



*CONTROL
THE KITCHEN
CHAOS*

ESG

NEWSLETTER

2023



A LETTER FROM DIANA GESEKING, GENERAL COUNSEL

At Restaurant Technologies, we have been helping customers “Control the Kitchen Chaos” for almost 25 years but now, more than ever, our impact goes far beyond the kitchen.

As a part of our values – Customer, Character, Commitment, Courage, and Community – Restaurant Technologies has prioritized Environmental, Social, and Governance (ESG) initiatives to transform the organization and create a more socially responsible business.

In 2022, our inaugural ESG report summarized all the organization has accomplished and plans to do in the future. Our commitment to ESG initiatives begins at the top with the executive leadership team and the responsibility of Restaurant Technologies to create a better world for all of us. This newsletter is designed to highlight some of the fantastic work, initiatives, and areas of focus that we have undertaken this past year at RT.

We are particularly proud of the fact that some of our best ESG initiatives have come from employees of every level throughout the organization. Creating a positive impact on our world is rarely accomplished alone and a joint commitment often makes the biggest difference. This ESG update serves as a reminder to all employees to be proud of what we do and all that we accomplish together.

We are always looking to improve and remain committed to making Restaurant Technologies the best place to work. If you have any ideas on how you, your department, or the organization can strive to reach new heights as it relates to ESG, please do not hesitate to reach out to me.

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Diana Geseking
General Counsel

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SUSTAINABILITY IMPACT REPORT NUMBERS

Not only does RT focus on reducing its own greenhouse gas emissions by increasing the use of biodiesel in our fleet and other initiatives, but it enables customers to meet their sustainability goals too. Through the elimination of plastic, cardboard, and residual oil waste that are part of traditional JIB containers and the recycling of customers' used cooking oil into renewable fuels, RT's systems provide carbon emissions savings to our partners.

WHAT WE SAVED:



WASTE OIL RECYCLED:
289.4 million lbs.



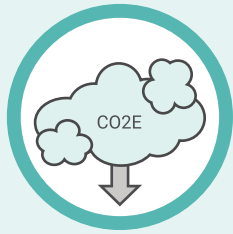
TRASH SAVINGS:
24.6 million lbs.



LANDFILL SPACE SAVINGS:
7.4 million (CUBIC FT)



TOTAL JUGS SAVED:
16 million



EST. CHG CO2E EMISSION REDUCTION:
66.6 million lbs.

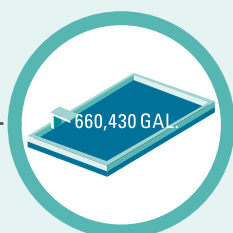


EMISSION EQUIVALENT TO NO. OF CARS:
99,340

DID YOU KNOW THE VOLUME OF WASTE OIL WE RECYCLE IS EQUAL TO...



840,647,211
COFFEE CUPS



59
OLYMPIC POOLS



788,106
BATHTUBS



2,814,667
TANKS OF GAS



PARTNERSHIP WITH BRIDGESTONE

Restaurant Technologies is entering into a partnership with Bridgestone/Bandag for replacement tires on all 560 vehicles in the fleet. This partnership ensures a proper and high-quality replacement tire is being installed on our vehicles and moves us into a retread tire program.

The use of retread tires has been avoided at RT for years and has been driven by the falsely held belief that retread tires are unreliable and dangerous. In fact, 90% of fleets with over 100 vehicles operate on retread tires. While there are cost savings that accompany a retread tire program, it also creates an enormous environmental impact.

Manufacturing a new truck tire consumes more than 20 gallons of oil and it takes just under seven gallons of oil to retread that same tire. The energy used in the retreading process is 30% of what it takes to manufacture a new tire. As a result, there is a huge impact on carbon emissions and a reduction in CO₂.

Retread tires are one of the greatest examples of a recycled product. The casing is about 75% of the original tire build and the complete reuse of the casing produces a product with 75% recycled material content. The remaining original rubber that is removed from the casings during the re-treading process is recycled and repurposed in a large majority of rubber playground mats and rubber mulch.

As we get deeper into this program, we will be able to gather information from Bridgestone/Bandag that will show us how we are impacting the environment in a positive way, along with reducing the carbon footprint of our sustainability-focused organization.

While our new trucks come with brand new tires, we can count on retreading the tires at least twice, which almost takes us through the life of the vehicle without the need for new replacement tires.

FULLY BIODEGRADABLE GLOVE PROJECT

Restaurant Technologies' employees use over 1.6 million nitrile gloves every year. These gloves could sit in landfills for up to a century, so it was time to make a change – not only because of our ESG priorities but because it was the socially responsible thing to do.

This past year, we began using gloves that are 82% biodegradable after one year and will fully break down in five years. They're also less expensive – by 51%! After trials in Minneapolis-St. Paul and LA, we successfully implemented the new gloves across the enterprise making Restaurant Technologies that much more sustainable.



REUSABLE CUPS AT CORPORATE

If you have been to corporate headquarters recently, you have likely noticed a big change with our use of plastic bottles. They are now a little harder to find. Outside of a small fridge set aside for visitors, Restaurant Technologies has transitioned to using water cups.

Similar to our coffee mugs, employees can now use water cups and have them washed at the end of the day. In 2022, Restaurant Technologies used almost 11,000 bottles of water. Transitioning to washable water cups is just another small change that can make a big difference in the world around us.



OTHER INITIATIVES

We are working on determining the feasibility of other initiatives. A few of these initiatives include solar panels on depots, electric vehicle charging stations, scrap metal recycling, and biodegradable shrink wrap.



Each year, Restaurant Technology News recognizes the technology solution providers and organizations that are working to lessen the environmental impact of the restaurant industry in various areas. Restaurant Technologies was recognized with a Restaurateurs' Choice Award for Environmental Good in 2023.

SUPPLIER CODE OF CONDUCT AND SUPPLIER DIVERSITY QUESTIONNAIRE

In 2023, we established our Supplier Code of Conduct, highlighting our expectations around human rights, labor guarantees, environmental sustainability, and business ethics. This has been shared with all our oil, parts, and equipment suppliers.

We believe that diversity, equity, and inclusion are essential for the strength of our business and the vitality of the communities we serve. This has led to a recent launch of our questionnaire to better understand our suppliers' diversity. Our goal is to utilize this feedback to strengthen our focus on ESG.



SAFETY METRICS

Restaurant Technologies' commitment to safety is vital to the organization's success. Externally and internally, employee safety is always one of our top priorities. We always want our employees to go home exactly how they came to work. This past year, we have implemented new employee onboarding and training, standardized work practices and procedures, offered new prescription glasses to all employees, prioritized claims management, and furthered education for all general managers on managing Return to Work for injured employees. The charts below further show our commitment to safety and how we continue to take steps to ensure a safer workplace.

Safety Results	Q1 '22	Q2 '22	Q3 '22	Q4 '22	Q1 '23	Q2 '23	Q3 '23
Driver	9	13	5	8	4	6	9
AutoMist Tech	7	3	13	1	8	2	4
Oil Tech	0	0	0	0	4	5	9
OSHA TRIR	16	16	18	9	16	13	22
DART	13	12	14	5	10	9	12
YTD TRIR	5.49	5.30	5.38	4.65	4.58	4.14	4.81
YTD DART	4.46	4.14	4.20	3.47	2.86	2.71	2.93

This chart looks at our TRIR (Total Recordable Incident Rate) and DART (Days Away, Restricted, or Transferred) rates. TRIR is the generally accepted metric for measuring safety performance and although it is a lagging indicator, it is what most businesses use to measure recordable incident frequency. DART is the generally accepted metric used to measure incident severity. This chart shows us a quarterly look at those rates dropping over time. The goal is always 0.00, meaning no one gets hurt anywhere, anytime.

DIVERSITY, EQUITY, AND INCLUSION (DEI)

RT strives to be an exemplary corporate citizen where everyone feels respected, valued, and empowered. A company guided by our 5Cs (Customer, Character, Commitment, Courage, Community) where diversity, equity, and inclusion are core to who we are and everything we do. To achieve this vision, RT fosters diversity, equity, and inclusion in all areas of our business. We value, respect, and hear all voices and celebrate differences in life experiences and heritages, remove barriers, and provide equitable opportunities allowing everyone to thrive as their true selves.

Through our cross-functional Diversity Advisory Team, we have implemented a DEI Policy emphasizing our commitment to our core values and developed committees to focus on and highlight our efforts to continue amplifying DEI across our

organization, including strategic and practical tools to diversify our workforce and management roles. Over the last few years, our diversity in management roles has steadily increased and we continue to invest in our people and programs to promote from within and attract diverse talent to our organization. In 2023, Restaurant Technologies was recognized by the Minneapolis St-Paul Business Journal as the #5 most diverse company in Minnesota in the midsize company category.

In 2024 and beyond, we will be providing additional DEI training and engagement opportunities for employees; continuing to increase diverse representation in management; focusing on building awareness within our organization at all levels; and partnering with our communities to foster stronger relationships.

CORPORATE PHILANTHROPY AND VOLUNTEERING

Giving back to communities and individuals in need is a big part of our 5Cs. Restaurant Technologies is filled with people who care about the world around us and invest their time to make it a better place. Our actions are the way we can live out our values and Restaurant Technologies is proud of all those who gave back this year.



Build-A-Bike® is a philanthropic team-building event from The Leaders Institute where teams volunteer and build bikes for children in need. Since inception, Build-A-Bike has given away over \$3.5 million worth of bicycles. Earlier this year, Restaurant Technologies' employees assembled 13 bicycles for children.



Hearts & Hammers serves the Minneapolis St-Paul region with another office in Dallas, TX. Hearts & Hammers assists low-income homeowners struggling with deteriorating home exteriors and provides free restorations to keep them from losing their homes. In July 2023, Restaurant Technologies gathered 30 volunteers to restore a senior citizen's home that included patch and paintwork, as well as lawn care and landscaping work.



PCs for People is a national nonprofit social enterprise working to get low-cost quality computers and internet into the homes of individuals, families, and nonprofits with low income. By recycling and then refurbishing computers, the organization provides a valuable service to businesses, families, and the planet by keeping computers out of landfills and repurposing them to advance digital inclusion. Restaurant Technologies is proud of its partnership with PCs for People and has donated 153 computers, distributed 56 computers, and supported 141 people of which 83 are children.

