

w. Choice of law.	Section 21.8	Pennsylvania law applies (subject to state law).
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ITEM 18

PUBLIC FIGURES

There is currently no compensation or other benefit given or promised to a public figure arising, in whole or in part, from the use of a public person in our name, logo or the Franchise, or the endorsement or recommendation of the Franchise by a public figure in advertisements. Use of public images, photos, names, articles, publications, content, etc. is only allowed with GHC's express written permission obtained in advance.

You have the right to use the name of a public figure in your promotional efforts or advertising *only* with our prior written approval. Any photo usage of clients or others for media opportunities must have written releases executed by such individuals or their respective guardians on file prior to usage.

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 financial performance of its franchised and/or company-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.

Background

This Item presents historical data relating to Gross Receipts reported by certain of our Agency Model franchisees (each, a "Franchised Location") and our Agency Model affiliate-owned outlets (each, an "Affiliate-Owned Location"). This data was collected from January 1, 2024, through December 31, 2024 (the "Measurement Period"). The Franchised Locations and Affiliate-Owned Locations included in this Item operate businesses substantially similar to the business being offered in this Franchise Disclosure Document. Because the Franchised Locations are granted the right to provide services in a specific territory rather than at a specific outlet or location, we refer to each outlet as a "territory" in this Item 19. The franchised territories included in this Item 19 have been divided into 4 groups: (a) territories operated by franchisees who only operate a single territory; (b) territories operated by franchisees who operate multiple territories; (c) the top and bottom 24 territories operated by franchisees; and (d) territories operated by franchisees by the number of years in the system. We have not audited this information, nor independently verified the information received from franchisees.

Part I of this Item sets forth the Average, Median, high, and low Gross Receipts earned by 48 Franchised Locations operating in a total of 94 territories during the entire Measurement Period. Excluded from Part I are 20 territories that opened during the 2024 calendar year and weren't open the entire calendar year.

Part II of this Item sets forth the Average, Median, high, and low Gross Receipts earned by 18 Franchised Locations that each operate in a single territory. Excluded from Part II of this Item 19 are: (i) 20 Franchised Locations that each operate in 1 Territory that opened during the Measurement Period and were not otherwise open the entire Measurement Period, (ii) 20 Franchised Locations that each operate in two territories; (iii) eight Franchised Locations that each operate in three territories, (iv) 3 Franchised

Locations that each operate in four territories, and (vi) five Affiliate-Owned Locations operating in a total of 11 territories.

Part III of this Item sets forth the Average, Median, high, and low Gross Receipts earned by 31 Franchised Locations that each operate in more than one territory, representing a total of 76 territories. Excluded from Part III of this Item are (i) 20 Franchised Locations that each operate in one territory that opened during the Measurement Period, (ii) 18 Franchised Locations that each operate in one territory, and (iii) five Affiliate-Owned Locations operating in a total of 11 territories.

Part IV of this item sets forth the Average, Median, high, and low Gross Receipts for the top 24 Franchised Locations and the bottom 24 Franchised Locations. This includes 18 Franchised Locations that operate in a single territory, 19 Franchised Locations that operate in two territories, eight Franchised Locations that operate in three territories, and three Franchised Locations that operate in four territories. Part IV also includes the 48 locations shown by quartile. Excluded from Part IV were 5 Affiliate-Owned locations that operate in a total of 14 territories and 18 Franchised Locations that each operate in 1 Territory that opened during the Measurement Period and were not otherwise open the entire Measurement Period

Part V of this item sets forth Average and Median Gross Receipts by the number of years in operation. Years of operations are: 1-5, 6-15, 15-20, 20+ years. This includes 18 single territory locations, 20 two territory locations, 8 three territory locations and 3 four territory locations. Excluded were (i) 5 Affiliate-Owned locations with a total of 11 territories, and (ii) 18 Franchised Locations that each operate in one territory that opened during the Measurement Period.

Part VI of this Item sets forth the Average, Median, high, and low Gross Receipts earned by eight Affiliate-Owned Locations operating in a total of 16 territories. Excluded from Part IV of this Item are (i) 18 Franchised Locations that each operate in one territory, (ii) 4 Franchised Locations that each operate in one territory that opened during the Measurement Period, (iii) 20 Franchised Locations that each operate in two territories, (iv) seven Franchised Locations that each operate in three territories, and (v) 3 Franchised Locations that each operate in four territories.

Part I: **Average, Median, High and Low Gross Receipts Earned by
All Franchised Locations During the Measurement Period**

Number of Franchised Locations	Number of Territories	Average Gross Receipt	Median Gross Receipts	Highest Gross Receipts	Lowest Gross Receipts	Number and Percentage That Met or Exceeded the Average	% Var 2024 vs. 2023
48	92	\$2,131,036	\$1,672,644	\$7,472,253	\$661,573	16 or (33%)	12.2%

The territories included in Part I have populations ranging between 78,153 and 1,799,432 with a Median population of 423,854.

Part II: **Average, Median, High and Low Gross Receipts Earned by
Franchised Locations Operating in One Territory
During the Measurement Period**

Number of Owners	Average Gross Receipt	Median Gross Receipts	Highest Gross Receipts	Lowest Gross Receipts	Number that Met or Exceeded the Average	% Var 2024 vs. 2023
18	\$1,421,993	\$1,328,420	\$4,438,537	\$61,573	8 or (44%)	24.8%

The territories included in Part II have populations ranging between 76,678 and 964,223 with a median territory population of 406,928. There were four locations excluded they were not open for the full 2024 calendar year.

Part III: **Average, Median, High and Low Gross Receipts Earned by
Franchised Locations Operating in Multiple Territories
During the Measurement Period**

Number of Owners	Number of Territories Owned	Average Gross Receipt	Median Gross Receipts	Highest Gross Receipts	Lowest Gross Receipts	Number that Met or Exceeded the Average	% Var 2024 vs. 2023
3	4	\$3,717,112	\$3,212,260	\$4,4975,743	\$2,963,332	1 or 33%	5.6%
8	3	\$2,676,186	\$2,262,784	\$7,036,749	\$1,168,813	3 or 38%	8.5%
20	2	\$2,322,790	\$1,902,990	\$7,472,253	\$440,000	8 or 40%	9.4%

The territories included in Part III have populations ranging between 121,674 and 1,736,984 with a median territory population of 413,926.

Part IV: **Top & Bottom 24 Franchised Locations**

Top 24 Franchise Locations 2024	
Highest Gross Receipt	\$7,472,235
Lowest Gross Receipt	\$ 1,757,833
Average Gross Receipt	\$ 3,288,301
Median Gross Receipt	\$2,694,501

Bottom 24 Franchise Locations 2024	
Highest Grossing	\$1,587,454
Lowest Grossing	\$61,573
Average Gross Receipt	\$973,770
Median Gross Receipt	\$1,109,540

Franchise Location Revenue by Quartile								
	# of Owners	Average Revenue	Median Revenue	Lowest	Highest	# Above Average	% Above Average	% Var 2024 v. 2023
1 st Quartile	12	\$4,502,710	\$3,802,077	\$2,920,504	\$7,472,253	4	33.3%	10.6%
2 nd Quartile	12	\$2,073,891	\$1,962,576	\$1,757,833	\$2,468,498	5	41.7%	21.6%
3 rd Quartile	12	\$1,330,438	\$1,313,345	\$1,168,813	\$1,587,454	6	50.0%	11.2%
4 th Quartile	12	\$617,103	\$607,266	\$61,573	\$1,050,266	6	50.0%	-0.8%

Part V. All Franchised Locations by Time in the System

Franchise Locations by Time in the System							
Years	Average Revenue	Median Revenue	Lowest	Highest	# Above Avg	% Above Avg	% Var 2024 vs 2023
1-5	\$ 966,301	\$ 956,489	\$ 61,573	\$2,429,728	4	50.0%	45.0%
5-15	\$2,176,595	\$1,869,005	\$440,000	\$7,472,253	6	30.0%	11.6%
15-20	\$1,976,829	\$2,332,104	\$386,123	\$3,212,260	2	66.7%	5.8%
20+	\$2,652,759	\$1,587,454	\$953,642	\$7,190,556	7	41.2%	9.4%

Part VI: Average, Median, High and Low Gross Receipts Earned by Affiliate-Owned Locations During the Measurement Period

Affiliate-Owned Location	Number of Territories	Total Gross Receipts	Gross Margin
1	2	\$3,640,991	51.1%
2	5	\$2,884,456	51.7%
3	2	\$1,421,252	48.8%
4	3	\$1,337,839	44.3%
5	1	\$1,133,934	48.6%
6	1	\$884,501	49.7%
7	1	\$774,742	50.6%
8	1	\$749,674	49.8%
Average	\$89,079 (Gross Receipts per Territory)	\$1,603,424	49.9%
Median	\$68,660 (Gross Receipts per Territory)	\$1,235,886	47.6%

The territories included in Part VI have populations ranging between 295,393 and 2,159,677.

General Notes to Item 19:

1. “Gross Receipts” is defined as the aggregate of all monies received by a franchisee as a result of the provision of all Services and goods provided by the franchise during the preceding reporting period. Gross Receipts do not include the amount of any applicable sales tax imposed by and paid to any federal, state, municipal, or other governmental authority. Gross Receipts do not include Client reimbursements to franchisee for actual expenses (e.g. mileage) paid by franchisee on behalf of a Client. Also excluded from Gross Receipts are adjustments, including corrections of errors in billings and other reductions in billings given in order to develop and maintain Client relations and goodwill.

2. The term “Average,” which is also known as the “mean,” means the sum of all data points in a set, divided by the number of data points in that set.
3. The term “Median,” means the data point that is in the center of all data points used. That number is found by examining the total number of data points and finding the middle number in that set. In the event the number of data points is an odd number, the median will be the center number. If the dataset contains an even number of data points, the median is reached by taking the two numbers in the middle, adding them together, and dividing it by two.
4. The term “Gross Margin,” means total sales divided by caregiver pay.
5. The information in this Item 19 does not contain any information concerning the operating costs and expenses (other than gross margin) that you will incur in operating your franchised business. We recommend that you make your own independent investigation to determine whether or not the franchise may be profitable to you. We strongly suggest that you consult your financial advisor or personal accountant concerning financial projections and federal, state and local income taxes and any other applicable taxes that you may incur in operating a franchised business.
6. Written substantiation for the financial performance representation will be made available to you upon reasonable request.
7. **Some outlets have earned this amount. Your individual results may differ. There is no assurance that you’ll earn as much.**

Other than what is represented in this Item 19, 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 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 Steven Turner at 510 East Township Line Road, Suite 210, Blue Bell, PA 19422 or 215-987-4878; the Federal Trade Commission; and the appropriate state regulatory agencies.

ITEM 20

OUTLETS AND FRANCHISEE INFORMATION

In 2016 we began offering franchises for new Agency Business Model outlets. Many existing Registry Business Model franchisees have been or will be offered the opportunity to formally convert to the Agency Business Model, and some have already done so. In this Item 20, we separately identify those outlets operating under the Registry Business Model and the Agency Business Model (the franchise offering described in this Franchise Disclosure Document). An outlet that converted from the Registry Business Model to the Agency Business Model is listed as having “ceased operations” in the Registry Model tables, and as having “opened” in the Agency Model table.

Outlet Summary for Agency Model Businesses

Since 2012, certain franchisees that signed Registry Business Model franchise agreements have operated their franchises under the Agency Business Model. In this Item 20, each Agency Business Model outlet is listed as “opened” as an Agency Business Model outlet based on when it began operation under the Agency Business Model.