

EconoLease

SilverChef.

SilverChef Group

People and Impact Report



Financial Year **2025**

Nikki, Toronto

In the spirit of reconciliation, SilverChef and EconoLease acknowledge the traditional custodians of the lands on which we live and work, and their connections to land, water and community.

We pay our respect to their Elders, past and present.

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About this report

The People and Impact Report provides a snapshot of the FY25 year, covering 1 July 2024 to 30 June 2025, across SilverChef and EconoLease (The SilverChef Group).

It provides a transparent account of our global impact initiatives and people programs, highlighting the progress we've made across Australia, New Zealand, Canada, and the USA.

Growth has been a defining theme throughout FY2025, and it remains a key focus as we look ahead to FY2026. This report highlights our global progress, what's next, and how our people continue to shape that journey. For us, growth is more than expansion, it's about evolving how we work, deepening our impact, and building a stronger, more resilient business for the future.

We hope you enjoy reading our FY25 People and Impact Report.

Please reach out to people@silverchef.com.au with any comments, feedback or questions.



Kayla, Kavina and Sonya, West End

About SilverChef and EconoLease

Since 1986, the SilverChef Group¹ has helped almost 95,000² hospitality businesses get started and grow. Through flexible finance options for a wide range of commercial equipment, we've invested more than \$2.5 billion³ in the global hospitality industry.

Today, the SilverChef Group is recognised as a global leader in equipment finance for the hospitality industry. Our unique product construct, combined with our dealer distribution network and our ability to deal with returned equipment, are the three pillars of our success. As we continue to grow our business, we are expanding this winning model into new markets globally.



372
people in our global team



Almost 95,000
customers globally (all time)



22,000
current customers globally



More than 2000
equipment dealer
partners globally



Four countries

- Australia
- Canada
- New Zealand
- United States



More than **\$2.5 billion (AUD)**
invested in the global
hospitality industry

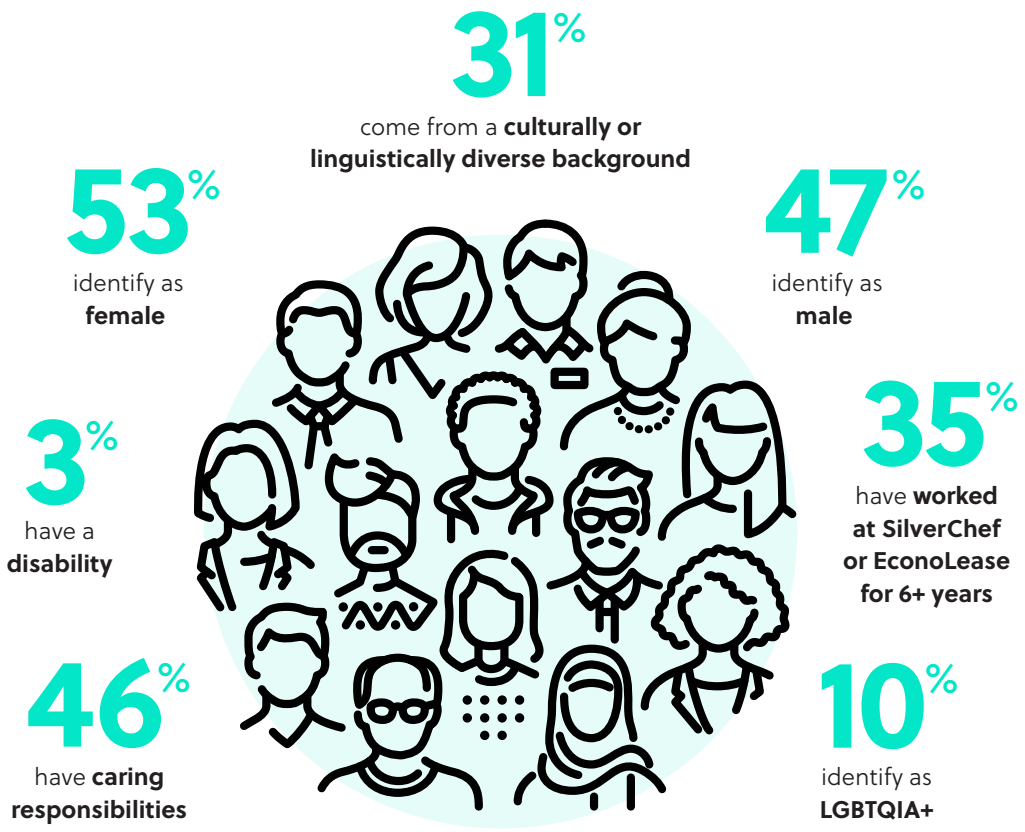


35% of customers
'under-served' by
traditional financiers

¹ For the purposes of this report 'SilverChef Group' refers to SilverChef and EconoLease operations in all countries, as well as wholly owned Canadian subsidiary, Accurate Repairs. ² Actual figure 93,152 as of 30 June 2025. ³ Actual figure \$2,506,518,973.

Our global team

Our global team is made up of a diverse network of people, spanning from Auckland to Vancouver. We encourage everyone to bring their authentic selves to work every day because we believe people perform best when they can be true to who they are. This diversity also brings unique perspectives and ideas that drive better solutions to business challenges.



We're proud of the vibrant and inclusive community that powers our business. Our groups, including Women's Circle, the Diwali Committee, and our LGBTQIA+ group, the Pink Triangles, play a key role in supporting that culture and ensuring everyone feels seen, heard and valued.



Pink Triangles (Australia)



Diwali (Canada)

Supporting growth

At SilverChef Group, supporting growth means investing in our people and creating opportunities at every level. From internal career moves to leadership development programs, we're committed to helping our team grow and succeed.

Career progression

As we continue to grow globally, we are constantly looking to provide career progression for our people. This can happen through promotions, secondments and internal movements. These moves aren't always linear – they can include side steps or taking on additional responsibilities to broaden skills and gain new experiences.

To ensure we're aware of our people's aspirations and development opportunities, we expect all our leaders to have one-on-one conversations with their reports at least monthly, with a minimum of two annual formal performance and development conversations.

Internal people movements

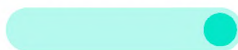
31 Promotions



14 Secondments



14 Internal movements



16%

of our global team achieved an **internal career movement** in FY25.



Sam and Nik, Auckland

People and Impact Report FY2025

Rent-Try-Buy®

Globally connected

Over the past year, our teams across Australia, New Zealand, Canada, and the US stayed connected through tens of thousands of online calls and conversations, keeping our global strategy aligned and our people engaged no matter where they worked. Whether in offices, at home, or in different countries, technology enabled us to collaborate smoothly and support one another.

Being part of the SilverChef Group means more than working in a single region, it's about the opportunity to learn, grow, and connect across borders, which in FY25 led 11 team members to travel internationally for career and development opportunities.



*Employee numbers as of July 2025; reflects main office locations.



Global career pathways

Global mobility across our business locations offers a valuable way for our people to build their careers, and gain new perspectives, all while strengthening our collective capability. Two of our team members reflect on their experiences and how these shaped their development.



Josh Stapelmann

Manager, Specialised Sales & Business Analytics

Josh was Vice President, Customer Experience – Canada before leading the Australian Customer Success team for 18 months. The experience pushed him to grow as a leader and build his capability. *"The team was much larger than in Canada, so I had to rethink what effective leadership looks like. Balancing the day-to-day operations with the strategic direction is key to staying on track while ensuring the team feels supported."*

Returning to Canada in late FY25 as Manager, Specialised Sales and Business Analytics, Josh says, *"Bringing my experience from Australia has already proven incredibly valuable"*.



Dion Ireland

Senior Vice President Sales – East

When SilverChef expanded into the US, Dion, the Queensland State Sales Manager, eagerly stepped up to support the launch of Rent-Try-Buy into the new market. *"Walking into dealerships that hadn't heard of SilverChef or Rent-Try-Buy was nerve-racking but exciting. Knowing I could genuinely impact their business was a key motivator"*, he says.

At the end of 2025, Dion had the opportunity to move to Canada to lead the East Sales team. Reflecting on what he's learned through these moves, Dion says *"Say yes to as many opportunities as you can, you never know where you might end up"*.

Leadership development

We support our people to grow their skills and perform at their best. Great leadership is key, which is why we offer two core programs: Leadership Foundations for aspiring leaders, and Leadership Evolve for those ready to take the next step. Both run over six months and build practical, impactful leadership capability.

We also have our Leadership Council made up of Executive direct reports from across the globe. It's a forum for leadership development, communication and collaboration and brings a collective lens to improving business performance.



294

participants all time



15

completed in FY25

Test Kitchen ideas

The Test Kitchen provides a forum for creativity and innovation across our global business. All our people are invited to submit innovative ideas that can enhance our business, elevate our culture, and propel us forward. Whether it's a new strategy, a creative initiative, or a process improvement, ideas from our people matter, and the Test Kitchen is where they can flourish.



6

Ideas currently in progress



170

Total ideas submitted (all time)



100

Total ideas implemented

Idea to implementation



Idea submitted



Reviewed



Need identified



Scoped and aligned



Built and implemented



Outcome



Feedback from our people

Each year, we conduct a global employee engagement survey. As part of this, we gauge how our people feel about their development opportunities and how supported they feel in how they work. Here's what they told us in the 2025 survey.



78%

agree that **"Working here is good for my career."**



78%

agree that **"This is a great place to develop my skills and experience."**



80%

agree that **"My leader gives me useful guidance and feedback on how I am performing."**



72%

agree that **"I feel I am part of a team."**



87%

agree that **"I am supported to make use of flexible working arrangements."**

Moureen, Auckland

North American growth in FY25

FY25 was a big year for North America. We made bold moves, saw great progress, and laid down strong foundations for what's next.

One brand in Canada

Since 2021, EconoLease and SilverChef have been working together, expanding our reach and capabilities in market. In 2025, we further strengthened this partnership by coming together under the EconoLease name, which carries a deep legacy as a trusted partner to equipment dealers across Canada, while aligning our brand identity with SilverChef's global presence.



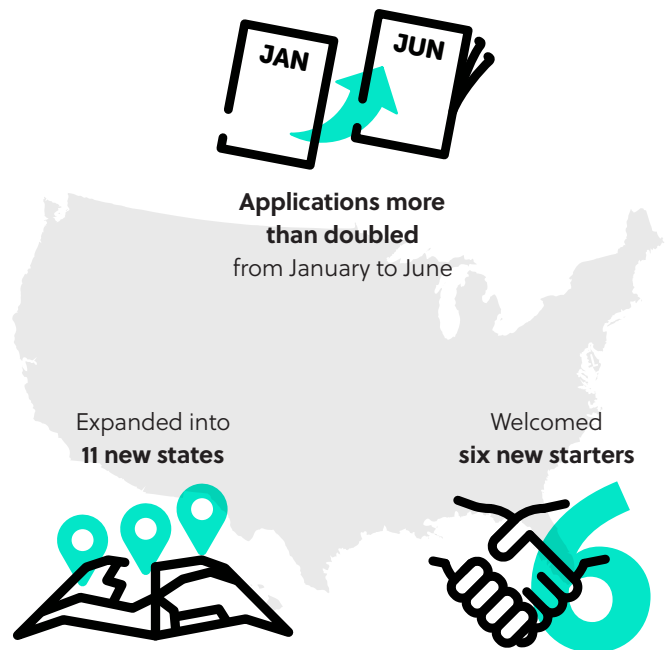
Increasing our Certified Used capability

This year, Accurate Repairs became part of EconoLease in Canada, centralising our Certified Used operations. Previously, we outsourced our equipment refurbishment to various dealerships, and Accurate stood out as a trusted partner – a team known not just for their technical expertise, but their values, integrity and professionalism.

Their specialised knowledge and operational practices are now central to how we manage our assets, strengthening our in-house capabilities and setting us up for continued success in Canada.

US expansion

FY25 also saw big strides in the US. We grew from three team members in a pilot program across Texas and Georgia to new regions, more than doubling our team in the process. Behind the numbers is a growing team laying the foundation for long-term success. In FY26, we will continue this momentum, building our team and broadening our presence in key markets nationwide.



Growing with purpose

SilverChef has a long history of balancing profit and purpose. We've partnered with Opportunity International for more than 23 years and have proudly been a Certified B Corp for a decade. Being a responsible business is in our DNA, and as we continue to grow, so does our commitment to creating positive change.

10 years as a B Corp

Certified B Corporations are leaders in the global movement for an inclusive, equitable, and regenerative economy. B Lab (the certification body behind B Corps) is unique in measuring a company's entire social and environmental impact.

SilverChef was one of the first companies in Australia to achieve certification in June 2015. In 2025, we proudly recertified for the fourth time, celebrating 10 years as a Certified B Corp. For the first time, EconoLease also joined us under the B Corp banner.

We achieved our highest ever result on the assessment with a score of 94.3 against a passing score of 80.



We unlocked four Impact Business Models (IBMs) during our recertification. IBMs are the ways that a business is designed to create a specific positive outcome for one of its stakeholders (customers, workers, community or environment).



1. Governance

We've written into our company constitution that we will consider all stakeholders in the decisions we make.



3. Resource Conservation

Our Certified Used offering saves hundreds of metric tons of commercial kitchen equipment from scrap and landfill each year.



2. Workforce Development

Through our *Work and Welcome* program, we provide paid work experience and pathways to employment for people on humanitarian visas.



4. Support for Underserved Enterprises

Over 30% of our customers face barriers to traditional financing, and we offer tailored financial solutions to help them succeed.

Opportunity International

SilverChef has a long history of balancing profit with purpose. We've partnered with Opportunity International for over two decades. Opportunity provides small loans, allowing families in poverty to build their own small businesses and break the cycle of poverty. Right now, donations from our customers and our people are helping Opportunity to provide loans for 7.5 million families.

Our support for Opportunity International in FY2025



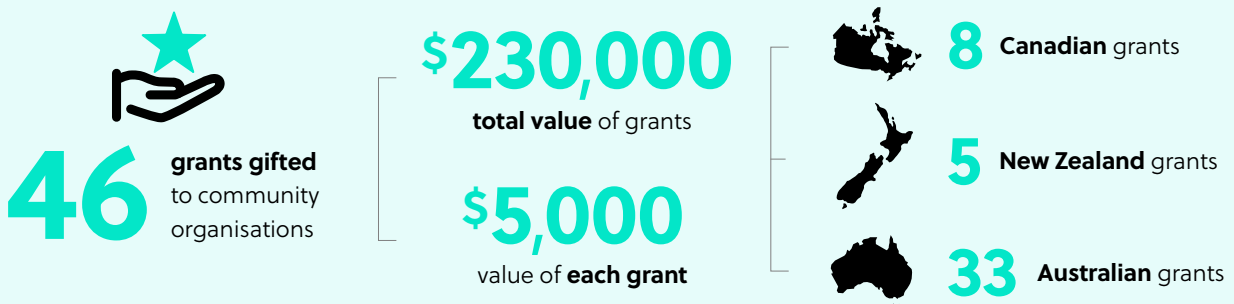
4. Actual figure is \$181,897.41. 5. Actual figure is \$21,197.10 Includes employees in AU, NZ and CA. 6. Includes employees in AU, NZ and CA. 7. Includes payroll giving and customer giving.

Community Grants

SilverChef proudly launched our Community Grants program in 2022, supporting not-for-profit organisations that use food service to uplift communities in need. Each quarter, four grants are given globally, comprising 75:25 mix of Certified Used kitchen equipment, and cash.

The successful applicants are selected by SilverChef's Global Impact Ambassador committee. A group of individuals who voluntarily choose to work together to support and improve work in the impact space for SilverChef and EconoLease.

SilverChef Group global Community Grants



Community-Equip

Community-Equip is a customised version of our flagship Rent-Try-Buy product, tailored for not-for-profit organisations that use food service to uplift disadvantaged communities. It allows eligible organisations to access discounted Certified Used equipment at a reduced rental rate with all the flexibility of a typical Rent-Try-Buy contract.



55% discount on Certified Used commercial kitchen equipment



20% discount on standard rental rate



Easier to get approved with relaxed credit requirements*



12 Community Equip contracts all time

*For eligible not-for-profit organisations only.

Volunteering

Our global team loves getting out into the community, volunteering their time for a wide range of great causes. Our people are entitled to two paid volunteering days each year, which can be used to support personal causes they're passionate about or to join team volunteering events organised by SilverChef or EconoLease. It's a great way to connect with colleagues outside the office while making a positive difference in the community.



2 paid volunteer days per employee per year



596.7 working hours invested in the community



Top: Our Queensland team volunteering for OzHarvest.

Bottom Left: Our Queensland team volunteering for FareShare.

Bottom Right: Our Vancouver team volunteering for Greater Vancouver Food Bank.

Supporting our community

Skilled volunteering is one way we use our expertise to support meaningful community causes. We've been collaborating with The Lovewell Foundation, based in Brisbane, Australia which is dedicated to empowering women by providing safety, independence, and opportunities to rebuild their lives. Through their social enterprise, Lovewell Café offer employment, training, and skills development to help women regain confidence and independence.

We first connected with The Lovewell Foundation when they joined us on International Women's Day to share their story. Since then, they've also been a recipient of our Community Grant program, helping them continue their important work. Inspired by their story, our Marketing team reached out to collaborate on designing and organising new uniforms for the café, strengthening the team's sense of community.

The Marketing team also visited Lovewell Café to capture content for socials and will continue supporting them in FY26 by developing social media materials and a content plan to help share their stories more effectively and engage with their community online.



Paul, Auckland

Environmental sustainability

At SilverChef Group, we take steps to reduce our environmental impact by adopting responsible practices throughout our operations. Through ongoing initiatives and regular assessments, we aim to measure and manage our footprint while supporting a more sustainable future.

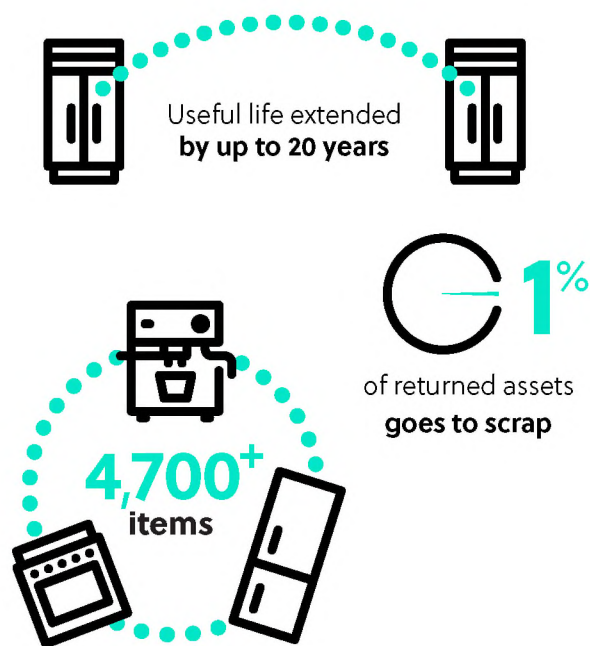
To better understand our impact, we completed a carbon assessment in 2024 with a fellow B Corp, Pangolin Associates. This audit helps guide our environmental strategy, with a follow-up scheduled for FY26.

Circularity

Circularity is embedded in our business model, whereby hospitality equipment returned by customers on our Rent-Try-Buy product is stripped, fully restored and remarketed as part of our Certified Used equipment range.

This process extends the useful life of hundreds of tons of commercial equipment by as much as 20 years. Equipment at the end of its useful life is then stripped for parts, with only 1% going to scrap through a reputable scrap metal partner.

Used equipment recycled and reused in FY2025



Environmental action committee

The Environmental Action Committee is a global group of 13 team members from across SilverChef and EconoLease who work together to reduce our environmental impact. This includes everything from managing how we use consumable resources, to ensuring we responsibly manage waste, reduce emissions and educate our people on how to make environmentally-friendly choices.

Waste management

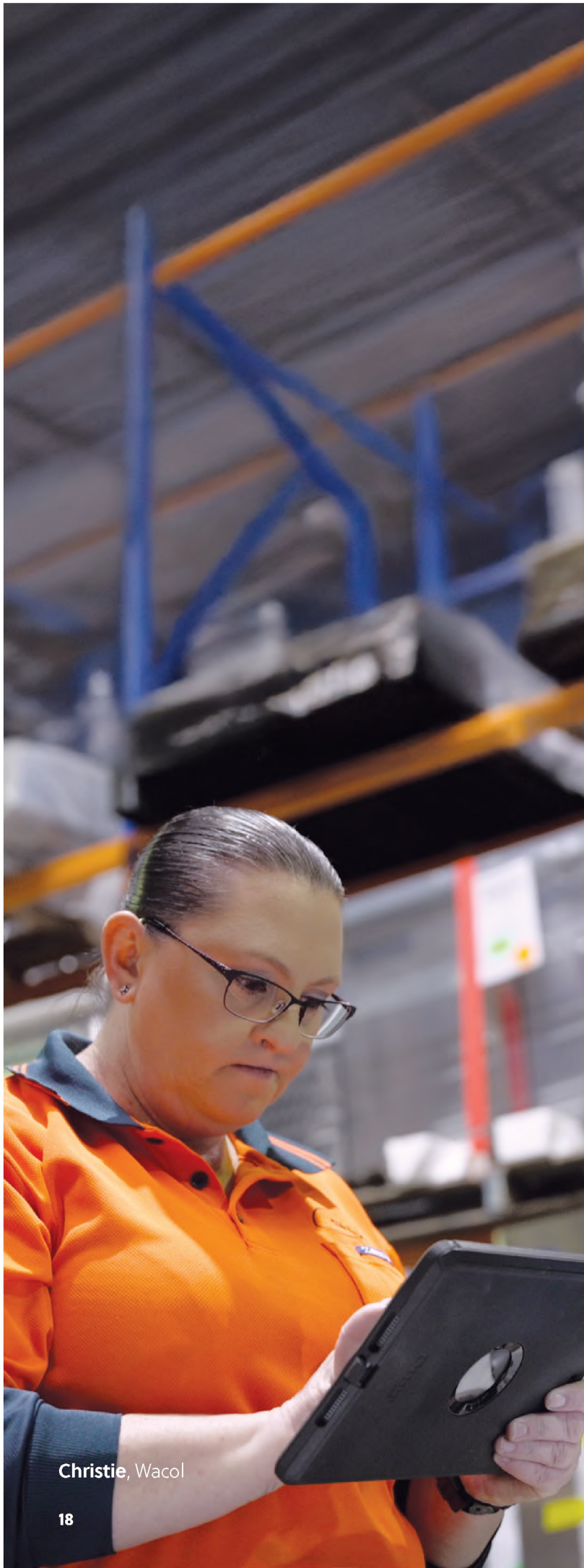
Wastewater from our Australian warehouses is collected by our waste partners, filtered and treated to balance its pH before being returned to the water system. Any extracted fats are separated and provided to an organic soil and fertiliser merchant.



The SilverChef Group uses DocuSign to deliver and execute paperwork, such as rental contracts, online. In FY25, we sent over 42,000 documents digitally. This resulted in environmental savings equivalent to:



⁸. AU only *Source: DocuSign



Christie, Wacol

Environmental impact of printing

We've used

58,108
sheets

which are equivalent to

7.0 trees



We've saved

7,090 
sheets of paper

by double-sided printing & not printing unwanted jobs

We've recycled

100% 
of all paper waste⁹

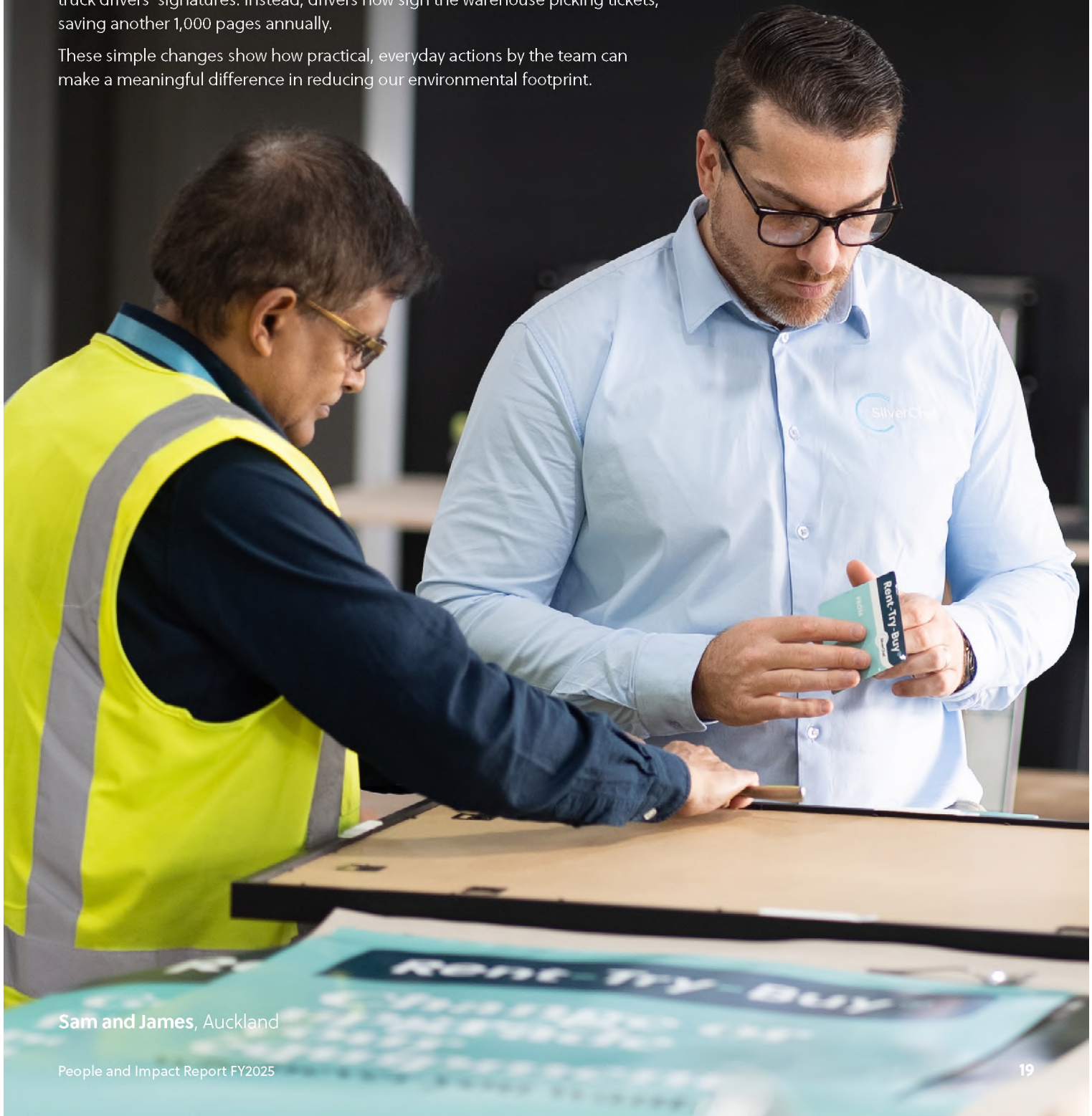
⁹ Information provided by PaperCut. Figures are AUNZ for FY25.

Reducing paper use

After completing our audit, we found that our Laverton warehouse was the highest printer of paper globally. In response, the Laverton team replaced printed stock return forms with reusable laminated cards marked with whiteboard markers, reducing paper use by 2,700 pages annually.

Additionally, they stopped printing freight company consignment notes for truck drivers' signatures. Instead, drivers now sign the warehouse picking tickets, saving another 1,000 pages annually.

These simple changes show how practical, everyday actions by the team can make a meaningful difference in reducing our environmental footprint.



Sam and James, Auckland



Feedback from our people

Our people tell us that our commitment to positive impact is extremely important to them. Here are some outcomes from our most recent global employee survey (May 2025) that indicate how our team is feeling about purpose and impact at the SilverChef Group.



Kiana, Vancouver

What's ahead

Looking forward, we're committed to strengthening the foundation we've built.

Over the next year, we'll focus on new opportunities and finding ways to better support our team and business to sustain and drive growth.

We'll keep building the capability of our people to deliver great outcomes for our customers. Developing our people remains a priority, and we're creating career pathways for long and successful careers at SilverChef and EconoLease. In particular, we're supporting our Sales team to build strong relationships within our dealer network.

We will see continued growth in all geographies, with a strong acceleration in the US market. As our customer base grows, we'll also grow our tech stack to support business outcomes and stay better connected across our global markets. We're excited to bring more AI into the business and explore how technology can strengthen collaboration and performance.

As we push ahead, our commitment to sustainability and purpose remains strong. We continue to think about our people, customers, and community, and how we can make a positive impact in the way we do business.

We look forward to welcoming more talented people and creating an environment where they can thrive. We're building a community of high performers who balance strong results with the right values.



Back row: **Lucas, Nastya, Kosta, Kayla, Lauren, Sonya, Michella and Matt**
Front row: **Andrew, Elvin, Kavina and Gareth**
West End



Thevarasa, Toronto

Thank you

Thanks for reading our People and Impact Report for the 2025 financial year. We hope you enjoyed it.

We'd like to close by thanking our global team for their commitment and contribution to making the SilverChef Group an amazing place to work.

For more information about our global business, visit us online:

www.silverchef.com.au | www.econolease.com | www.silverchef.co.nz | www.silverchef.com

Dream bigger.

For more information on this report, get in touch with your local team.

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