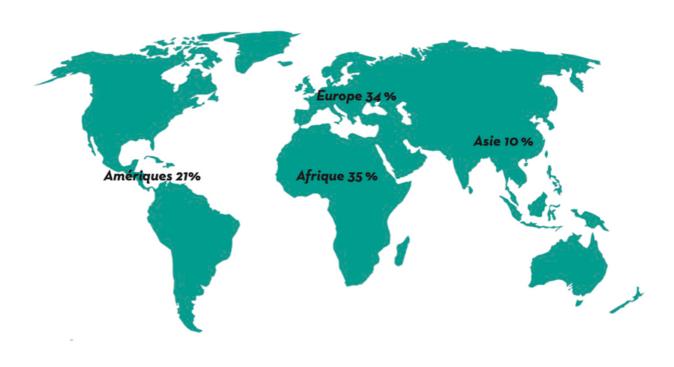
Immigration

In 2001, immigrants living in the city represented 1.2% of the Levis population. By 2021, this proportion had risen to 3.6%. Lévis is an attractive urban environment within its administrative region. The several thousand immigrants living in Lévis come from over 50 different countries.



Map 5: Immigrants origin, Lévis, 2021

Source: statistics Canada

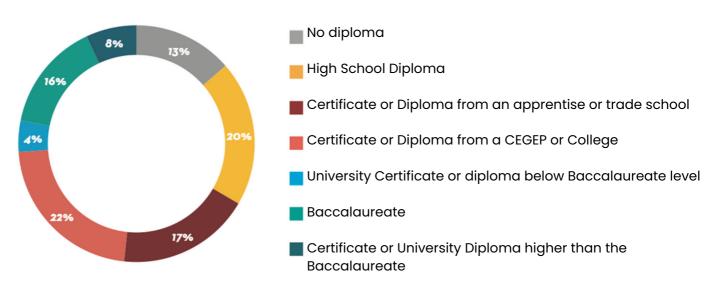


Education

In Lévis, 87% of residents hold a high school diploma. Lévis ranks first among Quebec's 10 major cities for post-secondary graduation, with a rate of 67.3% for the population aged 15 and over.

Graphic 14 : Graduation of the population aged 15 and over, Lévis, 2021

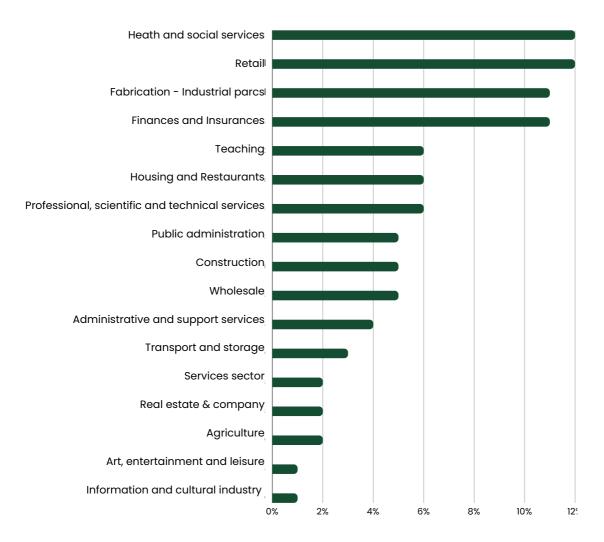
Source: Statistics Canada



Workforce

There are more than 70,000 jobs in Lévis, of which 50.2% are highly skilled, compared to 45.9% for Quebec as a whole.

Graphic 17 : Jobs by activity sector, Lévis, 2021



By 2025, there will be nearly 15,000 jobs to fill on Quebec City's South Shore.

Labour force: In 2021, the labour force participation rate of the Lévis population was 68.4%. At that time, Lévis ranked 2nd among Quebec cities with populations of 100,000 or more, second only to Terrebonne.

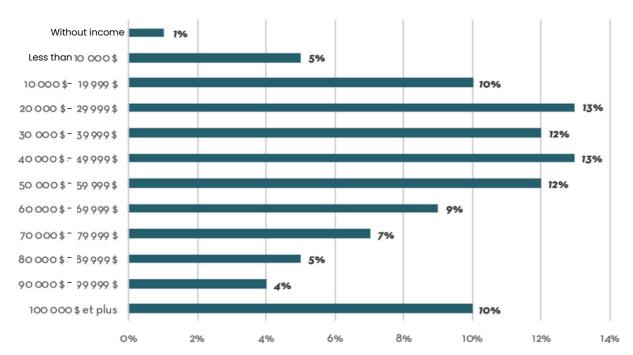
Unemployment rate: The average unemployment rate in the region over the past 12 months was 2.2%. Among Canada's 50 largest cities, Lévis had the lowest unemployment rate in 2006 (3.6%), 2011 (4.0%), 2016 (4.1%) and 2021 (5.3%).

A dynamic market: In 2020, there will be more than 62,358 workers living in Lévis, corresponding to an 81% employment rate in the 25 to 64 age group.

The median household income in 2020 was \$84,000, compared with \$72,500 for Quebec as a whole. This was 16% more than the median income for other Quebec households.

Graphic 22 : Median personal income, Lévis, 2020

Source: Statistics Canada



<u>Demographic summary</u>

| Statistics-2021 | Total | Lévis | Charny | St-Nicolas |
|---|---------|--------|--------|------------|
| Population | 149 683 | 48 750 | 9 297 | 25 626 |
| 0-14 y.o. | 25 145 | 6 815 | 1 245 | 5 235 |
| 15-64 y.o. | 92 865 | 28 975 | 5 735 | 16 020 |
| 65 y.o. and + | 31 670 | 12 910 | 2 310 | 4 360 |
| Average age of population | 43 | 46,2 | 45,1 | 39,8 |
| Total of private housing | 68 205 | 24 553 | 4 792 | 10 482 |
| Population density per square kilometer | 334 | 1 103 | 1 165 | 271 |
| Non-immigrants | 139 205 | 43 805 | 8 585 | 24 205 |
| Immigrants | 5 295 | 1890 | 315 | 920 |
| Non-permanent residents | 1730 | 650 | 145 | 90 |
| Land area in square kilometers | 448 | 44 | 8 | 95 |
| Housing units - type of construction | 65 750 | 23 265 | 4 615 | 10 205 |
| Detached single-family house | 34 570 | 9 135 | 1 635 | 6 620 |
| Detached single-family house | 9 730 | 4 065 | 905 | 1 195 |
| Buildings with five or more storeys | 18 745 | 8 650 | 2 050 | 1 405 |
| Buildings with less than five storeys | 1 825 | 1 125 | 0 | 645 |
| Semi-detached, duplex, townhouses | 880 | 275 | 25 | 335 |
| Other type of housing | 65 750 | 23 230 | 4 625 | 10 190 |
| Private households by household size | 21 345 | 9 455 | 1900 | 2 445 |
| 1 person | 24 495 | 8 460 | 1 680 | 3 820 |
| 2 people | 8 195 | 2 350 | 510 | 1440 |
| 3 people | 8 340 | 2 100 | 385 | 1 790 |
| 4 people | 3 375 | 885 | 155 | 695 |
| 5 people or more | 2,2 | 2,1 | 2,0 | 2,5 |
| Average size of private households | 43 005 | 13 170 | 2 550 | 7 620 |
| Number of families in households | 37 250 | 11 215 | 2 135 | 6 690 |
| Couple family | 5 860 | 2 180 | 505 | 800 |
| Single-parent family | 74 101 | 61 672 | 63 346 | 97 426 |
| Median total household income 2015 (\$) | 69% | 58% | 57% | 85% |
| Landlord | 31% | 42% | 43% | 15% |
| Tenant | 76 955 | 25 225 | 5 270 | 12 365 |
| Diplomation 25 to 64 years | 5 655 | 2 325 | 450 | 585 |
| No certificate, diploma or degree | 12 015 | 2 325 | 990 | 1 495 |
| High School Diploma | 16 105 | 4 310 | 1075 | 2 185 |
| Professional-level diploma | 18 790 | 5 365 | 1245 | 3 005 |
| University degree below baccalaureate level | 3 485 | 1 195 | 240 | 605 |
| University degree (baccalaureate or higher) | 20 905 | 6 295 | 1290 | 4 500 |

<u>Wealth</u>

Between 2010 and 2022, growth of 86% was recorded in Lévis, which ranks well in terms of growth in standardized wealth among Quebec's ten major cities (average of 91%).

Construction

In 2022, over 4,900 permits were issued for a total value of nearly \$925 million. The pace of building permit issuance remained very high, surpassing the \$400 million annual threshold for the third year in a row.

Housing units: in 2022, construction began on over 3,000 new housing units, exceeding by more than 2,150 the anticipated average of 850 units per year.

Commercial sector: The commercial sector has a positive track record yearly. In terms of permits issued, 176 construction and expansion projects were launched, for a record total value of over \$295 million.

Industrial sector: A record 148 applications were received in this sector in 2022. In total, more than \$94 million worth of projects were completed in the region during the year, contrary to expectations given the economic context.

Institutional sector: The pace of building permit issuance in this sector was once again very brisk in 2022, reaching a total value of over \$85 million.

Tableau 10: Annual compilation of building permits, Lévis, 2018-2022

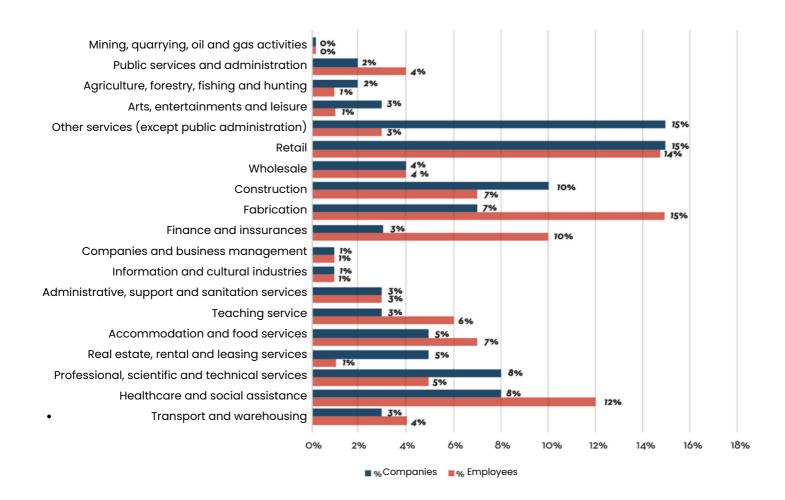
Source: Ville de Lévis

| Year | : | 2019 | 2020 | | 2021 | | 2022 | |
|----------------|--------|-------------|--------|-------------|--------|-------------|--------|-------------|
| Category | Number | Value (\$) |
| Residential | 3 699 | 314 250 259 | 4133 | 409 309 671 | 4 117 | 547 558 110 | 4 341 | 448 981 985 |
| Industrial | 120 | 35 744 592 | 114 | 46 810 809 | 128 | 120 511 734 | 148 | 94 151 445 |
| Commercial | 203 | 58 621 017 | 238 | 54 515 985 | 231 | 64 058 907 | 176 | 295 021 349 |
| Institutionnal | 66 | 33 176 989 | 38 | 46 599 748 | 68 | 96 981 547 | 70 | 85 383 572 |
| Others | 189 | 1 481 581 | 147 | 997 478 | 176 | 1 893 007 | 166 | 1 323 281 |
| TOTAL | 4 277 | 443 274 438 | 4670 | 558 233 691 | 4 720 | 831 003 305 | 4901 | 924 861 632 |
| Housing units | 1 541 | | 1853 | | 2541 | | 3 012 | |

Companies

Graphic 26: Companies and employees by sector, Lévis, 2022

Source: Ville de Lévis



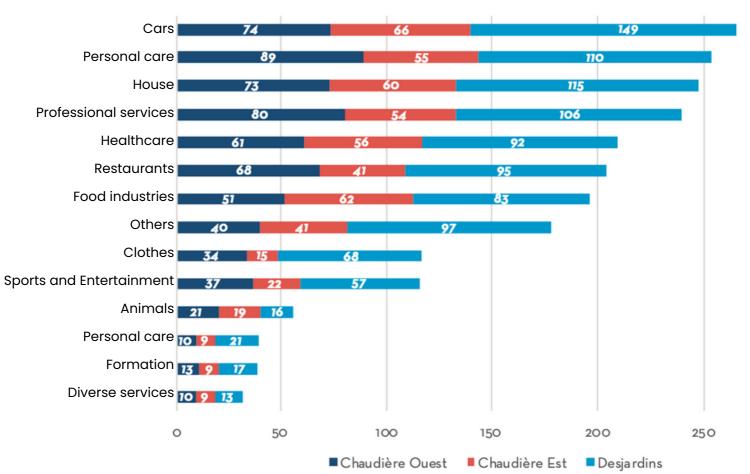
Commerce

The retail and services sector is booming in Lévis (over 2,200 business locations). A record number of projects are being developed, resulting in a significant increase in the number of square feet of commercial space.

This phenomenon can be observed in both the Desjardins pole (eastern sector) and the Chaudière pole (western sector at the height of the bridges). These clusters structure the traffic zone. They present a diversified appeal in terms of products, with a multitude of grouped outlets.

Table 29: Number of stores by business sector and district, Lévis





Historic districts

Each of the ten former municipalities has its own neighbourhood life, and jealously guards the soul of its village center, which has been profitably preserved. The rich architectural and religious heritage, breathtaking scenery and vestiges of the seigniorial regime are still to be found here. Some have seen their development marked by their proximity to the river, the railroad, or by agriculture, fishing or industrial activity. Today, four of them offer commercial opportunities: Saint-Nicolas, Charny, Saint-Romuald and Vieux-Lévis. The Mon Quartier de Lévis organization contributes to the commercial development and promotion of businesses in these historic districts. Its proximity to local players and its role as a facilitator make it an invaluable partner for anyone wishing to make a positive difference in these areas.

Vieux-Lévis offers considerable potential for consolidation, enhancement and urban development. In addition to a built and human heritage rich in history, the district faces challenges in preserving and enhancing its distinctive features. The current process is helping to develop an overall vision for the district, addressing issues such as:

- Enhancing landscapes and views
- Criteria for harmonious densification of certain lots
- Links between the Traverse de Lévis sector and the Vieux-Lévis plateau
- Optimal use of parking lots by different users
- Development of public spaces

Village Saint-Nicolas offers considerable potential for urban and natural development. In addition to a built and human heritage rich in history, the district faces challenges in preserving and enhancing its distinctive features. The current process is helping to develop an overall vision for the district, addressing issues such as:

- Enhancing the countryside and landscapes
- Preserving the heritage of this village core, founded in 1694
- Safer, more user-friendly development of Route Marie-Victorin
- Development and enhancement of public spaces and green areas

Vieux-Charny offers considerable potential for urban and natural development. In addition to a built and human heritage rich in history, the district faces challenges in preserving and enhancing its distinctive features. The current process is helping to develop an overall vision for the district, addressing issues such as:

- Enhancing and revitalizing the traditional railroad district
- Commercial and residential vitality
- Links between the traditional sector and the institutional and commercial sector near Highway 20
- Development and enhancement of public spaces

Environment

In Quebec, Lévis leads the way in terms of its environmental performance in residual materials management, management of natural environments and wetlands, and urban forestry. In 2021, the City of Lévis adopted its environmental policy, which aims to establish its environmental priorities with a view to harmonization, consistency and community involvement. To mobilize the population to protect the environment, Lévis has set up numerous programs and services that stand out as much for their originality as their diversity. Here are just a few of them:

- Financial assistance
- 1 million Green Fund to support environmental initiatives
- Subsidies for reusable feminine hygiene products and cloth diapers for organizations that promote the reuse of residual materials
- Consultations on citizens' environmental concerns Zero waste: citizen mobilization activities
- Compostable and recyclable materials
- Residential, institutional and commercial collection
- Free supply of collection equipment
- Electric charging stations: over 20 rapid charging stations and 50 standard Level 2 charging stations

Festivities

In addition to some 350 partner events, the City of Lévis provides logistical support for over 40 major events every year. Lévis is a dynamic city when it comes to events. From block parties to the Festivent de Lévis, and events held at Quai Paquet that welcome between 5,000 and 10,000 people a day, there's something for everyone. In support of the numerous promoters' and organizations' desire to make Lévis a pleasant and festive place to live, the city provides over \$500,000 worth of services to ensure that events are held safely and to the highest standards. In 2021, it has allocated more than \$650,000 in financial support. The economic and social spin-offs of events are a major contribution to the community.

Tourism

Over the course of 2021, the City of Lévis has called on the tourism, leisure and culture experts of an external firm to work with local stakeholders to draw up a five-year development plan for the tourism industry in Lévis, supported by a marketing action plan. The five main elements of the plan are as follows:

- Guidelines for developing and structuring the offer
- Main hospitality and promotional strategies
- Target clientele, positioning, objectives and measurement indicators
- Means and resources for implementation
- Success factors for mobilizing the community
- The city has also renewed two highly appreciated initiatives to promote the region's offerings: "Cet été, je parcours Lévis" and "Cet hiver, je parcours Lévis".

Task tables

This project requires a certain amount of discipline and organization, since several departments are involved at the same time. Here's a list of the tasks involved in opening a branch of Poutine d'Or:

| <u>Tasks</u> | Duration (in days) | Approximative costs | <u>Dependency</u> |
|---|--------------------|---------------------------------------|-------------------|
| A- assessment and planning of workforce requirements for restaurant opening | 30 | 10 000\$ | - |
| B- development of a business plan | 15 | 10 000\$ | Α |
| C- search for external financing | 60 | 5 000\$ | - |
| D- analysis of maintenance and other costs | 14 | 5 000\$ | A and B |
| E- signing of commercial lease | 5 | 15 000\$ | A to D |
| F- establishing final budget | 7 | - | E |
| G- search for a general contractor to design the new restaurant | 30 | 4 500\$ | F |
| H- restaurant design with general contractor | 45 | 25 000\$ | H and I |
| I- obtain necessary licenses and commercial authorizations | 30 | 7 500\$ | Е |
| J- purchase and supply of equipments and machinery | 135 | 475 000\$ | Н |
| K- complete interior design of restaurant | 145 | 340 500\$ | J |
| L- purchase and supply of ingredients | 18 | 36 750\$ | Κ |
| M- recruitment of a store manager with hourly wages | 30 | 25\$ by hour + tips | К |
| N- recruitment of a service team of 8 employees | 40 | average of 17.5 hours per employee | М |
| O- training of service team | 7 | 12 500\$ | Ν |
| P- implement marketing and advertising strategy | 17 | 35 750\$ | К |
| Q- restaurant opening day | 1 | 4500\$ | K to O |
| R- restaurant performance audit | 365 | 108 000\$ | Q |

Priorities and constraints to be respected

Three important aspects will have a major impact on the implementation of Fromagerie Boivin's new sites. These three aspects are the overall quality of the implementation, the implementation time and the costs associated with the implementation.

It's up to you to complete the Priority Matrix dealing with these three aspects. We remind you that for each aspect, you must identify whether it is a constraint, an aspect to be optimized or an aspect to be accepted (Constraint, Optimization, Acceptance).

Priority matrix

| Quality | To determine |
|---------|--------------|
| Time | To determine |
| Finance | To determine |

Mandate

Mr. Boivin and the shareholders have begun the project management plan. They have completed their data collection and are now at the feasibility study stage. He would like your advice on how to proceed with the project.

Since Mr. Boivin and management have already begun the market feasibility study, they're simply asking you to make a brief summary with the information you find relevant. You are then asked to complete the market feasibility study by giving the target for this major project.

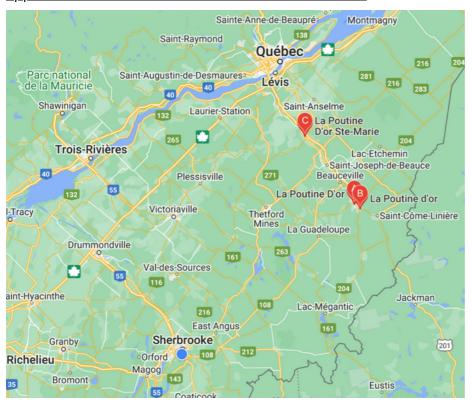
They then ask you to carry out the following analyses: Technical feasibility study (equipment required) Social and environmental feasibility study (CSR) Human resources feasibility study

He's particularly keen to see the human resources feasibility study, as he's faced with the challenge of recruiting manpower for the project, and also for his future branches. (Manpower requirements, availability of human resources, recruitment, stakeholder communication).

He also asks you to highlight the main findings and a few recommendations.

Appendices

Appendix 1: Locations of the 3 Poutine d'Or restaurants



Appendix 2: Poutine d'Or products and services

Open daily from 8:00 am to 8:00 pm.

There's a Coaticook dairy bar adjacent to the restaurant.

There's also the Pépite d'Or boutique, where customers can purchase house cheeses, local products from nearly 70 local distributors, and "Mine d'Or" cheese platters customizable with the following 17 cheese choices: Maple, B.B.Q., regular, Souvlaki, 3 peppers, 5 peppers, onion, garlic, sea buckthorn steak spice, fine herbs, Twist plain, Twist B.B.Q., Twist 3 peppers, Twist 5 peppers, Twist vegetable, spicy and vegetable.

- Platter for 8 to 10 people: 5 flavors of your choice, 100g, \$19.20
- Tray 12 to 20 people: 7 flavors of your choice, 150g, \$30.58



Appendix 3: Poutine d'Or menu

Named "Best Poutine in Beauce" by the Wall Street Journal, the reputation of Poutine d'Or is well established.

- 14 cheese flavors (plain, B.B.Q., fine herbs, souvlaki, 3 peppers, 5 peppers, onion, vegetable, pesto, twist plain, twist B.B.Q, maple, shredded cheddar, lactose-free)
- 7 sauces (brown, B.B.Q., spaghetti, Pépite d'Or (spicy-peppery), P'tite Douceur (maple-peppery), sweet Italian and gluten-free)
- 8 meats (ground beef, popcorn chicken, bacon, smoked meat, bacon sausages, homemade sausages, Italian sausages and pulled pork)
- 6 vegetables (onions, mushrooms, peppers, hot peppers, green peas and shallots)
- 3 sizes (baby, small, large)
- * Also available GLUTEN-FREE and LACTOSE-FREE



<u> Appendix 4: Formagerie Victoria menu</u>

Breakfast, Lunch, Regular

Déjeuner

Nos déjeuners sont servis du lundi au vendredi jusqu'à 11h et les samedis et dimanches jusqu'à 13h.









CLASSIQUES

SANDWICHS

BECS SUCRÉS

ENFANTS

Midi

UN NOUVEAU CONCEPT DE MENU MIDI VOUS ATTEND EN SUCCURSALE!

Chaque jour, choisissez entre 7 menus différents qui vous régaleront.







SPAGHETTI















ASSIETTE BURGER BOUCANIER



WRAP CÉSAR



Régulier



SANDWICHS



SUR LE POUCE



PĀTES & PIZZAS



POUTINES



CLASSIQUES



GOURMETS

FRINGALES





SOUPES & SALADES



ENFANTS

Appendix 5: Formagerie Victoria menu

Poutine menu

Frites

frites fraîches croustillantes disponibles en format bébé, petit, moyen, régulier, grand et extra

Frites sauce

frites fraîches croustillantes avec choix de sauce douce ou bbq, italienne, poivres ou piquante. Disponible en format bébé, petit, moyen ou grand.

Poutine traditionnelle

réputée pour son fromage frais du jour et en abondance, la poutine est disponible avec 5 choix de sauces différents. Optez pour la sauce douce, bbq, italienne, poivres ou même piquante. Toutes nos poutines sont disponibles en 4 formats.

Poutine Carnivore

Fromage en grains frais du jour, frites fraîches croustillantes, bœuf haché, bacon, oignons cuits, sauce aigre-douce, mélange d'épices et sauce à votre choix

Poutine P'tits Pop

Fromage en grains frais du jour, frites fraîches croustillantes, fromage en grains panés et sauce à votre choix

Poutine Poulet Popcorn

Fromage en grains frais du jour, frites fraîches croustillantes, poulet popcorn et sauce à votre choix

Poutine Expo

Fromage en grains frais du jour, frites fraîches croustillantes, saucisses grillées, poivrons et champignons grillés, oignons cuits et sauce à votre choix

Poutine Smoked Meat

Fromage en grains frais du jour, frites fraîches croustillantes, smoked meat et sauce à votre choix

Poutine Galvaude

Fromage en grains frais du jour, frites fraîches croustillantes, poulet, petit pois et sauce à votre choix

Appendix 6: Ashton menu

| ashton | (FERMER LE MENU) |
|--------------------|------------------|
| ASSIETTES EN SAUCE | \rightarrow |
| BURGERS | \rightarrow |
| POUTINES | \rightarrow |
| HOT-DOGS | \rightarrow |
| SANDWICHS ROSBIFS | \rightarrow |
| POULET ET SALADES | \rightarrow |
| MENU MINI | \rightarrow |

ashton

HISTOIRE CARRIÈRES SUCCURSALES

COMMANDER MAINTENANT Ø MENU





L'AUTHENTIQUE POUTINE AS

Frites croustillantes et fraîchen coupées, fromage en grains et

Elle fait notre succès, c'est notre vedette. Grâce à elle. Chez Ashton est LA référence en poutine. Pas de flaflas, que des ingrédients frais du jour et de haute qualité, une cuisson parfaite et un assemblage soigné.



Frites croustillantes et fraichement coupées, fromage en grains, sauce brune maison, bœuf haché assalsonné.

Légèrement épicée, onctueuse, goûteuse et faite uniquement de produits frais. Appelez ça le bonheur, si vous voulez. Chez nous, et seulement chez nous, c'est la Dulton.



LA GALVAUDE

Frites croustillantes et fraichement coupées, morceaux de poulet blanc, pois verts et sauce brune

Ce n'est pas une poutine, mais un amalgame parfait de sauce onctueuse, de tendres morceaux de poulet, de petits pois et de frites fraîchement coupées et croustillantes. Vous pouvez demander d'y ajouter du fromage en grains, mais la vraie recette n'en contient pas. Après tout, nous sommes bien placés pour le savoir : c'est notre création.

<u>Appendix 7: Financial analysis</u>

| DESCRIPTION | WEST | RENO WEST | STE-MARIE | BUDGET 4E |
|---|------------------------|--|--------------------------|------------------------|
| | 2016 | 2019-2020 | 2019 | 2022 |
| Incorporation | 1 300,00 \$ | | 1 165,00 \$ | 1 500,00 \$ |
| Émission action et incorporation REQ | 500,00 \$ | | 600,00\$ | 600,00 \$ |
| LAYOUT (floor) | | | | |
| LAYOUT (floor) LAYOUT (division + labor) | | 1 H | + + | - |
| LAYOUT (clivision + labor) | | 1 H | 1 1 | + |
| LAYOUT (Painting) | 89 000,00 \$ | 100 000,00 \$ | 45 000,00 \$ | 100 000,00 \$ |
| LAYOUT (Plumbing) | | I = | 1 1 | - |
| LAYOUT (Ventilation) | | | | |
| | | | | |
| Fryer | 9 444,00 \$ | | 25 810,00 \$ | 30 000,00 \$ |
| Perfect fry fryer _ | n/a | _ | 7 300,00 \$ | 3 500,00 \$ |
| Ventilation Fan | | | 12 950,00 \$ | |
| Ventilation Fan | 6 959,00 \$ | | 12 930,00 \$ | 16 000,00 \$ |
| Fire alarm system | 2 895,00 \$ | | n/a | 4 000,00 \$ |
| Stanless sheet for oven hood + Installation | 1 327,00 \$ | | n/a | 1 500,00 \$ |
| | | | | |
| Cold room and compressor | 2 715,85 \$ | +-+ | n/a | 15 000,00 \$ |
| Room freezer and compressor | | 14 000,00 \$ | n/a | 25 000,00 \$ |
| Cold room installation | 1 724,38 \$ | | n/a | 2 000,00 \$ |
| Shelf and pole | 425,00\$ | | 2 317,35 \$ | 550,00 \$ |
| Room freezer installation | n/a | 3 970,00 \$ | n/a | 4 000,00 \$ |
| Furniture (Tables and chairs) | 5 036,40 \$ | | 6 289,26 \$ | 6 337,00 \$ |
| Furniture (Wooden furniture, work table, board) | 10 318,47 \$ | | 14 892,94 \$ | 12 780,00 \$ |
| | | | | |
| Furniture / Equipment (Stove) | 412,00\$ | | 525,00 \$ | 500,00 \$ |
| Furniture / Equipment (Garbage can) | 610,00\$ | | 394,70\$ | 700,00 \$ |
| Furniture / Equipment (Timer) | 350,00 \$ | | 430,00 \$ | 400,00 \$ |
| Furniture / Equipment (Kitchen) Furniture / Equipment (Miscellaneous) | | | 546,97\$ | - |
| Furniture / Equipment (Miscellaneous) Furniture / Equipment (Kitchen) | 2 800,00 \$ | | 937,20\$ | 8 000,00 \$ |
| Furniture / Equipment (Kitchen) | | | 3 838,43 \$ | \dashv |
| Changing tables | 22E 00 ¢ | + | 2 151,74 \$ 398,00 \$ | 400.00.6 |
| Purchase storage shelves | 335,00 \$ 627,29 \$ | + | 390,00 \$ | 400,00 \$ 800,00 \$ |

| 7 225,00 \$ | | 1 695,00 \$ 658,00 \$ | 10 000,00 \$ |
|---------------|--|---|---|
| | | 658 00 ¢ | |
| | | 030,003 | 700,00 \$ |
| i | | | |
| | | 2 075,00 \$ | 5 500,00 \$ |
| 4 238,00 \$ | | | 3 500,00 \$ |
| 1 062,00 \$ | | | 1 600,00 \$ |
| | | | |
| | | 5 723,80 \$ | 8 000,00 \$ |
| 6 495,00 \$ | | | 8 000,00 \$ |
| 993,75\$ | | | 1 300,00 \$ |
| 795,00\$ | | | N/A |
| | | | |
| 6 000,00 \$ | | 6 000,00 \$ | 8 000,00 \$ |
| 3 870,00 \$ | | 9 493,99 \$ | 8 000,00 \$ |
| | | 363,00\$ | 500,00 \$ |
| 5 260 00 ¢ | | 1 749,98 \$ | 6 000,00 \$ |
| 3 203,00 \$ | | 1 302,44 \$ | 0 000,00 \$ |
| | | 3 570,00 \$ | 5 000,00 \$ |
| 6 069,00 \$ | 1 323,00 \$ | 6 719,16 \$ | 7 000,00 \$ |
| | | | |
| 910,00\$ | | | 1 000,00 \$ |
| | | | |
| | | | |
| 179 706,14 \$ | 119 293,00 \$ | 170 971,96 \$ | 296 167,00 \$ |
| 298 999, | 14 \$ | | 44 425,05 \$ |
| | | | 340 592,05 \$ |
| | | 2000 pi2 | |
| | | 16 20\$pi/2 | |
| | | | |
| | | | |
| | | | |
| _ | 6 495,00 \$ 993,75 \$ 795,00 \$ 6 000,00 \$ 3 870,00 \$ 5 269,00 \$ 6 069,00 \$ 910,00 \$ 179 706,14 \$ 298 999. 3500 pi2 800pi2 Not furnished 19,00\$/square feet 5 541,66 \$ 2 000,00 \$ 7 541,66 \$ | 6 495,00 \$ 993,75 \$ 795,00 \$ 6 000,00 \$ 3 870,00 \$ 5 269,00 \$ 179 706,14 \$ 119 293,00 \$ 298 999,14 \$ 3500 pi2 800pi2 Not furnished 19,00\$/square feet 5 541,66 \$ 2 000,00 \$ 7 541,66 \$ | 5 723,80 \$ 6 495,00 \$ 993,75 \$ 795,00 \$ 6 000,00 \$ 3 870,00 \$ 5 269,00 \$ 1 749,98 \$ 1 302,44 \$ 3 570,00 \$ 6 069,00 \$ 1 323,00 \$ 6 719,16 \$ 910,00 \$ 179 706,14 \$ 119 293,00 \$ 170 971,96 \$ 298 999,14 \$ 3500 pi2 800pi2 Not furnished 19,00\$/square feet 16,20\$pi/2 5 541,66 \$ 2 700,00 \$ 2 400,00 \$ 7 541,66 \$ 5 100,00 \$ |