

Provision	Section in Franchise or other Agreement	Summary
r. Non-competition covenants after franchise is terminated or expires	8.6	No solicitation of OpenWorks customers; no use of OpenWorks' confidential information, subject to state law.
s. Modification of the agreement	7.2.2, 8.8, 11.2, 11.4, 11.7	OpenWorks may change Manual and reduce scope of non-compete; otherwise modification only by agreement of parties or as required by law.
t. Integration/merger clause	11.6	Only the terms of the franchise agreement and other related written agreements are binding (subject to applicable state law). Any representations or promises outside of the disclosure document and franchise agreement may not be enforceable.
u. Dispute resolution by arbitration or mediation	11.8	Except for certain claims, all disputes must be arbitrated, subject to state law.
v. Choice of forum	11.8	Principal place of business, currently, Phoenix, Arizona (subject to applicable state law).
w. Choice of law	11.2	Arizona law, subject to state law, except that confidentiality, non-competition and non-solicitation are governed by the law in the state where you operate your business.

ITEM 18 PUBLIC FIGURES

OpenWorks does not use any public figure to promote its franchise system.

ITEM 19 FINANCIAL PERFORMANCE REPRESENTATIONS

The FTC 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 the 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 a 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 the Compliance Director at the Corporate Office located at 2355 E. Camelback Road, Suite 600, Phoenix, Arizona 85016; the Federal Trade Commission, and the appropriate state regulatory agencies.

ITEM 20
OUTLETS AND FRANCHISEE INFORMATION

Table No. 1 Systemwide Outlet Summary
For Years 2021 to 2023

Outlet Type	Year	Outlets at the Start of the Year	Outlets at the End of the Year	Net Change
Franchise	2021	642	726	+84
	2022	726	654	-72
	2023	654	615	-39
Company-Owned	2020	0	0	0
	2021	0	0	0
	2022	0	0	0
Total Outlets	2021	642	726	+84
	2022	726	654	-72
	2023	654	615	-39

Table No. 2
Transfers of Outlets from Franchisees to New Owners (Other than the Franchisor)
For Years 2021 to 2023

State	Year	Number of Transfers
Arizona	2021	0
	2022	0
	2023	0
California	2021	1
	2022	0
	2023	0
Colorado	2021	0
	2022	0