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Papa John's Appoints Industry Veteran Jim Norberg as SVP and Chief of Restaurant Operations

LOUISVILLE, Ky.--(BUSINESS WIRE)-- Papa John's International, Inc. (NASDAQ: PZZA) today announced the appointment of Jim Norberg as its Chief Restaurant Operations Officer. Mr. Norberg will oversee the operations of Papa John's corporate and franchise restaurants in North America.

This press release features multimedia. View the full release here: <https://www.businesswire.com/news/home/20190708005161/en/>



Jim Norberg, SVP, Chief Restaurant Operations Officer, Papa John's International (Photo: Business Wire)

Norberg, a Quick Service Restaurant (QSR) industry veteran, spent more than 30 years of his career at McDonald's. His most recent role was Executive Vice President and Chief Operating Officer, where he managed operations for 14,000 U.S. restaurants. During his time at McDonald's, Norberg's leadership was instrumental in unifying company and franchise operations around the brand's messaging and leading a system-wide review to simplify store

operations and menus. His collaboration with the McDonald's franchisee community also led to the modernization of the customer experience in the chain's restaurant operations. After his long tenure at McDonald's, Norberg has served as an independent strategic advisor to organizations in the restaurant, hospitality, entertainment and consumer goods industry.

"Jim has an impressive growth track record, as well as deep-rooted QSR industry knowledge and expertise, making him a welcome addition to our talented leadership team," said Steve Ritchie, President and CEO of Papa John's International. "Jim is a seasoned expert whose

depth and understanding of restaurant operations and the guest experience will help propel our brand forward and position us for continued success.”

As Chief Restaurant Operations Officer, Norberg will lead the company’s operations excellence team to drive continuous efficiency improvements and deliver sustainable year-over-year increases in sales, customer satisfaction and profit margins for the brand across both its corporate and franchise restaurants.

“I am thrilled to be joining such a strong and talented leadership team and the Papa John’s family,” said Mr. Norberg. “This is a once-in-a-lifetime opportunity and I look forward to helping move the brand forward and contribute to the success of our differentiated ‘BETTER INGREDIENTS. BETTER PIZZA.’ brand value proposition.”

About Papa John's

Headquartered in Louisville, Kentucky, Papa John's International, Inc. (NASDAQ: PZZA) is the world's third-largest pizza delivery company. In 2019, consumers rated Papa John’s No. 1 in product and service quality among national pizza chains in the American Customer Satisfaction Index (ACSI). For 18 of the past 20 years, consumers have rated Papa John's No. 1 in customer satisfaction among national pizza chains in the ACSI. For more information about the company or to order pizza online, visit Papa John’s at www.papajohns.com.

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