

## FRANCHISE DISCLOSURE DOCUMENT



SERVICEMASTER CLEAN/RESTORE SPE LLC

A Delaware Limited Liability Company One

Glenlake Parkway, 14<sup>th</sup> Floor

Atlanta, Georgia 30328

Phone: 800-756-5656

smfranchiseinfo@smclean.com

www.servicemasterclean.com

You will operate a ServiceMaster Clean® business (a “**Clean Franchise**”). Clean Franchises provide to management or tenants of commercial or institutional buildings contracted janitorial services on a continuing basis and carpet, furniture and other periodical non-janitorial cleaning and maintenance.

The total investment necessary to begin operation of a ServiceMaster Clean® franchise ranges from \$89,775 to \$131,200. This total investment includes \$37,250 that must be paid to us or our affiliates.

This disclosure document summarizes certain provisions of your franchise agreement and other information in plain English. Read this disclosure document and all agreements carefully. You must receive this disclosure document at least 14 calendar days before you sign a binding agreement or make any payment in connection with the proposed franchise sale. **Note, however, that no governmental agency has verified the information contained in this document.**

You may wish to receive your disclosure document in another format that is more convenient for you. To discuss the availability of disclosures in different formats, contact the Franchise Sales office at One Glenlake Parkway, 14<sup>th</sup> Floor, Atlanta, Georgia 30328 or at 800-756-5656.

The terms of your franchise agreement will govern your franchise relationship. Don’t rely on the disclosure document alone to understand your franchise agreement. Read all of your franchise agreement carefully. Show your franchise agreement and this disclosure document to an advisor, like a lawyer or an accountant.

Buying a franchise is a complex investment. The information in this disclosure document can help you make up your mind. More information of franchising, such as “*A Consumer’s Guide to Buying a Franchise*,” which can help you understand how to use this disclosure document, is available from the Federal Trade Commission. You can contact the FTC at 1.877.FTC.HELP or by writing to the FTC at 600 Pennsylvania Avenue, N.W., Washington, D.C. 20580. You can also visit the FTC’s home page at [www.ftc.gov](http://www.ftc.gov) for additional information.

There may also be laws on franchising in your state. Ask your state agencies about them.

The issuance date of this disclosure document is May 1, 2024, as amended on September 9, 2024.

Your competitors are national and regional companies that operate similar businesses and their franchisees, and individuals, companies, and partnerships of varying sizes and scopes that offer janitorial and cleaning services, which, as further explained in Item 12, may include other franchisees or affiliates.

### **Distributors**

In some areas, we have area representatives, which we refer to as “**Distributors**,” which serve as instructors for and liaisons with franchisees in certain territories. They are independent contractors. They may also act as recruiters on our behalf in connection with the original placement of a Clean Franchise. Below is a list of our current Distributors and their salespersons. You will sign a Partial Assignment of Rights (“**PAR**”) with your Franchise Agreement if you are in a Distributor’s territory. A PAR is included in Exhibit A-2 to this Disclosure Document.

#### **TERRITORY: NORTH CAROLINA, SOUTH CAROLINA**

ServiceMaster Distributor of the Carolinas

George B. McBride, Sr., President. Mr. McBride, Sr. has been associated with ServiceMaster Distributor of the Carolinas since 1997.

George B. McBride, Jr., Business Services Support. Mr. McBride, Jr., joined ServiceMaster Distributor of the Carolinas in 2010.

#### **TERRITORY: NORTH CAROLINA, SOUTH CAROLINA, VIRGINIA**

ServiceMaster Associates of Virginia, Inc.

David Meyer, President. Mr. Meyer has been with ServiceMaster Associates of Virginia since 1985.

### **Industry-Specific Regulations**

We are not aware of any laws or regulations that are specifically applicable to the cleaning services offered in this Disclosure Document except as noted here. Franchisees should be mindful of environmental laws, such as NESHAP (National Emissions Standards for Hazardous Air Pollutants) and OSHA (Occupational Safety and Health Administration) regulations, as well as those laws and regulations surrounding work in buildings with lead paint. Some products used in our System contain ingredients regulated by the Environmental Protection Agency (EPA). We have registered our products that contain these ingredients with the EPA. Certain states may require licensing and certification requirements for applying disinfectants, sanitizers and other microbials that are EPA registered. In addition, some local jurisdictions may have regulations or ordinances that apply to your Clean Franchise.

### **Referrals**

We pay existing Clean Franchisees a referral fee for referred candidates who acquire a franchise within 12 months of the referral, but we can change this policy at any time. Franchisees who receive financial incentives for such referrals may be required to register as franchise brokers under applicable state laws. (See State-Specific Addenda attached as Exhibit F to this Disclosure Document).

## **ITEM 2: BUSINESS EXPERIENCE**

Chief Executive Officer: ~~Greg Weller~~Jon Nobis

Mr. WellerNobis has been the Chief Executive Officer for us, each of the other SM Franchisors, SM Manager, RW Purchaser, and a number of other related entities since ~~December 2022~~September 2024. He has also been a Manager of RW Parent since December 2022. From December 2022 to April 2023, he served as Chief Executive Officer for AmeriSpec SPE LLC (“~~AmeriSpec~~”) and Furniture Medic SPE LLC (“~~Furniture Medic~~”). From March 2015 to December 2022, Mr. Weller served in various positions for SiteOne Landscape Supply in Atlanta, Georgia, including Division President from October 2021 to December 2022, Executive Vice President of Operations from February 2020 to October 2021, and Senior Vice President—Operations from May 2019 to February 2020, and Senior Vice President—Supply Chain, Real Estate and Operations Excellence from January 2017 to May 2019. Mr. WellerSeptember 2024. From November 2021 to September 2024, Mr. Nobis served as the Chief Information Officer for SM Manager in Atlanta, Georgia. From March 2018 to April 2022, he was the Chief Executive Officer for Two Men and a Truck/International, LLC in Lansing, Michigan. Mr. Nobis serves in his present capacities in Atlanta, Georgia.

President, North America of ServiceMaster Clean: Austin Yoder

Mr. Yoder has been our President, North America of ServiceMaster Clean since February 2024. From March 2023 to February 2024, he was the Vice President, Franchise Operations, North America of ServiceMaster Restore in Indianapolis, Indiana. From May 2021 to March 2023, he was the Senior Director, Franchise Operations, North America of ServiceMaster Restore in Indianapolis, Indiana. From March 2018 to May 2021, he was the Director, Franchise Operations, Central U.S. of ServiceMaster Restore in Indianapolis, Indiana. Mr. Yoder serves in his present capacities in Atlanta, Georgia.

Chief Financial Officer & Treasurer: Anand NaimpallySunil Doshi

Mr. NaimpallyDoshi has been the Chief Financial Officer & Treasurer for us, each of the other SM Franchisors, SM Manager, RW Parent, RW Purchaser, and a number of other related entities since May 2023. From June 2019 to March 2023, he served as theAugust 2024. From March June 2020 to July 2024, he served in a variety of roles for Fossil Group, Inc. in Richardson, Texas, including Executive Vice President, Chief Financial Officer and Treasurer from March 2021 to June 2024 and Senior Vice President Corporate Finance for Inspire Brands in Atlanta, Georgia. From August 2014 to December 2018, Mr. Naimpally was the Senior Vice President/Global Operations Finance for Hilton Worldwide in McLean, Virginia. Mr. Naimpally, Global Finance and Accounting and Chief Accounting Officer from June 2020 to March 2021. From February 2019 to May 2020, Mr. Doshi was the Chief Financial Officer for Mitra QSR KNE, LLC. Mr. Doshi serves in his present capacities in Atlanta, Georgia.

General Counsel: Josh Burnette

Mr. Burnette has been our General Counsel since July 2023. He has been the General Counsel for each of the other SM Franchisors, SM Manager, RW Parent, RW Purchaser and a number of other related entities since July 2023. From May 2018 to July 2023, he served as General Counsel for North America for DS Smith Plc in Atlanta, Georgia. Mr. Burnette serves in his present capacities in Atlanta, Georgia.

Senior Vice President of Development: Daniel Laughlin

Mr. Laughlin has been the Senior Vice President of Development for us, each of the other SM Franchisors, SM Manager, RW Parent, RW Purchaser, and a number of other related entities since April 2023. From December 2021 to March 2023, he worked as Vice President of Corporate Development at Marcone Supply in St. Louis, Missouri. From May 2021 to November 2021, he served as Senior Vice President of Corporate Development for Hydrobuilder Holdings LLC in Greenwood Village, Colorado. From December 2014 to April 2021, he served as Vice President Strategy and Corporate Development for SiteOne Landscape Supply, LLC in Atlanta, Georgia. Mr. Laughlin serves in his present capacities in Charlotte, North Carolina.

**State Effective Dates**

The following states have franchise laws that require that the Franchise Disclosure Document be registered or filed with the state, or be exempt from registration:

California, Hawaii, Illinois, Indiana, Maryland, Michigan, Minnesota, New York, North Dakota, Rhode Island, South Dakota, Virginia, Washington, and Wisconsin.

This document is effective and may be used in the following states, where the document is filed, registered or exempt from registration, as of the Effective Date stated below:

<b>State</b>	<b>Effective Date</b>
California	June 25, 2024, as amended on <i>Pending</i>
Hawaii	May 27, 2024, as amended on <i>Pending</i>
Illinois	May 1, 2024, as amended on September 9, 2024
Indiana	May 16, 2024, as amended on September 9, 2024
Maryland	<i>Pending</i>
Michigan	May 13, 2024, as amended on September 9, 2024
Minnesota	August 27, 2024, as amended on amended on <i>Pending</i>
New York	August 19, 2024, as amended on amended on <i>Pending</i>
North Dakota	June 27, 2024, as amended on amended on <i>Pending</i>
Rhode Island	May 19, 2024, as amended on amended on <i>Pending</i>
South Dakota	May 22, 2024, as amended on September 9, 2024
Virginia	June 17, 2024, as amended on amended on <i>Pending</i>
Washington	August 26, 2024, as amended on amended on <i>Pending</i>
Wisconsin	May 16, 2024, as amended on September 9, 2024

Other states may require registration, filing, or exemption of a franchise under other laws, such as those that regulate the offer and sale of business opportunities or seller-assisted marketing plans.

**Item 23: Receipt**

This Disclosure Document summarizes certain provisions of the Franchise Agreement and other information in plain language. Read this Disclosure Document and all agreements carefully.

If ServiceMaster Clean/Restore SPE LLC d/b/a ServiceMaster Clean, d/b/a ServiceMaster Restore, and d/b/a ServiceMaster Recovery Management offers you a franchise, it must provide this Disclosure Document to you 14 calendar-days before you sign a binding agreement with, or make a payment to, ServiceMaster or an affiliate in connection with the proposed franchise sales or sooner if required by applicable state law.

New York and Iowa require that we give you this Disclosure Document at the earlier of the first personal meeting or 10 business days (14 days for Iowa) before the execution of the franchise or other agreement or the payment of any consideration that relates to the franchise relationship.

Michigan requires that we give you this Disclosure Document at least 10 business days before the execution of any binding franchise or other agreement or the payment of any consideration, whichever occurs first.

If ServiceMaster Clean/Restore SPE LLC d/b/a ServiceMaster Clean, d/b/a ServiceMaster Restore, and d/b/a ServiceMaster Recovery Management does not deliver this Disclosure Document on time or if it contains a false or misleading statement, or a material omission, a violation of federal and state law may have occurred and should be reported to the Federal Trade Commission, Washington, D.C. 20580 and the appropriate state agency list in Exhibit C.

The franchise seller(s) for this offering is (are):

- Ender Cobo                       Amber James                       Daniel Laughlin
- Charles Kowanetz  \_\_\_\_\_  \_\_\_\_\_  \_\_\_\_\_  \_\_\_\_\_

at ServiceMaster Clean/Restore SPE LLC, One Glenlake Parkway, 14th Floor, Atlanta, Georgia 30328; Phone 800-756-5656.

See Exhibit C for our agent for service of process in your state.

Issuance Date: May 1, 2024, as amended on September 9, 2024

I have received a Franchise Disclosure Document with an issuance date of May 1, 2024, as amended on September 9, 2024. This Disclosure Document includes the following Exhibits:

- A. Franchise Agreement and Related Agreements
- B. Financial Statements and Guaranty
- C. State Agencies and Agents for Service of Process
- D. List of Franchisees
- E. List of Former Franchisees
- F. State Addenda to Disclosure Document and to Franchise Agreement (where applicable)
- G. Operations Manual Table of Contents
- H. Conversion Ramp-up Amendments
- I. State Effective Dates and FDD Receipts

Signature	Print Name	Date
Signature	Print Name	Date

*(Please retain this copy for your files)*

