

2022

People and Impact Report



In the spirit of reconciliation, SilverChef acknowledges the traditional custodians of the lands on which we live and work, and their connections to land, sea and community. We pay our deepest respects to their Elders, past, present and emerging.

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Introduction



Welcome to SilverChef's 2022 People and Impact Report. This is the first year we have combined the People Report and the Impact Report, making for a more comprehensive picture of all the work that goes on across the business and the difference this makes for our people, customers and community.

The report covers the outcomes for the 2022 calendar year. It is structured to reflect the B Corp pillars of Customers; People; Planet; Community; and Governance.

It's been another year of exciting growth for SilverChef, and the People and Impact space is no exception...

In 2022, we introduced our Community Program, comprising community grants and a tailored finance product - all for organisations that use food service to uplift disadvantaged communities.

We convened a Reconciliation Action Plan (RAP) working group and began developing a Reflect RAP - a roadmap for how we will begin to engage with First Nations perspectives so we can understand what SilverChef's unique contribution to reconciliation might be.

We had a record-breaking year for volunteering - 44 per cent of our people volunteered to support community organisations, representing more than \$35,000 in paid work invested into the community. This is the best volunteering result in SilverChef's history!

We developed and rolled out our employee value proposition and employer brand, to help clarify the value we offer our people. We provided leadership development to more of our people, and further expanded and improved on the onboarding experience for new starters.

We continued to support and encourage diversity, equity and inclusion across our business, celebrating Pride Month, Diwali, International Women's Day and providing a safe space for groups like the Pink Triangles, our LGBTQIA+ support group.

Like many other businesses around the world, throughout 2022 we continued to grapple with the aftershocks of the COVID-19 pandemic and its impact on employment, including remote and flexible working trends, mental health impacts, workforce mobility and much more. These challenges are set to continue at least throughout the 2023 calendar year.

Despite the adverse market conditions, there is much to be proud of in our 2022 People and Impact Report and I commend the People and Impact team for their hard work and commitment.

I'd also like to thank our people right across the global SilverChef business, who have turned out to volunteer, participated in support and interest groups, committed to their learning and development, supported their colleagues, worked hard for our customers, and generally made SilverChef a wonderful place to come to work! Thank you team.

A handwritten signature in black ink that reads "Amanda Tye". The signature is written in a cursive, flowing style.

Amanda Tye

Chief People and Impact Officer, SilverChef

A man with glasses and a dark polo shirt is sitting at a desk, looking at a computer monitor. A woman in a white shirt and black apron is standing behind him, smiling and looking at the same monitor. The background shows a bright, modern kitchen with large windows.

About SilverChef

Since 1986, SilverChef has helped more than 74,000 hospitality businesses get started and grow.

We do this by providing flexible finance for a wide range of commercial kitchen equipment. In fact, we've invested more than \$2 billion into the global hospitality business over the past 36 years.

About SilverChef

**We support
hospitality
entrepreneurs**
where traditional
financiers often don't.

During the COVID pandemic
we've continued to invest in the
hospitality industry globally.

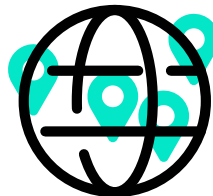


SilverChef
founded in 1986

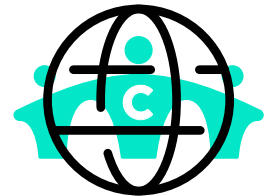


**332 people in
our global team**

Figures include SilverChef and Econolease



Four countries
- Australia
- New Zealand
- Canada
- United States



**74,000+
customers globally**
(all time)



More than
\$2 billion invested
in the global
hospitality industry



**2,000+ equipment-
dealer partners**
globally

Our purpose - helping people achieve their dreams



For our customers

We help customers start and grow their dream businesses with flexible hospitality equipment finance. As many as 40 per cent of our customers are under-served, meaning that without us, they may not be able to obtain finance.

For our partners

SilverChef has a worldwide network of more than 2,000 equipment dealer partners. We help our partners grow through flexible finance that helps them sell more equipment to their customers.



For our people

We provide safe, supportive, and inclusive workplaces with ample opportunities for learning, development, and personal growth.

Our approach centres around capability, engagement and performance, to attract and retain talented people across our teams.

For the world

As a Certified B Corp, SilverChef meets the highest verified standards of social and environmental performance, transparency, and accountability. We have been a Certified B Corp since 2015, and in 2021 we updated the legal foundations of our business to cement our commitment to considering all stakeholders in our decision-making.



Our customers

During COVID-19 we provided relief to more than 60 per cent of contracts, to help our hospitality customers get through lockdowns.

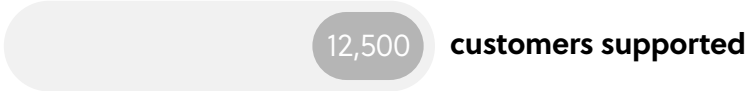
In the 2022 calendar year we finalised that relief, with the majority of customers having brought their accounts up to date, demonstrating the incredible resilience of the hospitality industry.

Helping more customers achieve their dreams

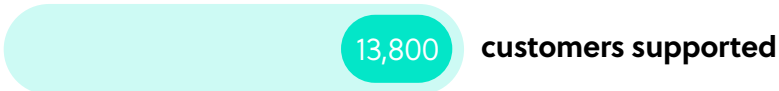
In 2022 we have helped over **13,800 customers** achieve their dreams globally.

Each of these is a small business owner, with a dream of success in business.

20/21 financial year



2022 calendar year



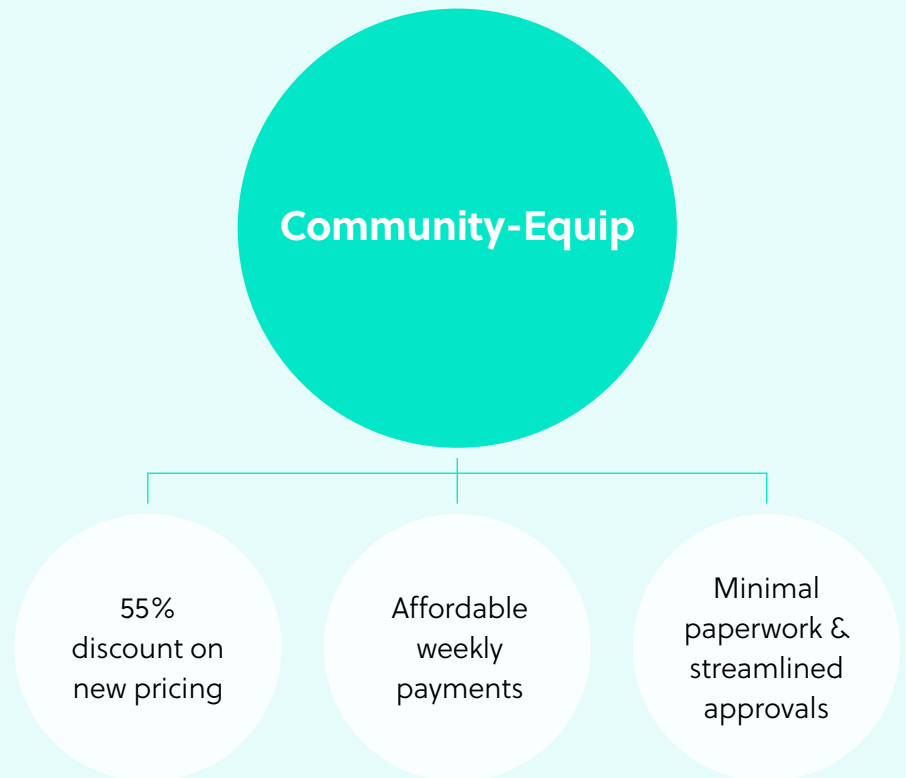
More than 40% of SilverChef customers are under-served, meaning they can't get access to funding through traditional financiers.



New community product

In the 2022 calendar year we launched a **new finance product**, specifically designed for registered charities and community groups that use food services **to help the disadvantaged.**

Community-Equip provides quick and easy access to hospitality equipment, at heavily discounted prices and with minimum effort.



Thanks to SilverChef's Community-Equip we were able to support our customers to fit out their new kitchen, allowing them to grow their training program. The group provides training and employment services for Indigenous youth; Community-Equip allowed them to grab a terrific opportunity and maximise impact with low costs and minimal hassle.

Sean Clarke

Commercial Hospitality Project Manager

Making life easier for our customers

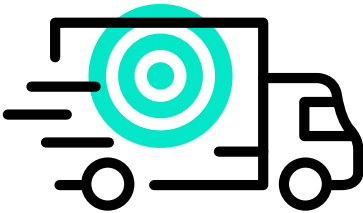
Our technology team has rolled out a wide range of **updates and improvements to make customers' lives easier in 2022.**



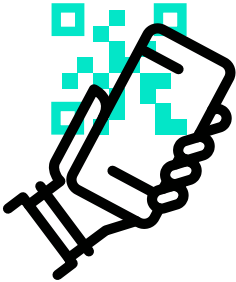
Dramatically **simplified application form**
(eight pages slashed to three)



New **online chat functionality** for real time customer support



More **accurate shipping prices** at point of sale



Pre-populated applications via QR code
in dealer showrooms

Consumer Choice Award

In 2022 **SilverChef was recognised with a Vancouver Consumers Choice Award** in the equipment rental category.

The awards use independent market research to determine brand reputation, customer satisfaction and business excellence. This is the second year running we've been recognised with a Consumer Choice Award.



Our people

2022 has been another challenging year for recruitment and retention as the flow-on effects of the global pandemic continue to impact on the employment market.

SilverChef has implemented a range of initiatives to support our people this year, including creating our employee value proposition and continuing to create career pathways and development opportunities.



Where we work

SilverChef has teams in **seven locations across four countries.**

In 2023, we will add a fifth country, as we commence offering our product in the USA, led by our Vancouver and Toronto teams.

332

global employees

(including Econolease)

 Econolease team  SilverChef team



*SilverChef 47, Econolease 62

Our values



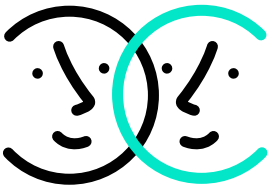
This is SilverChef

We are positive, confident and results-focused. Where others see a crazy dream, we see infinite possibility. We adapt to change and rebound from setbacks. Most of all, we champion our customers, working with them to make the impossible, possible.



We are Courageous

We are brave enough to do the right thing and tell the truth, even when nobody's looking. We hold each other and ourselves accountable. Our integrity is the foundation of our business – and the bedrock we return to when the path ahead is unclear.



We are United

We are generous and open. We help when others turn their backs, going further and working harder to help people achieve their dreams. Through teamwork and empathy we support the wellbeing of our customers, communities and global team.



We are Authentic

We are unique, different and always authentically 'us'. We back our people, customers and communities to be themselves too. We forge meaningful connections and always treat others with respect, creating a safe workplace and better world.



In 2022 our people recognised each other with **770 values shout-outs**. That's three shout-outs every working day.

Attraction and recruitment

During 2022 the global employment market continued to be impacted by **high turnover and skills shortages**.

This led us to think more deeply about what we offer to potential and existing employees. We surveyed and interviewed our people and undertook a substantial review of external research¹. Our findings led to the development of SilverChef's employee value proposition, followed by the employer brand.

SilverChef's employee value proposition

Our employee value proposition is built around five key pillars, creating messaging and stories to attract new people into the SilverChef team, and for existing team members to reflect and recognise their experiences at SilverChef.

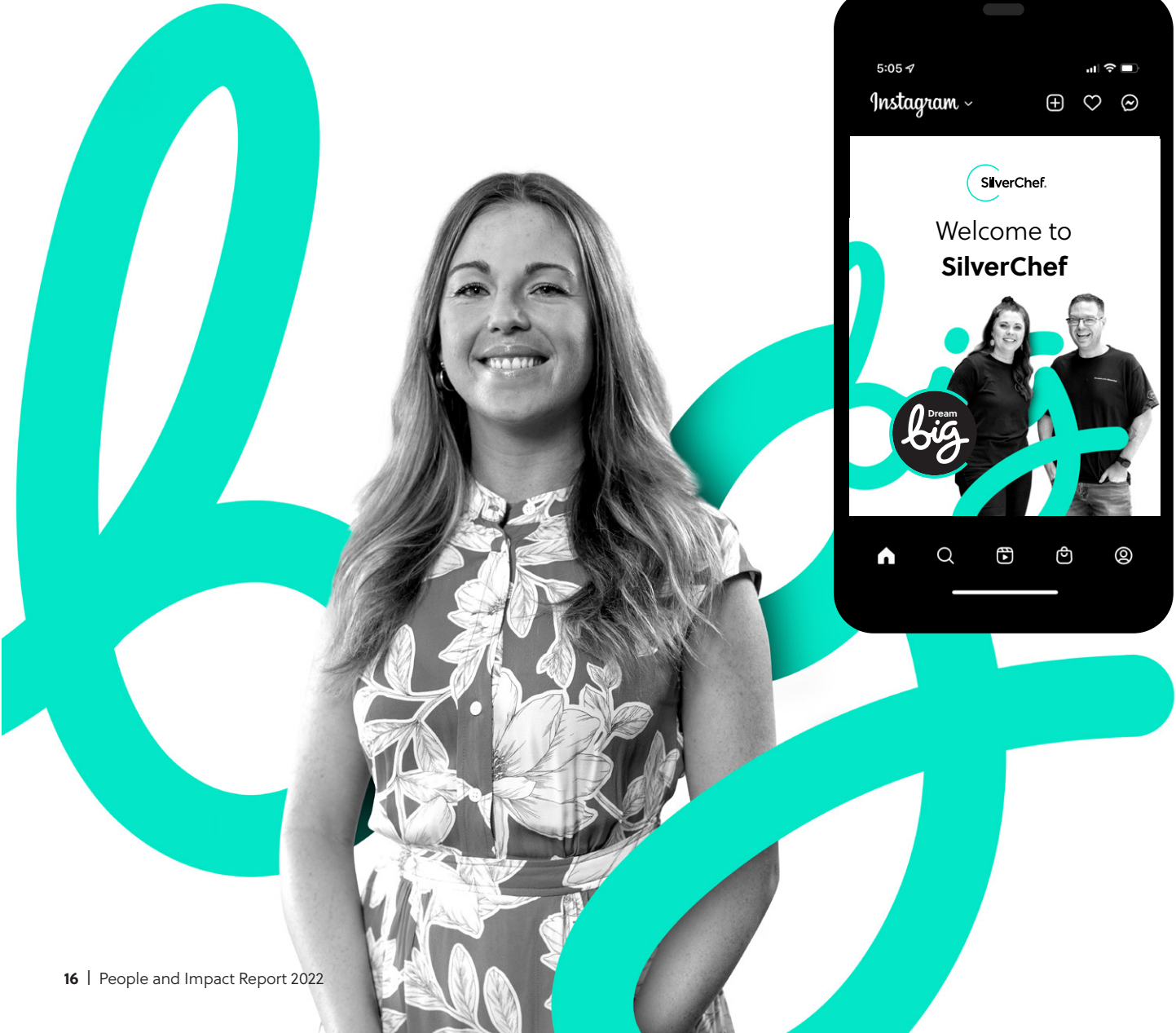
	1.	2.	3.	4.	5.
	Diversity, equity & inclusion	Development & personal growth	Flexibility, wellbeing & balance	Purpose & corporate responsibility	Leadership & performance
 New team member	"I can see myself reflected in this team. This is a place where I could belong."	"This could be a good opportunity for me to learn and grow."	"Working there could fit in with my life."	"That business aligns to my values and is doing good things."	"I want to be part of this high performing team and I can see that they recognise and support performance through good leadership."
 Existing team member	"I can be my authentic self here."	"I can see how much I have learnt - working here is good for my career development."	"Flexible ways of working exist for me."	"I am proud to work here and I get to contribute to the community."	"I am doing good work and I know how to keep improving. My leader cares about me and challenges me to perform"

1. Including LinkedIn *Global Talent Trends 2022*; Hays *Salary Guide 2022*; Gallup *2022 Global Emotions Report*; Michael Page *The Great X Talent Trends 2022*.

SilverChef's employer brand

Our employer brand sums up the five themes of our employee value proposition and ties them together with the message *Dream Bigger*. This message, combined with the new employer brand, creates a shorthand for what's great about working at SilverChef. The employer brand sits comfortably under SilverChef's overarching consumer brand, with its tagline *Don't Dream, Do.*

During 2022 the employer brand was rolled out across our internal systems, tools, and communications, as well as our external channels including Seek, LinkedIn Life and the Australian website.



Reputation

Awards

SilverChef was recognised among Canada’s best employers in two prestigious rankings - **Canada’s Top SME Employers 2022**, and **BC’s Top Employers 2022**.



Employee reviews

In 2022 our focus on employee experience lifted several scores on employee review platforms including Glassdoor and Seek. In AU/NZ our overall score on Glassdoor lifted from 3.9 stars to 4 stars, while CEO approval rating lifted from 96

per cent to 100 per cent. Meanwhile on Seek ANZ we saw an uplift from 3.5 stars to 3.9 stars with an increase of 8 per cent on the measure ‘would recommend to a friend’, which rose from 68 per cent to 76 per cent.

SilverChef job site ratings December 2022

glassdoor
Australia



Overall rating



Recommend to a friend



Approve of CEO

glassdoor
Canada



Overall rating



Recommend to a friend



Approve of CEO

seek
Australia



Overall rating



Recommend to a friend



Salary high or average

indeed
Canada



Overall rating

No data available for New Zealand

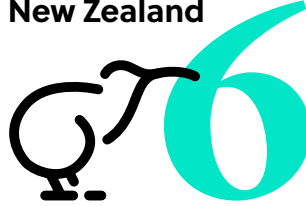
Global recruitment

With a small team responsible for recruitment globally, we hired an impressive total of 108 new people during the 2022 calendar year (including Econolease).

Australia



New Zealand



Canada*



*9 SilverChef, 24 Econolease

Onboarding

In 2021 we began to uplift the onboarding experience at SilverChef, creating a **new Team Member Handbook and establishing the Onboarding Collective** - an inter-departmental committee to design consistent yet tailored onboarding for each role.

In 2022 we further developed the onboarding experience, establishing a **series of key onboarding milestones** for all new people, namely:

Wacol Warehouse Tours

Monthly tours of our Certified Used warehouse facility, offered to all new starters able to travel to Wacol during their first months with the business.

Global New Starter Meetings

A monthly gathering of all new starters hosted by members of the Executive Team.

We Love Rent-Try-Buy

A quarterly product education session for people of three to six months tenure, led by our CEO and Chief Commercial Officer.

We measure how our people feel about their onboarding experience via our annual employee engagement survey, plus a specific survey for new starters.

Onboarding and New Starter Survey Results



100%

agree 'I belong and can be myself at SilverChef.'



93%

agree 'I would recommend SilverChef as a great place to work.'



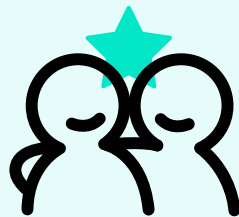
93%

agree 'I have access to the learning and development I need to do my job well.'



96%

agree 'I know what to do to be successful in my role.'



96%

agree 'I feel like I've made the right decision to join SilverChef.'

Development

SilverChef continues to prioritise development for our people, with a particular focus on **bespoke learning for our sales teams, and uplifting leadership skills and financial capability** across the business.

Leadership Development at SilverChef



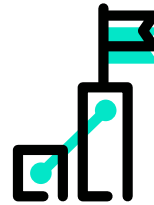
192

participants all time



45

completed in 2022



7

of the 2022 cohort were subsequently promoted or seconded

Financial Capability Development at SilverChef.

In 2022...



More than
100

of our people took part in financial development of some kind during 2022



2

completed **Commercial Banking and Credit Analyst (CBCA) Certification** with CFI



23

completed a bespoke **credit/finance training pathway** with CFI



90

total attendees across two **financial wellbeing sessions**

Sales Conference 2022

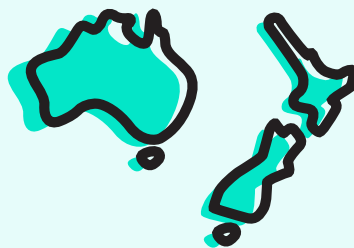
Following the resounding success of our inaugural Sales Conferences in 2021, we repeated the experience in 2022, with a total of 75 team members - our entire global sales team - attending the conferences held in Vancouver, Brisbane and Auckland. Sales Conferences provide an opportunity for the sales team to get together, refining their skills and strengthening connections.



75 team members attended our Sales Conferences in 2022



21
in Canada



54
in Australia and
New Zealand

Attendee Feedback



97% said the content, presenters and sessions were **engaging and interactive.**



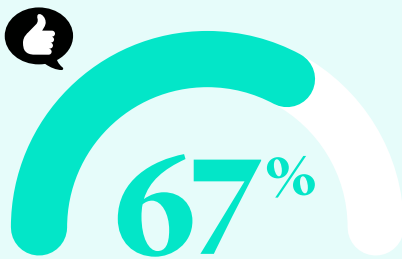
94% said the conference was **valuable and worth our time.**



97% said taking the time to **come together as a sales team was important.**

Measuring development at SilverChef

Each year in June we conduct a global employee engagement survey. As part of this, we gauge how our people feel about their development opportunities at SilverChef. Here's what they told us in the 2022 survey.



agree that **'My leader, or someone in a leadership role, has shown a genuine interest in my career aspirations.'**



agree that **'SilverChef is a great place to develop my skills and experience.'**



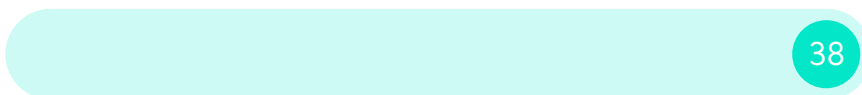
agree that **'Working at SilverChef is good for my career.'**

Career progression at SilverChef

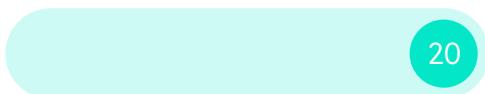
At SilverChef we work hard to provide career progression for our people, through promotions, secondments and internal movements. (Includes Econolease)

Internal people movements

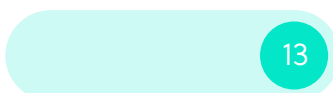
Promotions



Secondments



Internal movements



21%

of our global team achieved an **internal career movement** within 2022

Retention

At SilverChef, we measure and track employee engagement through our **Listening and Action Strategy**.

We survey all our people globally via the Culture Amp survey platform, which allows for anonymous answers and deep dives into how people are feeling across demographics, teams, job role types and more. The outcomes of these surveys help us take specific, targeted action to improve engagement across the board.



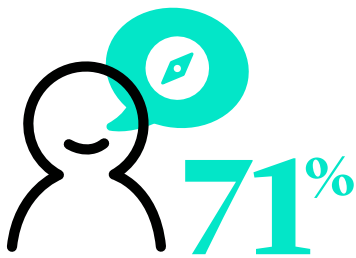
Our overall
engagement score
in June 2022 was

62%

one percentage point
lower than the 2021 score

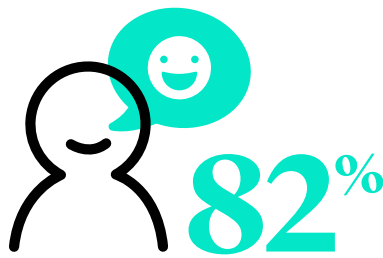
SilverChef's key engagement factors

The SilverChef factor is made up of the engagement factors that matter most to our business. We ask our people to score the following statements, and these are the results for 2022.



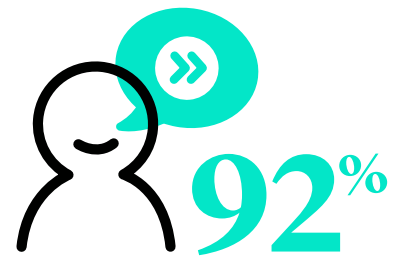
I feel **confident about our strategic direction and business priorities**

(+2%)



I feel as though **I belong and can be myself at SilverChef**

(no change)



I care about **SilverChef's future**

(+8%)



82%

Overall favourable score
(based on SilverChef key factors)

(+4%)

Flexibility, wellbeing and balance

External research shows that work-life balance is more important than compensation or culture.

As reported in LinkedIn's *Global Talent Trends 2022*, 63 per cent chose work-life balance as a top priority, compared with 60 per cent selecting compensation and benefits, and 40 per cent selecting colleagues and culture. SilverChef's employee value proposition reflects this emerging priority, with *flexibility, wellbeing and balance* as one of its pillars.

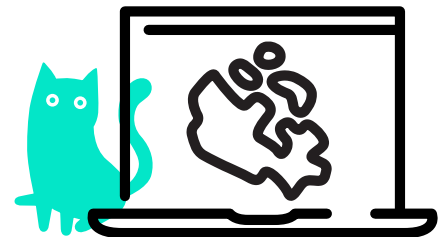


90%

of our **ANZ team** works flexibly*

100%

of our **Canadian team** works flexibly**



*Flexible work location, hours or both **includes Econolease

Our team members in training and those on the tools in our warehouses have less opportunity to work flexibly.

Mental health and wellbeing workshops

We held mental health and wellbeing training for our people around the world in 2022. For example, our Canadian team held a *Building Resilience Workshop* led by LifeWorks on Let's Talk Day 2022. In addition, the team introduced *Wellness Wednesdays*, where a personal trainer was on-site every Wednesday for six weeks, to provide functional and strengthening exercises.



Financial wellbeing and personal safety workshops

In Australia we offered our people a series of Financial Wellbeing workshops and events presented by internal and external experts, including:

- Building wealth through ethical investing
- Budgeting in a cost-rising environment
- Life changing decisions - presented by the Paraplegic Benefit Fund.

Also in 2022 we marked Safety Month with a series of inspirational talks for our warehouse employees on the importance of workplace health and safety, given by people who had been seriously injured in the workplace.

Communication

As a growing global business, communication is critical to motivating our people, aligning our activity to business priorities, and creating awareness of good practice and key initiatives.

In the 2022 calendar year we introduced a new communication channel - The Tech Times. This quarterly e-newsletter keeps our global team updated with IT initiatives including continuous improvement projects, process updates and news from the business-critical Core Platform Renewal program.

We also commenced work on a significant refresh of our intranet to make it a more useful and engaging resource for the business.



SilverChef's internal e-newsletters achieve a **100% open rate**

Regular communication channels



Chefs Press

A monthly email newsletter packed with social and impact news from our global community.



CEO Update

Email news from the CEO, covering strategy and business-critical programs of work.



All Hands

Bi-monthly global gatherings where we share financial results and update our people on business performance.



SilverChef Conversations

Informal online 'fireside chats' on topics of interest including external trends, internal appointments and more.

Reward and recognition

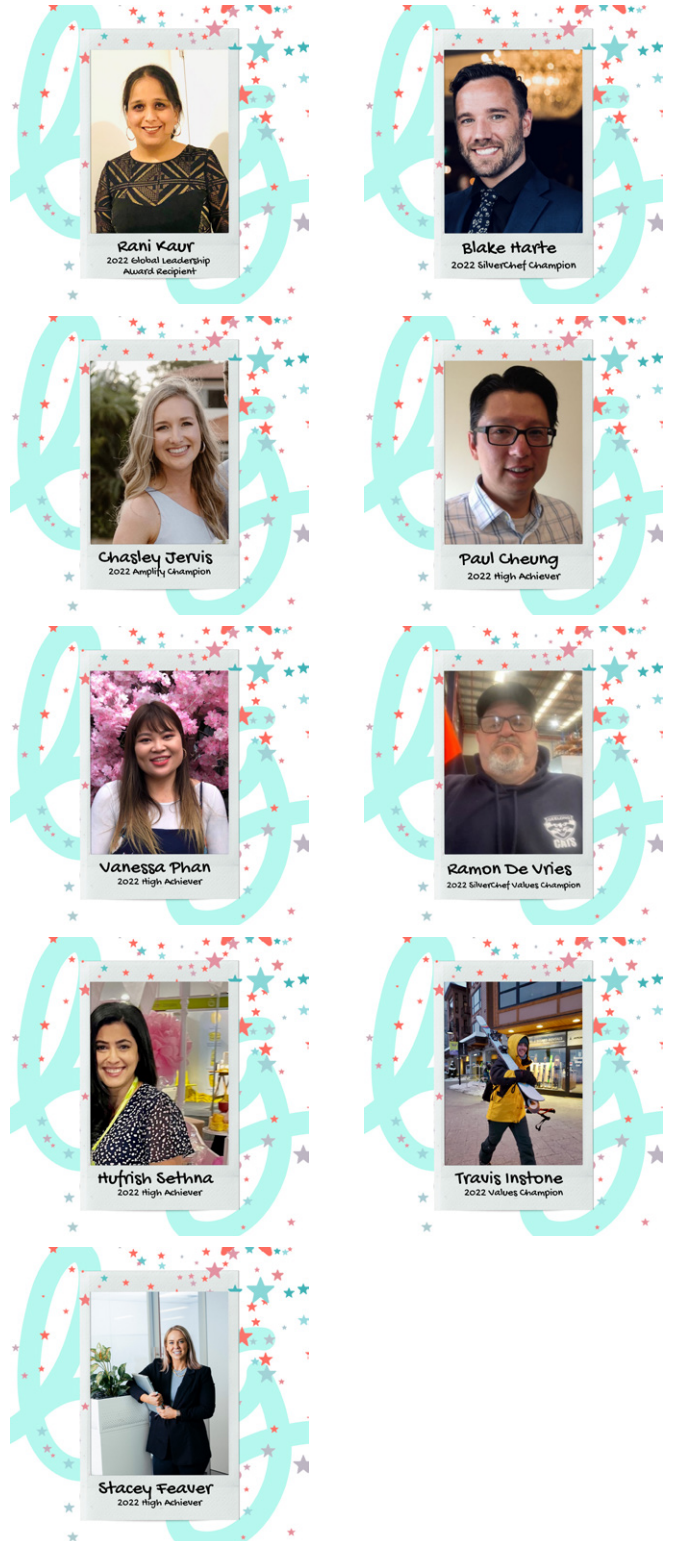
Great performance is rewarded through incentive payments and our twice-yearly Amplify Awards, whereby leaders nominate team members for recognition in the following categories:

- **Amplify Champion**
Those who achieved the highest performance and values alignment for the year/half year.
- **High Achiever**
Those who stretched significantly over the year/half year period in their contribution and impact.
- **Values Champion**
Those who go above and beyond in relation to value-aligned behaviour.

The most prestigious categories are announced after the end of each financial year:

- **Global Leadership Award**
For an exemplary leader nominated by their leader or a team member.
- **SilverChef Champion**
Selected from Amplify Champions for the last 12 months.

There is a generous financial reward associated with each Amplify Award.



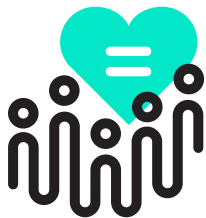
Remuneration

At SilverChef our remuneration strategy allows us to attract, retain and reward our team members. This is a consistent, global approach across all locations and roles underpinned by principles that ensure equity and fairness.

SilverChef conducts an annual review including a market and industry assessment of base salaries in all locations, as well looking at cost-of-living in each of our geographies and market trends across like-for-like roles. Adjustments are made each year in October. Additionally, many of our people are eligible for incentive payments based on business and individual performance.

Diversity, equity, and inclusion

At SilverChef we're proud of our diverse team, where people feel safe to bring their whole authentic selves to work each day.



89%

of our people believe that **people from all backgrounds have equal opportunities** to succeed at SilverChef

(+7%)

(Culture Amp Survey June 2022)



91%

of our people agree that **SilverChef values diversity**

30%

Speak a **language other than English** at home

49%

Identify as **female**

51%

Identify as **male**



46%

Have **caring responsibilities**

23%

Have **worked at SilverChef for 6+ years**

3%

Have a **disability**

7%

Identify as **LGBTQIA+**

Diversity support groups

At SilverChef we operate or support a range of groups that provide a safe space to gather, educate and take action.

Diwali Committee

SilverChef has a thriving community of people of Indian descent and/or Hindu faith. Each year our wonderful Diwali committees in Canada and Australia put on a special celebration for all our people to enjoy.



The Pink Triangles

Our global LGBTQIA+ group is called the Pink Triangles in reference to a dark history in LGBTQIA+ history. During the Nazi regime, queer people, especially gay men, were forced to wear a pink triangle on their clothing as part of their persecution.

At SilverChef, the Pink Triangle group is a force for positive change, educating our people about LGBTQIA+ issues and leading our annual global Pride celebrations during Pride Month in June.



Women's Circle

SilverChef's women gather several times each year, to discuss topics and support causes affecting women. In 2022 the Women's Circle held a panel to discuss the mental load, packed bags for women experiencing period poverty, and took part in our annual International Women's Day celebrations.

For International Women's Day 2022 the Canadian team held an educational workshop to explore workplace biases, including how we can build our awareness and take action. In Australia and New Zealand, we invited all our people to an online discussion with Meredith Downey from Opportunity International, who shared stories of the courageous women around the world who are supported by SilverChef's charity partner, Opportunity.

Impact Ambassadors

The Impact Ambassadors is a global group of SilverChef people committed to creating positive impact for local community organisations through volunteering and fundraising initiatives. They come together each month to represent different areas of the business and support global initiatives such as the Opportunity International payroll giving drive.



Reconciliation Working Group

In 2022 SilverChef started our reconciliation journey with the formation of the Reconciliation Action Plan Working Group. The working group meets monthly to collaborate on our first Reconciliation Action Plan - a 'Reflect' RAP; and to learn about First Nations history and current affairs and share this knowledge with our people across Australia.



Separation

In 2022 SilverChef continued to be **challenged by high turnover in our Australian business.**

At the time of publishing this report, the Australian Bureau of Statistics had not yet released job mobility figures for the 2022 calendar year. However during the year ending February 2022, 1.3 million Australians changed jobs, the highest annual job mobility since 2012.

For SilverChef, this volatile employment market continues to have an impact. In the 2022 calendar year we saw voluntary turnover of 24.72%.

Reasons for departure

Late in 2021 we implemented an exit survey to delve into the reasons people leave the SilverChef business. During 2022 a total of 43 exit surveys were submitted by leavers, and the following insights obtained.

How leavers feel about SilverChef

54% of leavers were **positively engaged** with SilverChef.

56% of leavers were **positive about leadership** at SilverChef.

56% of leavers were **positive about learning and development** at SilverChef.

Reasons given for leaving

42% of leavers were seeking **additional challenges and growth**.

40% of leavers were **pursuing a new career opportunity**.

33% of leavers were seeking **higher remuneration or more benefits**.

Together, the results of the exit surveys and the Annual Engagement Survey inform action planning - for example, creating more career pathways via secondments, promotions and sideways moves.



Our planet

As a B Corp, SilverChef is measured on how we minimise our environmental impact and implement Earth-friendly practices and initiatives.

Circularity is part of our business model, as hospitality equipment returned by customers on our Rent-Try-Buy® product is stripped, fully restored and remarketed via our online Equipment Marketplace.

Waste management

Wastewater from our Australian warehouses is collected by our waste partners, filtered, and treated to balance its pH before being returned to the water system. Any extracted fats are separated and provided to an organic soil and fertiliser merchant.

SilverChef's flagship product, Rent-Try-Buy, enables customers to try equipment in their business and return it later if they want to upgrade or simply no longer need the equipment. These assets are restored and remarketed via our online Equipment Marketplace. In Australia, only 1% of returned hospitality assets are scrapped, through a reputable scrap metal partner.

In Canada and New Zealand we are supported by commercial equipment partners who clean, service and store our equipment. Currently, we do not have full visibility to track and report on their wastewater and recycling programs, but we are working towards improving our visibility of this.



Almost **400,000 litres of wastewater recycled** in 2022*

*AU only

Environmental savings

SilverChef uses DocuSign to deliver and execute paperwork, such as rental contracts, online.

In 2022 we sent a total of 23,788 documents digitally. The environmental savings based on an average of four pages per document are significant².

12.1 million BTU - total energy used



1,763kg of wood



38,658 litres of water



3,873 CO² equivalent



253kg solid waste

2. Source: Paper Calculator

Recycling

We recycle our office waste at all SilverChef locations.

At SilverChef's West End office in Brisbane, we additionally collected 1,200 cans and donated the funds raised to Community Friends, a grassroots community partner providing food that would otherwise go to waste, for free, to disadvantaged people in the community.

In addition, our warehouse teams continue to focus on ways to reduce our impact on the environment.





Our community

SilverChef was founded by prominent philanthropist, Allan English OAM. Allan's legacy lives on with SilverChef's continued commitment to making a positive impact in our communities.

From volunteering for local grassroots community groups, to our 21-year partnership with Opportunity International, we're proud of our positive impact around the world.

Reconciliation Action Plan

In 2022 SilverChef took the first steps on a journey to **understand the contribution we can make towards reconciliation with First Nations peoples.**

As a business based across Australia, Canada and New Zealand, we acknowledge and pay our respects to the traditional owners of the lands on which we live and work.

In 2022 we marked NAIDOC Week³ with a Welcome to Country held at our West End office in Brisbane. Maroochy Barambah, song-woman, law-woman and elder of the Turrbal people, the traditional owners of Meanjin (Brisbane), performed the Welcome to Country attended by our people in the West End office and around Australia via a Teams broadcast.



Following the Welcome to Country, SilverChef now conducts the traditional Acknowledgement of Country at the start of all our large-scale events. We also acknowledge the traditional owners of the lands where we operate on our emails and websites across Canada, New Zealand and Australia.

A Reconciliation Action Plan working group was also formed in 2022 and this team is working on developing SilverChef's Reflect RAP - a 12-month plan to help us take meaningful action to advance reconciliation.



3. National Aboriginals and Islanders Day Observance Committee. The origins of NAIDOC can be traced to Aboriginal groups in the 1920s who sought to increase awareness in the wider community of the status and treatment of First Nations people in Australia. Today, NAIDOC Week celebrations and commemorations are held across Australia in the first week of July each year.

Work Ready Program

SilverChef's Work Ready Program offers **paid work experience for displaced people seeking refuge in Australia.**

We provide a welcoming and safe Australian work experience to help the individuals get a taste of working for an Australian company. In 2022 we welcomed Rimon Alquzy into our finance team. Rimon successfully completed the 12-week program and was successful in securing a role with a well-known Australian business.



SilverChef provided me with a welcome environment to find my feet in Australia. I have extensive work experience from other countries and learning how to put this to use in the Australian context was extremely helpful. SilverChef helped me to understand the value I bring to the workforce in my new country. Leaving SilverChef and securing a new role thanks to the experience was such a wonderful moment for me and my family.

Rimon Alquzy

SilverChef Work Ready Candidate

Opportunity International

SilverChef has partnered with Opportunity International for **more than 21 years.**

The synergies between our two organisations have contributed to the longevity of the partnership. Opportunity provides microfinance to help people, mostly women, start and grow businesses. SilverChef helps hospitality business owners to get started and grow where traditional financiers often don't.



\$133,000

raised for **Opportunity International** in 2022



35,000

people out of poverty.
Enough to fill a football stadium!



63

SilverChef employees **donate through weekly payroll giving** (matched by SilverChef)



9,100

customers **donate through their rental payments**

Additionally, we provide office space and parking for Opportunity's Queensland State Manager, saving the organisation around \$10,000 per year.

During 2022, our people held various fundraisers in support of Opportunity International, including 'Koo's Kooking' in support of the Great Australian Curry, and SilverChef's popular trivia night.



Community Grants

In 2022 SilverChef proudly launched our **Community Grants Program**, supporting not-for-profit organisations that use food services to uplift communities in need.

Each quarter, four grants worth \$5,000 are given, comprising a 75:25 mix of equipment and cash. The successful applicants are selected by SilverChef's Impact Ambassador committee. Grants are available to community groups in Australia, New Zealand and Canada.

Find out more at silverchef.com.au/pages/community-grants.

Bungala Food Services

2022 grant recipient, Bungala Food Services, works to break down the barriers preventing Aboriginal women from entering the workforce. The organisation provides training in food preparation and service, as well as providing a nutritious weekly meal delivery service to local Aboriginal communities.

The SilverChef Community Grant enabled Bungala Food Services to upgrade its food storage facilities, in allowing more meals to be made, stored and delivered, which in turn opens up additional spots for Indigenous women on the trainee program.



Volunteering

SilverChef provides two paid volunteering days per year for all our employees. From cooking meals, to cleaning out sheds and walking dogs to feeding the homeless – we have numerous volunteering opportunities available to serve and support our local community groups.

In 2022 a record-breaking 44 per cent of our people volunteered for local community groups, equating to around \$35,000 in paid work invested into our community.



2 paid volunteer days
per employee per year

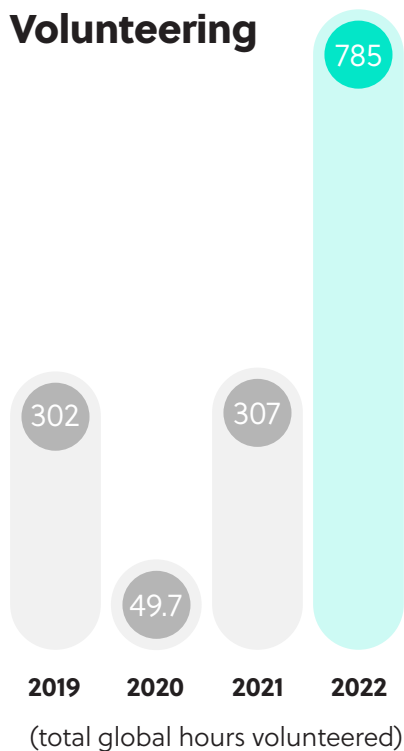


44 per cent of
employees volunteered



\$35,000 in working hours
invested in the community

Volunteering



Grassroots impact

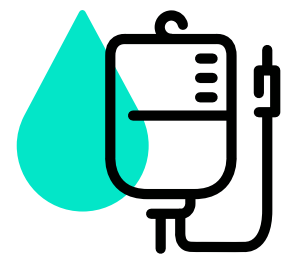
Our people support grassroot and local organisations in our local communities, doing everything from helping to run food stalls, to raising funds, packing bags or providing skilled volunteering services. Here are a few of the organisations our people have supported this year.



Blood services

76 of our people are registered and regularly donate blood through their local country blood services.

Through data from Australian Blood Services our team have helped save over 51 lives through whole blood and plasma donations.



More than 51 lives saved in 2022 through blood and plasma donations.





Governance

As a B Corporation, SilverChef is committed to being legally accountable to all our stakeholders and considering our workers, community, people and the planet in our decision-making.

We have been a Certified B Corp since 2015.

In 2022 SilverChef updated and re-introduced our Code of Conduct, guiding our people and leaders on the expectations we have for our behaviour and the way we relate to each other and our stakeholders. We also implemented our Modern Slavery Statement to comply with Australian law.

Also in 2022, SilverChef was recognised in B Corp's *Best for the World 2022* rankings. To be among the Best for the World, we scored in the top five per cent of B Corps for outstanding governance.

B Corps already meet high standards of verified social and environmental performance, public transparency, and legal accountability, so we are immensely proud to be in the top five per cent of these high performers.

For SilverChef, good governance includes:

- engaging our people, Board and community to achieve our purpose of helping people achieve their dreams
- regularly and proactively providing our people with transparency on our financial performance
- providing our customers with the opportunity to give feedback on our products and services
- structuring our governing body to provide a variety of perspectives.







Don't dream, Do.

For further information on this research contact SilverChef.

1800 337 153 | silverchef.com.au | [f](#) | [in](#) | [@](#)

Silver Chef Rentals Pty Ltd ABN 33 112 241 522

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