

## **FAQs for Franchisees – Dwyer Group Transitioning to New Private Equity Partner - Joining Harvest Partners June 1, 2018**

We know that you have questions and we want to answer them. To provide answers as quickly as possible, we've identified what we believe will be the most frequently asked questions.

### **Question: What will this transaction mean to me as a franchisee?**

Answer: Day-to-day life for Dwyer Group associates and franchisees will proceed as usual. For our company, we are now part of an even larger private equity fund, who is committed to investing in our continued growth strategy. Here are some additional key points to keep in mind:

1. The existing management team will remain in place and will be responsible for the strategy and day-to-day management of the parent company and its franchisors.
2. Our first priority will always remain on providing superior service and support to you - our franchisees - to help you build your businesses.
3. Dwyer Group's strategy will continue to focus on adding complementary brands, fill in the white space, grow same-store sales and grow internationally.

### **Question: Why would Riverside sell the Dwyer Group if we have been successful?**

Answer: The average tenure for a private equity fund to hold a company in their portfolio is five years. We effectively achieved seven years of growth in three and a half years! Simply, it was time to revise our capital structure, which in turn, required a new partner. Riverside has been a phenomenal partner and since their purchase of Dwyer Group in 2014, we have completed 11 add-on acquisitions, launched Neighborly/Neighbourly and doubled our brand count since partnering with them. At our current size, we have grown to a level which requires an even-larger private equity fund to achieve our next-level goals and objectives.

### **Question: What happens to the existing Board of Directors?**

Answer: Upon closing, the company will welcome new members from Harvest Partners to our Board of Directors, and the current Riverside board members' term will end. Mike Bidwell and Dina Dwyer-Owens will continue to serve on the new Board of Directors. A senior partner from Harvest will serve as chairman of the Board.

### **Question: What will be Harvest Partners' official role in the business moving forward?**

Answer: Harvest Partners will be the majority stockholder; yet will rely on the existing management team to set strategy and run the day-to-day operations. Harvest Partners will be a resource for Mike and his management team.

### **Question: Will the management of my franchise company change?**

Answer: There are no plans to change franchise company management as a result of the transaction.

### **Question: Does this change my franchise agreement in any way?**

Answer: No.

In closing, our management team believes we are poised for amazing growth which will positively impact our associates, franchisees, master licensees and end-user customers.