



2022

IMPACT REPORT

Year in Review

At Fresh Kitchen what drives us is incredible food, amazing people, a relentless commitment to our culture, and doing better for the planet.

We believe that companies should be held accountable for the impact they have on the planet and their people. We understand that our footprint is our responsibility. From here on out, in effort to keep it real we will provide you with an impact report, every single year. As we embrace the hustle, together we will refine and make progress on this journey towards doing business better.

Fresh stuff, huh?





CONTENTS

KEY TAKEAWAYS.....	2
OUR PURPOSE.....	3
OUR MISSION & VALUES.....	4
OUR APPROACH TO SUSTAINABILITY.....	5
CAUSE LESS HARM.....	6
ACT WITH CARE.....	10
BE MORE ACCOUNTABLE & TRANSPARENT.....	17
REFLECTION.....	21

KEY TAKEAWAYS

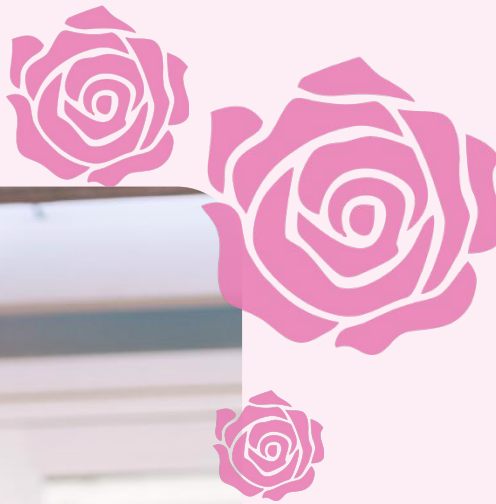
- Our sustainability strategy is broken into three ESG buckets so we always tackle impact from a holistic lens: Cause Less Harm, Act With Care and Be More Accountable & Transparent.
- We started the calculation process of all of our emissions with our new ESG accounting software, Sustain Life.
- Our values and mission keep us grounded in our purpose.
- We generate 1,970,953 lbs of waste every year, 994,180 lbs of that being food waste.
- We are diverting 50% of our landfill contribution in 2023 by implementing a composting program, refining our recycling, and auditing our supply chain.
- Swapped a majority of our materials used inside the restaurant to ones with a lesser negative impact on the planet.
- Implemented things like our team member reusable bowl program to help reduce waste and increase awareness.
- We donated \$145,874 back into the community to aligned organizations.
- Celebrated our team members in a handful of ways, because they deserve it.
- Spent lots of time together to connect, align and share love.
- Served 4,144,352 bowls.
- Scored a 46.7 on the B Impact Assessment.
- Conducted team member and management surveys - team member satisfaction did not meet our goal of a 4.7.
- Our guest review average was a 4.85.
- We are forever evolving on this expansive impact journey -- together.



OUR PURPOSE

We share LOVE through fresh experiences.





OUR VALUES

FOOD FIRST

If it isn't great, we don't serve it.

KEEP IT REAL

Real talk and real people.

EMBRACE THE HUSTLE

We are proud of the hard work it takes to do things right.

STAY FRESH

We're always open to innovation and we like to push the boundaries.

LOVE

We are compassionate with our words and actions.

PARTNERS

Every decision matters and impacts us all equally.

OUR MISSION

PEOPLE

We want our people to have a good life, great opportunities, and enjoy everyday.

FINANCIALS

We make balanced decisions to sustain long term profitability for the benefit of our people, our guests, and our partners.

FOOD

We make healthy food that tastes great, accessible to everyone.

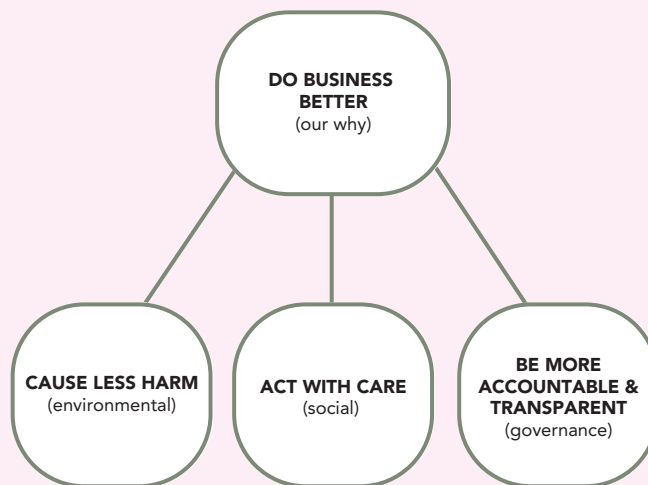
COMMUNITY

We want to make a positive impact by supporting the causes that help the communities where we live and work.

OUR APPROACH

TO SUSTAINABILITY & REGENERATION

At Fresh Kitchen, we are committed to being a purpose driven company that's grounded in love where excellence, opportunity, and joy can co-exist. To stay more connected to ourselves and the Earth...through our business, we will make continuous strides to take values driven action within the the following three areas. It is our intention to integrate this way of being into our culture and how we work.



CAUSE LESS HARM.

Sharing Love also means causing less harm. To help assist the planet in healing, we measure and understand our current impact, so we always know where we stand.

ACT WITH CARE.

We want to see our people and their families and communities flourish by creating the conditions for wellness and growth to exist. Through education, training, team engagement, and connection we want to continue to build up a diverse and inclusive culture that encourages conscious and healthy partners.
#giveaFK

BE MORE TRANSPARENT & ACCOUNTABLE.

Keeping it real means we walk it like we talk it. By being transparent, our partners, team members, communities, and the Mother Earth can help keep us accountable



A close-up photograph of several hands reaching towards the center, holding dark, rich soil. The hands are of various skin tones and some have tattoos or jewelry. The background is slightly blurred, showing more soil and some green plants. The overall tone is warm and focused on environmental stewardship.

CAUSE LESS HARM

Making the investment in Mother Earth.

OUR CARBON FOOTPRINT

As a growing company, that touches so many lives and communities, we feel a sense of responsibility to understand our impact, like never before.

And like everything we do at Fresh Kitchen, we hold ourselves to a high standard of excellence.

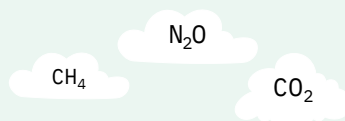
We want to put numbers and transparency behind our intentions. This way, we can both verify and quantify the true impact that Fresh Kitchen has on all stakeholders (including the planet).

We also want to make balanced decisions that consider the data, along with measurable goals and increased accountability.

So, in November of 2022, we invested in an ESG reporting software (Sustain Life), to measure, manage, and report our Scope 1-3 emissions. This tool will also enhance our ability to trace our supply chain, and help awaken us further to our footprint.

We are actively harvesting and inputting all needed data from 2022 and 2023 to get a proper analysis and baseline of our footprint.

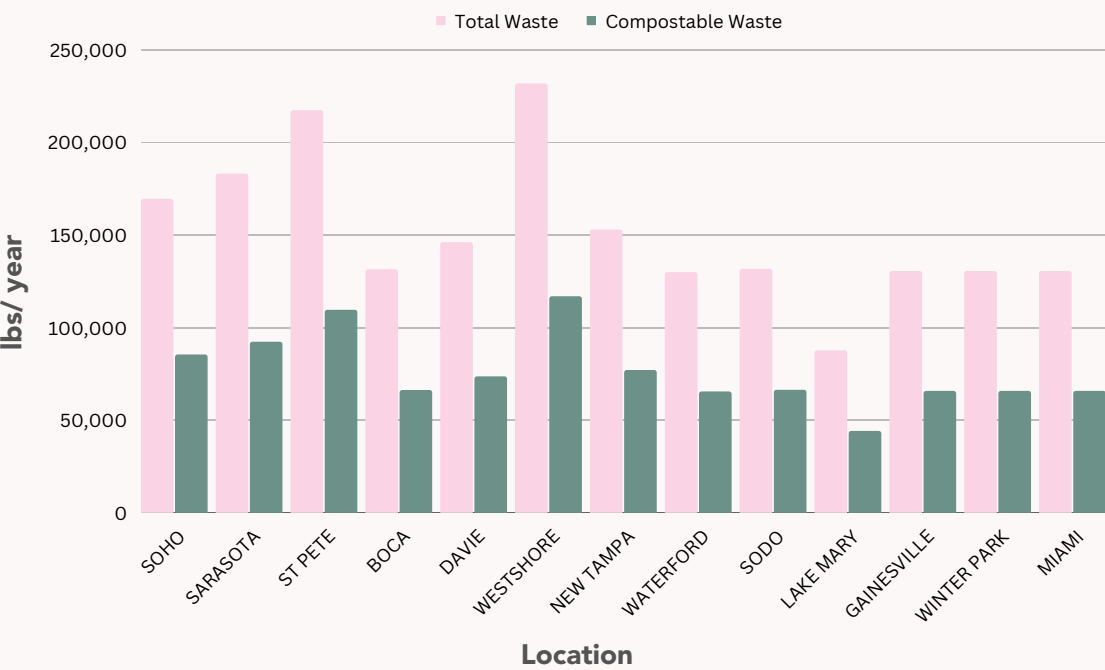
Though we don't have our scope data to report on yet, we still want to celebrate this epic first step of investing in the planet with our new sustainability management platform, Sustain Life.



LET'S TALK WASTE

We weren't exactly sure of how much waste we actually produced. So, we got our hands dirty with our partners at Renuable and conducted waste audits to figure out how much our restaurants were generating annually. Here's what we found:

- ~ 1,970,953 lbs of total waste to landfill
- ~ 994,180.37 lbs of food waste



So, here is what we are doing to divert at least **50% of our waste from landfill in 2023:**

Action One: Composting

All stores will be composting organic material by the end of 2023 (we already have 3 locations composting already!) With this action we contribute towards healthier soil, ecosystem biodiversity, and lessen emissions produced.

Action Two: Recycling

We are working on refining, retraining, and adding (where needed) our recycling program to all locations by the end of 2023, to contribute towards circularity.

Action Three: Supply Chain Audit

We will perform a supply chain audit and work to mitigate unnecessary waste at the source, align on standards, and identify opportunities.

SOME OTHER COOL STUFF WE DID:

Rolled out a reusable bowl program for our Tampa region team members, and have plans to roll out to all regions in 2023, which will divert approximately

~ **45,990 bowls**

~ **91,980 cups and lids**

~ **and 10,950 paper bags** every single year.

Swapped out single use plastic water bottles to Proud Source aluminum bottles which mitigates approx **148,751** single use plastic bottles from landfill every year.

Started analyzing our building designs and materials to improve their sustainability and health for people and the planet.

Created a Sustainable Purchasing Guide to help guide our procurement decisions.

Swapped virgin plastic cutlery to plant-based (& commercially compostable) cutlery.

Hosted a Gasparilla bead drop at our Tampa locations, and collected **115** lbs beads to be upcycled with the MacDonald Training Centers Bead Reuse Program.



ACT WITH CARE

how we share love with our community and people.



LOVING OUR COMMUNITIES IS LIKE A BOOMERANG

Together, we raised **\$4,000** for Fleet Farming and helped them build and plant garden beds at Sunridge Middle School.

For Gainesvilles Friends & Family we raised **\$3,753.83** for The Girl's Place where girls are inspired to celebrate themselves—their minds, their hearts, and their physical well being.

To share love to those affected by the tragedies in Ukraine we raised and donated **\$8,737** for World Central Kitchen.

We help to raise & match a total of **\$37,948.35** for Be Strong/We Dine Together Program who fight against bullying and find solutions so schools can be a happier place for everyone.

During the Hurricane Ian natural disaster we raised **\$72,324.20** for World Central Kitchen, The Conservancy of South Florida, and the Humane Society of Collier County.

We collected **\$19,111.48** for Children's Home Society where they focus to end the need for foster care by working with families before crisis occurs.

& we showed love to local artists by featuring their art at some of our locations (shoutout to Brand Swope, Gillan Fazio, BB Art and the Vitale Brothers).

Total Money Donated to Community Causes in 2022:

\$145,874.86





& we served
4,144,352
bowls this year!

which directly supports our food mission of wanting
to make healthy food accessible to everyone.

BETTER TOGETHER

Creating the space to be fully present with each other and to focus in on our culture is a top priority. We gathered offsite with the diverse groups of teams 21 times this year. During our series of meetings and retreats we went on a journey together that explored our current state, the vision of our future state, what our values really mean, and how we hope to share love through fresh experiences.





We all left our time together feeling more inspired, connected, clear and excited about the future of Fresh Kitchen (and each and everyone's role in helping write FK's next chapter together).



"THE BEST INVESTMENTS, ARE THE ONES WE MAKE IN OURSELVES & EACH OTHER. "

-- Tara O'Neill
VP of Training & Experience



We hosted **5** company-wide celebrations where our teams were invited to engage in some collective effervescence.

We sent a total of **35** Company Wide Communications.

Completed a Pay Equity Analysis for all team member positions and managers.

Hosted **3** different trainings and workshops focusing around Harassment & Discrimination, Creating & Maintaining a Safe Workplace, and Interview Best Practices for leaders.

Tara O'Neill, Vice President of Training and Experience, shared her heart and wisdom through speaking and leading collective engagement discussions at CHART's 2022 Summer Conference, Crunch Time & Industry Leaders.

& In April of 2022, Tara O'Neill and Chief Financial Officer, Tyler Azzarelli began 52-week Stagen leadership journey all about Conscious Leadership.



We gave back roughly **1%** of profits to our BOH team and Hourly Shift Leaders.

Celebrated **168** hourly team members at the end of the year who demonstrated an above and beyond unwavering commitment to living by our values, bringing our culture to life, and serving our purpose of sharing love.

Inducted **2** managing partners into our Fresh Club Class of 2022, and celebrated 2 others for two years of being a part of the Fresh Club.

Certified **130** Hourly Team Members as Certified Trainers.

Enhanced our contributions to medical plans and added a 401k option.



EMBRACE
THE



HUSTLE

BE MORE ACCOUNTABLE & TRANSPARENT

Keeping it real as we continue our
journey towards Doing Business Better.

SHADE
LOVE

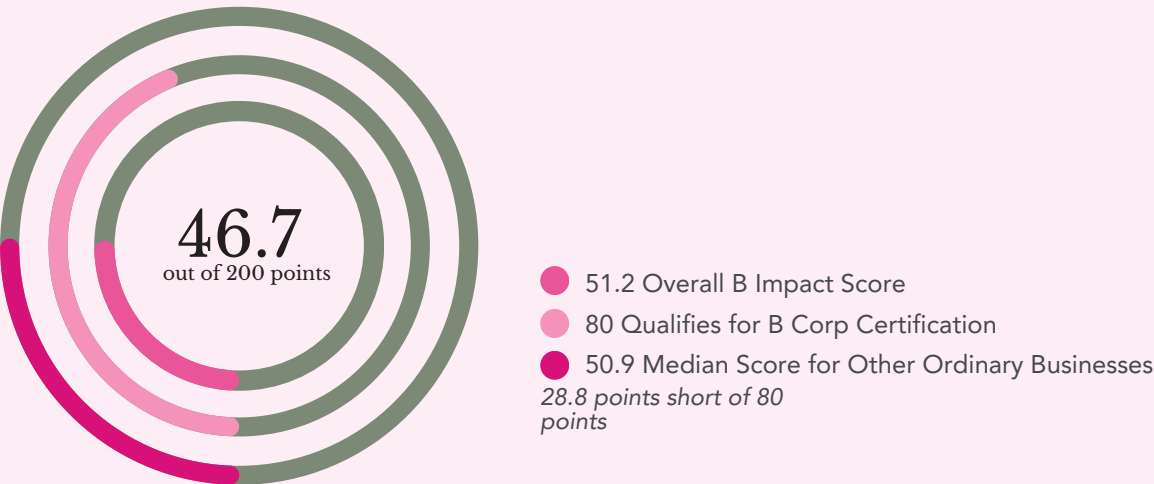
PURE
OLIVE
OIL

SH
VILLE

B CORP THINGS

In 2022 we completed the B Impact Assessment so we could understand our baseline and starting point of the holistic impact of the business. The BIA is a comprehensive assessment that helps to measure, manage, and improve positive impact performance for environment, communities, guests, suppliers, team members, and shareholders.

Here's how we did:



Governance - 2.8 pts out of 20 avail pts / 14% of pts achieved / 17.2 pts left



Workers - 17.9 pts out of 40 avail pts / 44.8% of pts achieved / 22.1 pts left



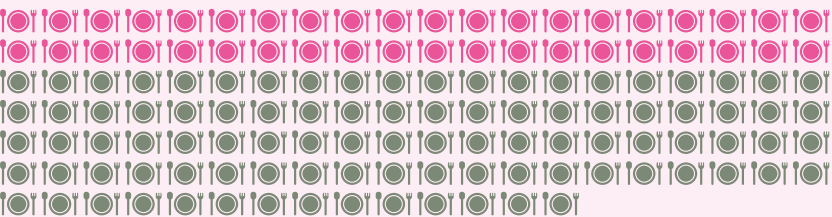
Community - 16.5 pts out of 70 avail pts / 23.6% of pts achieved / 53.5 pts left



Environment - 7.9 pts out of 45 avail pts / 17.6% of pts achieved / 37.1 pts left



Customers - 1.3 pts out of 5 avail pts / 25.5% of pts achieved / 3.7 pts left



B Corp certified restaurants in the United States (40)

B Corp certified restaurants globally (134)

WE LOVE FEEDBACK

Every year, we conduct a happiness and satisfaction survey with our hourly team members and management teams to gather valuable insight and feedback from our people. We use these insights to help inform decisions. Our surveys touch on things like: leadership, moral, wellness, culture, and management.

2022 HOURLY SURVEY RESULTS

341

total responses

4.42

average rating for
general company
satisfaction
goal: 4.7

4.32

average rating
for management
team
satisfaction

- Our average participation has increased 8.8% year over year (YoY) since 2020.
- Our average rating for general company satisfaction has increased 0.14% YoY since 2020.
- Our average rating for management satisfaction has increased 0.15% YoY since 2020.

2022 MANAGEMENT SURVEY RESULTS

48

total responses

4.67

average rating for
general company
satisfaction
goal: 4.7

2.79

average stress
score
goal: < 2.5

4.38

average rating
for general
happiness

- Our average participation has decreased 11% YoY.
- Our average rating for work life balance has increased 0.14% YoY.
- Our average rating for management stress levels has decreased 0.21% YoY.
- Our average rating for general happiness has increased 0.17% YoY.

GUEST REVIEWS

Creating incredible and welcoming experiences for our guests is super important to us. One way we measure how well we're delivering on our commitment to the guest experience is by using online reviews as a measure of success. We gather guest feedback through Yelp, Google, Trip Advisor, and our 3rd party delivery services.

4.85

average guest
review rating
across all locations

IT'S A JOURNEY

Sustainability and regeneration are not end goals. It is a forever commitment, anchor point, and invitation for us to deepen our purpose of sharing love, in a way that helps create a better future for today, and those who will come after us.



REFLECTION

We have always considered our people and the planet in the decisions we make. But in 2022 we became even more aware and awake to what exactly it means to run a conscious business. We understand that this is a never ending journey and we will always have opportunities to recalibrate our typical measures of progress and refine the ways in which we can share more love. Embracing the hustle means doing the hard work of staying committed to balancing profit with the impact we have on Mother Earth and all the living beings on this planet. We recognize that in order to contribute to the healing of these systems, reciprocity is required.

We have work to do, and this year, we are making strides towards aligning with B Corp standards so we can ensure the highest level of social and environmental accountability. We're also using our new ESG software to the fullest to measure, manage and report on our impact against global standards.

Together, we're defining the kind of company that we want to be. And, by being more intentional and selective in our focus, we're creating more space for love and awareness...
which is really what all of this is about.



**IF YOU HAVE QUESTIONS, FEEDBACK, OR ARE CURIOUS
FOR FURTHER DETAILS ON ANY OF THE CONTENT
COVERED. PLEASE EMAIL ALI@CICCIORG.COM.**

