

ITEM 19
FINANCIAL PERFORMANCE REPRESENTATIONS

The FTC’s Franchise Rule permits a franchisor to provide information about the actual or potential financial 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.

Introduction to Table No. 1

The figures below in **Table No. 1** represent the average 2017 Gross Sales (“**Average 2017 Gross Sales**”) generated by the sale of CITY WIDE services made by the 42 CITY WIDE franchisees that satisfied the Average 2017 Gross Sales Reporting Criteria (See note 1 below) during the period between January 1, 2017 and December 31, 2017. You should conduct an independent investigation of the revenues you could generate and the costs and expenses you will incur in operating your Franchised Business. You should carefully review the attached explanatory notes.

TABLE NO. 1
AVERAGE 2017 GROSS SALES

	2017 Gross Sales
High	\$15,202,622
Low	\$299,256
Median	\$2,440,478
Average	\$3,515,911

Notes to Table No. 1:

(1) As of December 31, 2017, we had 54 CITY WIDE franchisees operating in the CITY WIDE System. Of the total number of CITY WIDE franchisees operating, 48 CITY WIDE franchisees met all of the following criteria (“**Average 2017 Gross Sales Reporting Criteria**”): each CITY WIDE franchise was operated under a standard Franchise Agreement, had been open and operating for at least one full 12 month period by December 31, 2017 (“**Average 2017 Gross Sales Reporting Period**”), had submitted required Royalty Fee reports, and had operated continuously during the period between January 1, 2017 and December 31, 2017. The results of the remaining six CITY WIDE franchisees did not satisfy one or more of the Average 2017 Gross Sales Reporting Criteria. All CITY WIDE franchisees that satisfied the Average 2017 Gross Sales Reporting Criteria are included in this table.

(2) Of the 48 CITY WIDE franchisees who satisfied the Average 2017 Gross Sales Reporting Criteria, 15 met or exceeded the average 2017 Gross Sales figure above of \$3,515,911 in 2017 Gross Sales.

(3) The Average 2017 Gross Sales were prepared from the sales records and reports, as generated by Dynamics GP, our required accounting software, and submitted to us by franchisees, based

on prices charged for CITY WIDE services by the managers or owners of each of the 48 CITY WIDE franchisees satisfying the Average 2017 Gross Sales Reporting Criteria. We do not know of an instance, nor do we have reason to believe, that any manager or owner would overstate his or her sales price or monthly gross sales in his or her report. However, these Average 2017 Gross Sales numbers have not been audited and we have not independently verified any of the figures reported in this chart.

(4) The Average 2017 Gross Sales figures are derived from the aggregate sales of CITY WIDE services, prepared from sales records and reports, as generated by Dynamics GP or required accounting software, and submitted to us by 48 CITY WIDE franchisees satisfying the Average 2017 Gross Sales Reporting Criteria which were owned and operated by franchisees during the period between January 1, 2017 and December 31, 2017, and should not be considered the actual or probable gross sales which will be achieved by any individual franchisee. A franchisee's Gross Sales is likely to be lower in its first year of business. We recommend that the prospective franchisee make his or her own independent investigation to determine whether or not a CITY WIDE franchise may be profitable. We further recommend that prospective franchisees consult with professional advisors before executing any agreement. Your accountant can help you develop your own estimated costs for your CITY WIDE franchise. Data from franchisee owned operations is not an indication of how your CITY WIDE franchise will perform.

(5) We have written substantiation in our possession to support the information appearing in this ITEM 19. Written substantiation for the financial performance representation will be made available to the prospective franchisee upon reasonable request. Franchisees or former franchisees listed in this disclosure document may also be a source of information.

Introduction to Table No. 2 through Table No. 5

Table No. 2, Table No. 3, Table No. 4, and Table No. 5 contain information about the financial performance of the 48 franchised locations that satisfied the Quartile Reporting Criteria (See note 1 below) during the period between January 1, 2017 and December 31, 2017. Specifically, the information in the four tables is organized into four quartiles (“**Quartiles**”) which were determined based on the Gross Sales generated by those respective 48 franchised locations during the 2017 fiscal year in descending order. The first quartile is comprised of the 12 franchised locations that generated the most Gross Sales during the 2017 fiscal year (“**First Quartile**”); the second quartile is comprised of the next 12 franchised locations (“**Second Quartile**”); the third quartile is comprised of the next 12 locations (“**Third Quartile**”); and the fourth quartile is comprised of the remaining 12 locations (“**Fourth Quartile**”).

The figures in **Table No. 2(a), Table No. 3(a), Table No. 4(a), and Table No. 5(a)** represent Monthly Gross Sales generated and Net Royalties paid as experienced by franchisees in each of the four Quartiles resulting from the sale of CITY WIDE services during the first 12 months, 24 months, 36 months, 48 months, and 60 months of operations. Your financial results are likely to differ from the figures presented.

The figures in **Table No. 2(b), Table No. 3(b), Table No. 4(b), and Table No. 5(b)** represent 2017 Annual Gross Sales experienced by franchisees in each of the four Quartiles resulting from the sale of CITY WIDE services during the 2017 fiscal year. Your financial results are likely to differ from the figures presented.

The figures in **Table No. 2(c), Table No. 3(c), Table No. 4(c), and Table No. 5(c)** represent Independent Labor Costs and Gross Margin as a percentage of Gross Sales experienced

by franchisees relating to the sale of CITY WIDE services during the 2017 fiscal year. Your financial results are likely to differ from the figures presented.

You should carefully review the attached explanatory notes.

**TABLE NO. 2
FIRST QUARTILE**

**Table No. 2(a)
Monthly Gross Sales and Net Royalties in Specific Time Frames**

Monthly Gross Sales - Specific Time Frames	At the 12th Month	At the 24th Month	At the 36th Month	At the 48th Month	At the 60th Month
High - Monthly Revenue	\$199,613	\$218,602	\$311,030	\$355,382	\$505,619
Low - Monthly Revenue	\$39,671	\$116,182	\$125,700	\$196,014	\$215,285
Average Monthly Gross Sales	\$42,753	\$113,573	\$181,606	\$252,473	\$313,610
Number of Locations That Met or Exceeded Average Monthly Gross Sales	5 of 13	5 of 12	5 of 11	3 of 9	3 of 9
Median Monthly Gross Sales	\$77,676	\$142,035	\$216,359	\$218,323	\$326,958
Average Monthly Net Royalties	\$2,138	\$5,679	\$9,080	\$12,624	\$15,681
Median Monthly Net Royalties	\$3,842	\$6,959	\$10,738	\$10,916	\$16,315
Number of Locations That Met or Exceeded Average Monthly Net Royalties	5 of 13	5 of 12	5 of 11	3 of 9	3 of 9

**Table No. 2(b)
2017 Annual Gross Sales for 12 Locations**

	Annual Revenue
High	\$15,020,622
Low	\$5,194,203
Median	\$7,814,696
Average (met or exceeded by 5 locations, or 42%)	\$8,016,951

**Table 2(c)
2017 Costs as a Percentage of Gross Sales for 12 Locations**

	Independent Labor Cost as a Percentage of Total Gross Sales	Gross Margin as a Percentage of Total Gross Sales
Average	65.29%	32.58%
Number of Locations That Met or Exceeded Average	9 of 12	10 of 12
Median	68.36%	30.49%

**TABLE NO. 3
SECOND QUARTILE**

**Table 3(a)
Monthly Gross Sales and Net Royalties in Specific Time Frames**

Monthly Gross Sales - Specific Time Frames	At the 12th Month	At the 24th Month	At the 36th Month	At the 48th Month	At the 60th Month
High - Monthly Revenue	\$54,597	\$99,690	\$135,511	\$204,304	\$223,972
Low - Monthly Revenue	\$14,881	\$56,222	\$84,995	\$114,965	\$112,199
Average Monthly Gross Sales	\$20,395	\$61,202	\$95,029	\$123,935	\$155,580
Number of Locations That Met or Exceeded Average Monthly Gross Sales	7 of 12	6 of 11	5 of 10	4 of 8	5 of 8
Median Monthly Gross Sales	\$44,607	\$76,908	\$106,570	\$130,429	\$164,626
Average Monthly Net Royalties	\$1,020	\$3,060	\$4,751	\$6,197	\$7,779
Number of Locations That Met or Exceeded Average Monthly Net Royalties	7 of 12	6 of 11	5 of 10	4 of 8	5 of 8
Median Monthly Net Royalties	\$2,406	\$3,845	\$5,328	\$6,629	\$9,087

**Table 3(b)
2017 Annual Gross Sales for 12 Locations**

	Annual Gross Sales
High	\$4,168,521
Low	\$2,440,478
Median	\$3,654,242
Average (met or exceeded by 5 locations, or 42%)	\$3,428,361

**Table 3(c)
2017 Costs as a Percentage of Gross Sales for 12 Locations**

	Independent Labor Cost as a Percentage of Total Gross Sales	Gross Margin as a Percentage of Total Gross Sales
Average	64.81%	31.63%
Number of Locations That Met or Exceeded Average	6 of 12	4 of 12
Median	68.07%	31.34%

**TABLE NO. 4
THIRD QUARTILE**

**Table 4(a)
Monthly Gross Sales and Net Royalties in Specific Time Frames**

Monthly Gross Sales - Specific Time Frames	At the 12th Month	At the 24th Month	At the 36th Month	At the 48th Month	At the 60th Month
High - Monthly Revenue	\$43,486	\$66,245	\$108,143	\$147,893	\$160,326
Low - Monthly Revenue	\$15,347	\$19,042	\$56,352	\$83,679	\$78,426
Average Monthly Gross Sales	\$13,878	\$43,035	\$70,736	\$90,815	\$111,696
Number of Locations That Met or Exceeded Average Monthly Gross Sales	6 of 12	7 of 11	6 of 10	6 of 9	5 of 8
Median Monthly Gross Sales	\$26,825	\$60,374	\$73,832	\$102,680	\$142,717
Average Monthly Net Royalties	\$694	\$2,152	\$3,537	\$4,541	\$5,585
Number of Locations That Met or Exceeded Average Monthly Net Royalties	6 of 12	7 of 11	6 of 10	6 of 9	5 of 8
Median Monthly Net Royalties	\$1,527	\$3,015	\$3,888	\$5,134	\$7,626

**Table 4(b)
2017 Annual Gross Sales for 10 Locations**

	Annual Gross Sales
High	\$2,436,435
Low	\$1,344,619
Median	\$1,830,237
Average (met or exceeded by 5 locations, or 50%)	\$1,830,356

**Table 4(c)
2017 Costs as a Percentage of Gross Sales for 12 Locations**

	Independent Labor Cost as a Percentage of Total Gross Sales	Gross Margin as a Percentage of Total Gross Sales
Average	66.87%	32.43%
Number of Locations That Met or Exceeded Average	7 of 12	4 of 12
Median	66.74%	30.75%

**TABLE NO. 5
FOURTH QUARTILE**

**Table 5(a)
Monthly Gross Sales and Net Royalties in Specific Time Frames**

Monthly Gross Sales - Specific Time Frames	At the 12th Month	At the 24th Month	At the 36th Month	At the 48th Month	At the 60th Month
High - Monthly Revenue	\$35,422	\$79,424	\$67,437	\$196,796	\$83,819
Low - Monthly Revenue	\$8,305	\$24,888	\$24,251	\$52,565	\$22,747
Average Monthly Gross Sales	\$7,889	\$25,034	\$42,577	\$77,074	\$66,399
Number of Locations That Met or Exceeded Average Monthly Gross Sales	7 of 11	6 of 9	4 of 8	3 of 8	2 of 6
Median Monthly Gross Sales	\$25,959	\$31,252	\$50,542	\$65,146	\$54,891
Average Monthly Net Royalties	\$394	\$1,252	\$2,129	\$3,854	\$3,320
Number of Locations That Met or Exceeded Average Monthly Net Royalties	7 of 11	6 of 9	4 of 8	3 of 8	2 of 6
Median Monthly Net Royalties	\$1,243	\$1,563	\$2,527	\$3,257	\$3,146

**Table 5(b)
2017 Annual Gross Sales for 11 Locations**

	Annual Gross Sales
High	\$1,277,330
Low	\$299,256
Median	\$1,022,608
Average (met or exceeded by 7 locations or 64%)	\$859,421

**Table 5(c)
2017 Costs as a Percentage of Gross Sales for 11 Locations**

	Independent Labor Cost as a Percentage of Total Gross Sales	Gross Margin as a Percentage of Total Gross Sales
Average	69.88%	31.74%
Number of Locations That Met or Exceeded Average	6 of 11	3 of 11
Median	66.55%	32.97%

Notes to Table No. 2 through Table No. 5 above:

(1) As of December 31, 2017, we had 54 CITY WIDE franchisees operating in the CITY WIDE System. Of the total number of CITY WIDE franchisees operating, 48 CITY WIDE franchisees met all of the following criteria (“**Quartile Reporting Criteria**”): each CITY WIDE franchise was operated under a standard Franchise Agreement, had been open and operating for at least one full 12-month period by December 31, 2017 (“**Quartile Reporting Period**”), had submitted required Royalty Fee reports, and had operated continuously during the period between January 1, 2017 and December 31, 2017. In addition, during the Quartile Reporting Period, we had 43 CITY WIDE franchisees that had been operating at least 24 full months, 39 CITY WIDE franchisees that had been operating at least 36 full months, and 34 CITY WIDE franchisees that had been operating at least 48 months, and 31 CITY WIDE franchises that had been operating at least 60 months. The results of the remaining six CITY WIDE franchisees did not satisfy one or more of the Quartile Reporting Criteria. All CITY WIDE franchisees that satisfied the Quartile Reporting Criteria are included in this table.

(2) The Monthly Gross Sales and Monthly Net Royalties were prepared from the sales records and reports, as generated by Dynamics GP, our required accounting software, and submitted to us by franchisees, based on prices charged for CITY WIDE services by the managers or owners of each of the 45 CITY WIDE franchisees satisfying the Quartile Reporting Criteria. We do not know of an instance, nor do we have reason to believe, that any manager or owner would overstate his or her sales price or monthly gross sales in his or her report. However, these Monthly Gross Sales and Monthly Net Royalties numbers have not been audited and we have not independently verified any of the figures reported in this chart.

(3) The Monthly Gross Sales and Monthly Net Royalties figures are derived from the aggregate sales of CITY WIDE services, prepared from sales records and reports, as generated by Dynamics GP or required accounting software, and submitted to us by 48 CITY WIDE franchisees satisfying the Quartile Reporting Criteria which were owned and operated by franchisees during the period between January 1, 2017 and December 31, 2017, and should not be considered the actual or probable gross sales which will be achieved by any individual franchisee. A franchisee’s Monthly Gross Sales is likely to be lower in its first year of business. We recommend that the prospective franchisee make his or her own independent investigation to determine whether or not a CITY WIDE franchise may be profitable. We further recommend that prospective franchisees consult with professional advisors before executing any agreement. Your accountant can help you develop your own estimated costs for your CITY WIDE franchise. Data from franchisee owned operations is not an indication of how your CITY WIDE franchise will perform.

(4) Independent Labor Cost as a Percentage of Total Gross Sales is calculated by deducting the cost of independent labor (“**Independent Labor Cost**”) incurred on an annual basis from total Annual Gross Sales generated by each CITY WIDE franchisee and reported by managers or owners of each of the 48 CITY WIDE franchisees satisfying the Quartile Reporting Criteria. Independent Labor Cost is comprised of all costs and expenses paid by CITY WIDE franchisees that satisfied the Quartile Reporting Criteria to outside vendors who performed services for customers of CITY WIDE franchisees. We do not know of an instance, nor do we have reason to believe, that any manager or owner would overstate or understate his or her Independent Labor Cost in his or her report. However, neither the Annual Gross Sales nor the annual Independent Labor Cost figures have been audited and we have not independently verified these average monthly sales or cost numbers.

(5) Gross Margin as a Percentage of Total Gross Sales is determined by deducting the Independent Labor Cost as a Percentage of Total Gross Sales from total Average Annual Gross Sales reported by managers or owners of each of the 48 CITY WIDE franchises satisfying the Quartile Reporting Criteria.

(6) We have written substantiation in our possession to support the information appearing in this ITEM 19. Written substantiation for the financial performance representation will be made available to the prospective franchisee upon reasonable request. Franchisees or former franchisees listed in this disclosure document may also be a source of information.

(7) Actual results may vary from franchise to franchise and depend on a variety of internal and external factors, many of which neither we nor any prospective franchisee can estimate, such as competition, economic climate, demographics, and changing consumer demands and tastes. A franchisee’s ability to achieve any level of Monthly Gross Sales, Annual Gross Sales, Independent Labor Cost as a Percentage of Total Gross Sales, or Gross Margin as a Percentage of Total Gross Sales from the sale of CITY WIDE services will depend on these factors and others, including the franchisee’s level of expertise, none of which are within our control. You should conduct an independent investigation of the costs and expenses you will incur in operating your Franchised Business.

Introduction to Table No. 6

The figures below in **Table No. 6** represent actual Average Monthly Gross Sales, Average Monthly Independent Labor Cost as a Percentage of Total Gross Sales, Average Monthly Gross Margin as a Percentage of Total Gross Sales, Average Monthly Office Operating Expenses as a Percentage of Total Gross Sales, Annual Gross Sales, Annual Independent Labor Cost as a Percentage of Total Gross Sales, Annual Gross Margin as a Percentage of Total Gross Sales, and Annual Office Operating Expenses as a Percentage of Total Gross Sales earned or incurred during the period between January 1, 2017 and December 31, 2017 by CITY WIDE Maintenance Company, Inc. our one company owned CITY WIDE business, which is located in the greater Kansas City metropolitan area (“**Corporate Location**”). Our Corporate Location has continuously operated since 1961. As a result, your financial results are likely to differ from the figures presented. You should conduct an independent investigation of the revenues you could generate and the costs and expenses you will incur in operating your Franchised Business. You should carefully review the attached explanatory notes.

**TABLE NO. 6
COMPANY-OWNED KANSAS CITY**

	Average Monthly Contract Gross Sales	Average Monthly Non-Contract Gross Sales	Annual Gross Sales	Direct Labor Cost as % of Gross Sales	Gross Margin as % of Gross Sales	Operations Expense as % of Gross Sales	Sales Expense as % of Gross Sales	Operating Expenses as % of Gross Sales
Kansas City	\$2,037,968	\$966,799	\$36,057,204	69.00%	29.30%	7.70%	3.85%	5.13%

Notes to Table No. 6:

(1) The information provided above is based on the actual performance of our only Corporate Location in the greater Kansas City metropolitan area for the 12-month period ending December 2017. The information is not based on any CITY WIDE franchised locations. Because the representation relates to the performance of our Corporate Location, CITY WIDE franchised outlets will share some of the same characteristics, including, degree of competition, services or goods sold, and services supplied by us.

However, the Corporate Location was not subject to the Royalty Fee, Marketing Fee, or any other fees due to CITY WIDE under the Franchise Agreement.

(2) The Average Monthly Contract Gross Sales is the average monthly gross sales recognized from sales with an annual contract.

(3) The Average Monthly Non-Contract Gross Sales is the average monthly gross sales recognized from one-time services or supply sales.

(4) The Annual Gross Sales is calculated by adding the Monthly Contract Gross Sales and the Monthly Non-Contract Gross Sales generated by the business over the entire year.

(5) The Direct Labor Cost as a Percentage of Gross Sales is the percentage of the gross sales related to the cost of the contractor or employee(s) performing the services.

(6) The Gross Margin as a Percentage of Gross Sales is the percentage of the Annual Gross Sales remaining after deducting the labor and merchandise costs from the Annual Gross Sales.

(7) The Operations Expense as a Percentage of Gross Sales is the percentage of the Annual Gross Sales that is related to the expense of the operations staff managing the various sales.

(8) The Sales Expense as a Percentage of Gross Sales is the percentage of the Annual Gross Sales that is related to the cost of the sales staff that generates the various sales.

(9) The Operating Expenses as a Percentage of Gross Sales is the percentage of the Annual Gross Sales that is related to the general and administrative expenses to run the business, including but not limited to accounting, human resources, information technology, office supplies and facilities.

(10) The Average Monthly Contract Gross Sales, the Average Monthly Non-Contract Gross Sales, the Annual Gross Sales, the Direct Labor Cost as a Percentage of Gross Sales, the Gross Margin as a Percentage of Sales, the Operations Expense as a Percentage of Gross Sales, the Sales Expense as a Percentage of Gross Sales, and the Operating Expenses as a Percentage of Gross Sales information was prepared from the sales records and reports, as generated by Dynamics GP, our required accounting software, based on the Average Monthly Contract Gross Sales, the Average Monthly Non-Contract Gross Sales, the Annual Gross Sales, the Direct Labor Cost as a Percentage of Gross Sales, the Gross Margin as a Percentage of Sales, the Operations Expense as a Percentage of Gross Sales, the Sales Expense as a Percentage of Gross Sales, and the Operating Expenses as a Percentage of Gross Sales earned or incurred by the Corporate Location and reported by its manager. We do not know of an instance, nor do we have reason to believe, that the manager of the Corporate Location would overstate or understate the Corporate Location's revenues or expenses in the manager's report. However, these revenue and expense numbers have not been audited and we have not independently verified these numbers.

(11) The Average Monthly Contract Gross Sales, the Average Monthly Non-Contract Gross Sales, the Annual Gross Sales, the Direct Labor Cost as a Percentage of Gross Sales, the Gross Margin as a Percentage of Sales, the Operations Expense as a Percentage of Gross Sales, the Sales Expense as a Percentage of Gross Sales, and the Operating Expenses as a Percentage of Gross Sales information represents sales and expense information for our Corporate Location during the twelve month period between January 1, 2017 and ending December 31, 2017, and should not be considered the actual or probable average monthly or annual gross sales or expense margins which will be achieved by any individual franchisee. A franchisee's average monthly and annual gross sales are likely to be substantially lower and expense margins are likely to be higher in its first year of business. We recommend that the

prospective franchisee make his or her own independent investigation to determine whether or not a CITY WIDE franchise may be profitable. We further recommend that prospective franchisees consult with professional advisors before executing any agreement. Your accountant can help you develop your own estimated costs for your CITY WIDE franchise. Data from our Corporate Location is not an indication of how your CITY WIDE franchise will perform.

(12) We have written substantiation in our possession to support the information appearing in this ITEM 19. Written substantiation for the financial performance representation will be made available to the prospective franchisee upon reasonable request. Franchisees or former franchisees listed in this Disclosure Document may also be a source of information.

(13) Actual results may vary from franchise to franchise and depend on a variety of internal and external factors, many of which neither we nor any prospective franchisee can estimate, such as competition, economic climate, demographics, and changing consumer demands and tastes. A franchisee's ability to achieve any level of monthly or annual gross sales or expense margins from the sale of CITY WIDE products and services will depend on these factors and others, including the franchisee's level of expertise, none of which are within our control. Accordingly, we cannot, and do not, estimate the results of any particular franchise.

(14) You must receive approval from us before selling any product or service other than our authorized services or products. Therefore, your income from miscellaneous sources may not be similar to those of the Corporate Location disclosed above.

(15) Allowances should also be made for legal, accounting, loan interest and other additional costs not reflected in this financial performance representation.

(16) Some outlets have sold this amount. Your individual results may differ. There is no assurance you'll sell as much.