HandsOn HONG KONG IMPACT REPORT 2021

HandsOn
HONG KONG

HandsOn volunteers at Soap Cycling |
Collecting, Recycling, Redistributing for a better world.

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Be the change.
Volunteer!

MESSAGE FROM OUR BOARD CHAIR AND 2021 EXECUTIVE DIRECTOR

Looking out for one another is part of what it means to be a member of the community.

At HandsOn Hong Kong, we believe that every person has the power to make a positive difference, no matter how big or small. By running more than **16,000 volunteering opportunities** in 2021, our charity empowered volunteers to give nearly **40,000 hours** of their time to support more than **80,000 people** in need.

Through our work engaging nonprofit partners and developing programs, HandsOn gives people the opportunity to show up for one another, reconnect and contribute towards building a more inclusive and resilient Hong Kong.

A year of reconnection

Beyond the impact made in helping others, there is also a wonderful mental health benefit for volunteers themselves. We know from surveying our HandsOn volunteers that more than half have been motivated to serve during the pandemic to support their own well-being, sense of purpose and social connection.

It's an entire ecosystem that enables the work we do at HandsOn. In reflecting on 2021, we are grateful to our team that showed incredible resilience, innovation and determination to carry our mission forward throughout challenging times; our Board for their unwavering support and encouragement; our nonprofit partners who showed courage and creativity to continue serving; our funders, donors and corporate partners who fuel our work and support us in so many ways; and our volunteers, who inspire us every day.

Sincerely,

SHAUN BERNIER
FOUNDER & BOARD CHAIR

SUE TOOMEY
EXECUTIVE DIRECTOR

HandsOn volunteers at Feeding Hong Kong

|

Bridging the gap between hunger and food waste in Hong Kong.

2021 IMPACT REPORT

7,387
VOLUNTEERS EMPOWERED

HandsOn volunteers gave their time and talent to serve in a variety of ways—through in-person programs, virtual activities, and DIY projects.

82,025
PEOPLE SUPPORTED

Volunteers supported children and teens across Hong Kong, both virtually and in-person — through homework help, storytelling, language learning, sports and game-playing, and more. Youth volunteers were also empowered to give back through service.

110 NONPROFIT PARTNERS SUPPORTED

Our volunteers continued providing social connection and conversation by making caring phone calls to isolated elderly, supporting their emotional health and well-being and helping elderly centres to check on individual needs.

51,940
MEALS PREPARED

3,254
CARE PACKAGES DELIVERED

Volunteers played a critical role, showing up to help their neighbors, serve the community, and provide their expertise. This collective work continues to help build a more cohesive, connected, and resilient society.

Social distancing couldn't keep volunteers away from supporting our community in 2021. Volunteers stepped up to help others while giving themselves a sense of purpose too.

39,580
HOURS SERVED

Hong Kong's poverty rate hit a 12-year high. Support was critical as food prices soared, job losses grew and a mental health crisis was seen city-wide.

5,595
CHILDREN AND YOUTH UPLIFTED

Volunteers provided Hong Kong charities with helping hands for service activities and many used their expertise for longer-term support — creating impact at 3,000+ programs.

1,544
PHONE CALLS TO ISOLATING ELDERLY

HandsOn volunteers rolled up their sleeves to rescue discarded food, prepare nutritious meals and deliver emergency care packages to families in need.

$10.8 MILLION
ECONOMIC IMPACT

EMPOWERING EVERYONE IN HONG KONG TO VOLUNTEER

The spirit to serve felt as strong as ever in 2021 with passionate volunteers turning up in their thousands—to help those in need of kindness and conversation, food assistance, learning support and more amid the continued ripple effect of the COVID-19 pandemic.

With the new 'hybrid' way of serving quite well-established in 2021, our volunteers and non-profit partners continued participating in a combination of in-person and virtual programming. Together, we pushed forward with the HandsOn mission and adapted to Hong Kong's evolving needs.

OUR MISSION

Empowering everyone in Hong Kong to volunteer.

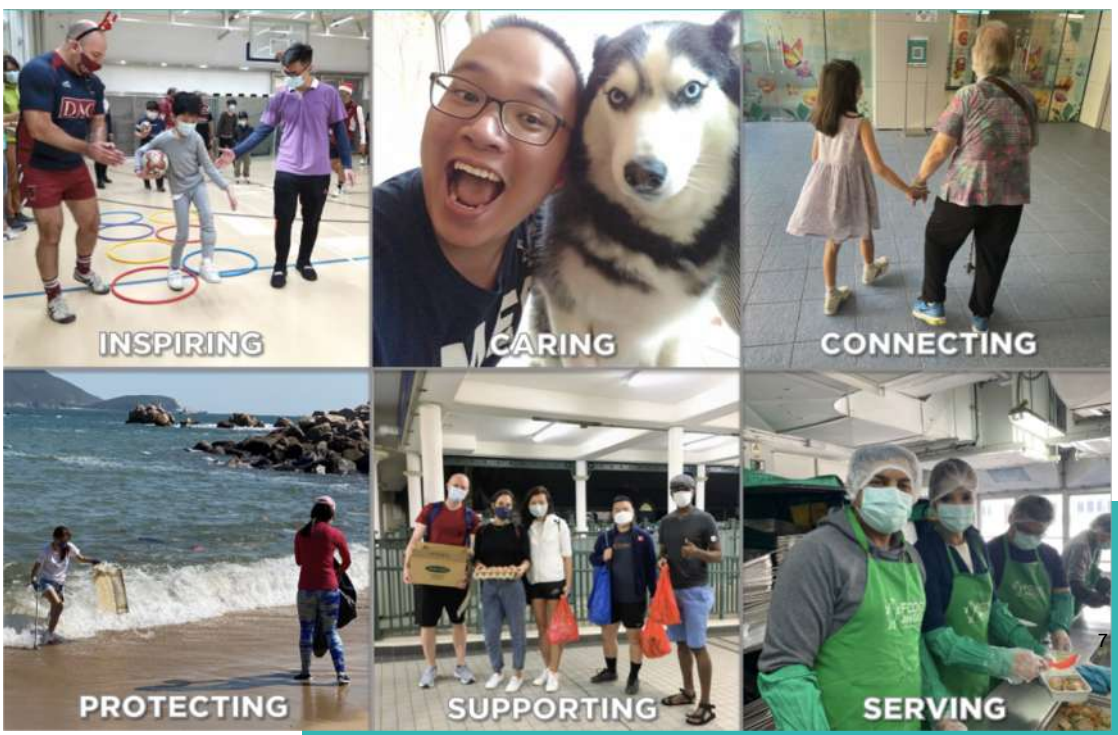
OUR VISION

We envision a Hong Kong where everyone serves together to meet all social needs.

SERVING COMMUNITY NEEDS

Each month, HandsOn **brings Hong Kong's volunteers together** at 200+ programs across the city as a free public service—**supporting over 100 charity partners**. Every day of the year we provide programming support, volunteer recruitment, advisory and consultancy to our non-profit partners. We also develop **bespoke volunteer programs for companies** that want to empower teams to serve community needs and support their own wellbeing.

HandsOn Hong Kong Limited is a tax-exempt organization in Hong Kong under section 88 of the insland Revenue Ordinance (Cap.112). We perform our work for the community as a free public service – at no cost to our non-profit partners or individual volunteers.



2021: A YEAR OF RECONNECTING & REBUILDING

At the start of 2021, the HandsOn Hong Kong team made a conscious decision to make it a year of reconnection and rebuilding. Against an evolving backdrop of COVID-waves, anti-pandemic measures and varied responses to vaccines, the city's spirit to volunteer remained strong and unhalting.

The frontline charities our volunteers were serving reported a continued strain on services and resources. In 2021, 1.6 million Hong Kong citizens were living below the poverty line of HK$4,400 per month — the highest number in 12 years. The unemployment rate hovered at around 5.2% and wait-times for people in need of public housing rose to just over six years.

HandsOn volunteers came forward to tell their stories—including these youth leaders below. They shared how volunteering had reconnected them with the larger community, supported their wellbeing and given them purpose at a time of fatigue and continued uncertainty.

CHARITY

Teenagers shake off the pandemic blues by volunteering to help others

From offering tuition to playing with the elderly, the young step forward

Laura Westbrook
laura.westbrook@scmp.com

Felicity Hui waited nervously under the figure of Mickey Mouse straddling the arches of Hong Kong Disneyland.

After months of tutoring a group of children online, the 17-year-old was about to meet them for the first time.

All of a sudden, eight children streamed into the park, their excited voices piercing through the loop of Disney songs playing on loudspeakers.

The children of refugees and asylum seekers, they crowded around Hui and six other volunteers who helped organise the outing. If not for the young Hongkongers, the children would not have been able to visit.

Hui is among a rising number of youth volunteers who have stepped forward over the past year to help various groups in need reduce the feelings of stress and isolation brought on by the coronavirus pandemic.

HandsOn Hong Kong, a non-profit organisation that acts as a hub for volunteers and NGO partners, said it had 918 volunteers aged 13 to 18 last month, almost triple from 362 a year ago.

Through an initiative aimed at youth last year, 26 young people developed six new programmes with different NGOs, addressing issues ranging from the environment to the elderly, low-income families and children of asylum seekers.

The result was that young people signed up for 4,265 volunteer slots over the past year, four times more than the year before, says the non-profit's executive director, Sue Toomey.

Numerous experts, backed by surveys, say Hongkongers' mental health has worsened since the social unrest of 2019 and the arrival of the Covid-19 pandemic in January last year.

A recent University of Hong Kong survey of nearly 30,000 families found children were more prone to problems such as hyperactivity and inattention, and experienced diminished emotional and social functioning during the months of school closures brought on by the pandemic.

Young volunteer Hui, a Year 11 student at the Victoria Shanghai Academy and the elder of two daughters of a couple who both work in finance, says she felt "boxed in" at home during much of last year, spending a lot of her time in her room studying.

"Being stuck at home made me feel disconnected from my friends and community."

When she learnt that the pandemic had affected many of the city's 13,000 refugees and asylum seekers, she wanted to help. The children in some families had difficulty accessing the internet for online classes.

She joined a group that started helping 15 South Asian and African children under 10 with their homework last October.

Meeting online, the volunteers read to the children and taught them Chinese characters and traditions, as one of the goals of the programme was to help the children integrate with the local community.

Hui says she looked forward to the sessions, which were weekly initially, and found they helped her deal with her feelings of isolation.

"This volunteer experience reminded me that we're not alone, and there are other groups out there, just like ourselves, feeling the same way," she says.

Another young volunteer, Jet Zhang Yue, 17, says the pandemic added to the stress he began feeling during the 2019 protests, when schools also closed.

"I was pretty much locked up at home," says Zhang, who is in Year 12 at South Island School and is the second of four children of a university professor and stay-home mum.

With his older sister away at university, he was at home in Kowloon Tong with his parents and younger brothers aged five and nine, but still spent most of last year in his bedroom studying, often feeling bored and isolated.

> There are other groups out there, just like ourselves, feeling the same way
>
> FELICITY HUI, A YOUNG VOLUNTEER

Becoming a volunteer late last year helped him break out of his pandemic funk.

He led a programme that sent gift packages, greeting cards and palm-sized beanbags to 120 elderly people.

Since social-distancing restrictions eased in late March, his group of 11 youth volunteers has been heading to the Harmony Garden Lutheran Centre for the Elderly in Chai Wan once a month to play board games with six elderly men and women.

Zhang was struck to discover that one woman had not spoken to anyone in three months. Being with her made him think of his own grandparents on the mainland, whom he has not been able to visit.

Describing his interactions with another woman, he recalls: "It was more than me helping her. It was also her talking to me, as a way for me to get my own stress out."

Mother of two Jane*, who fled a country in southern Africa for political reasons and has lived in Hong Kong for six years, says that when schools were suspended because of the pandemic, her eldest daughter missed her friends and struggled with their patchy internet access.

The girl enjoyed the virtual tuition sessions with Hui and the other volunteers, but was beside herself when they organised the visit to Disneyland.

She could not sleep the night before because she was so excited to meet Elsa, the Disney princess from the hit film *Frozen*.

"It was the highlight of her life. She still talks about it," Jane says.

*Name changed at interviewee's request

Volunteers (from left) Lauren Ha, Abigail Hali Ng, Felicity Hui, Shiska Bahuguna and Anjali Thakore; (above) Zhang Yue at a centre for the elderly. Photos: Jonathan Wong, Edmond So

South China Morning Post

2021 SERVICE HIGHLIGHTS

HANDSON SERVICE CALENDAR

As a registered charity with the mission to empower everyone in Hong Kong to volunteer, HandsOn develops service programs in partnership with local under-served non-profit organizations and connects them with the volunteer manpower they need to achieve their mission. Every day of the year, our team provides vital behind- the-scenes assistance to these charities, serving as an extension of their teams and enabling them to outsource their volunteer management at no cost.

Each month, HandsOn runs 200+ volunteer activities on our service calendar empowering volunteers to support over 100 frontline charities in the work they do building the confidence of children, providing food assistance, giving warmth to the elderly, empowering people with disabilities, caring for animals, protecting the environment and more.

Last year the HandsOn community took up 16,000 volunteer roles—supporting 82,000+ Hong Kong people in need.

Thank you so much to the HandsOn volunteers delivering these monthly care package to me. I feel I am cared for and feel warmth from the community. I hope to do the same thing as you have done—support the people in need.

CARE DELIVERED pack recipient

CARE DELIVERED

Increased food prices and job losses led to thousands of families turning to food banks for meal support in 2021. Those hit the hardest were already struggling prior to the pandemic—including the elderly, low-income families, refugees, people from different ethnic backgrounds and those with a disability.

HandsOn and Feeding Hong Kong joined forces to help address this through **CARE DELIVERED**. This long-term food support program brought over 3,000 robust care packages to the doorsteps of those that need them, delivered by caring volunteers. Each pack included essential items such as rice, cooking oil, noodles, canned foods, hygiene items and more. Through a grant generously provided by Operation Santa Claus, HandsOn and Feeding Hong Kong provided a full year of food assistance and warmth to five frontline charities and their vulnerable service users.

PROGRAM PARTNER: OPERATION SANTA CLAUS 愛心聖誕大行動

YOUTH EMPOWERED

Even before the COVID-crisis, studies had shown that Hong Kong young people are highly stressed, with one in three young Hongkongers suffering from anxiety or depression. In response to this—and the degree of need within the community — HandsOn developed YOUTH EMPOWERED, an initiative focused on empowering Hong Kong youth to be active change-makers in serving the community.

HandsOn's YOUTH EMPOWERED program ran throughout 2021, bringing together 26 Student Leaders as a driving force behind the initiative. These students helped to develop and lead five service programs addressing community issues important to youths age 13 to 17 and enabling Hong Kong teens to volunteer across these activities.

From supporting the elderly to empowering Hong Kong children and refugees, to rescuing discarded food and supporting plastic reduction efforts—our student leaders and teen volunteers were hands-on in everything they did. HandsOn saw a 300% increase in youth volunteering as a result of this change-making program.

PROGRAM PARTNER:

香港賽馬會慈善信託基金
The Hong Kong Jockey Club Charities Trust

GENERATION CONNECT

Throughout the Covid-19 crisis the mental health and emotional wellbeing of the city's elderly has been hugely at risk. More than 152,000 elderly in Hong Kong live alone, many of them waiting years for a spot in a government-subsidized care home. More than half of them report feeling lonely.

To help support the well-being of these vulnerable elderly, HandsOn launched GENERATION CONNECT, in partnership with The Hong Kong Club Foundation. Through this 5-month support program, Hong Kong families helped bring friendship, kindness and compassion into the life of an elderly person.

63 elderly and families took part in the program in 2021. The HandsOn team carefully managed and supported thousands of moments of connection throughout the year including phone calls; care cards and letter writing; delivery of craft materials to volunteers for gift making; joint shopping trips; community center visits; care package deliveries and more.

By the end of the program, 38 families expressed their wish to continue supporting their elderly friend beyond the one-year program.

"Not only we are helping the Por Por, but also we are learning and getting so much from her. We are grateful to have the chance to know her and adopt her as our family. After this program, we will continue the valuable relationship."
Sau Ha Kwong, volunteer mother

PROGRAM PARTNER:

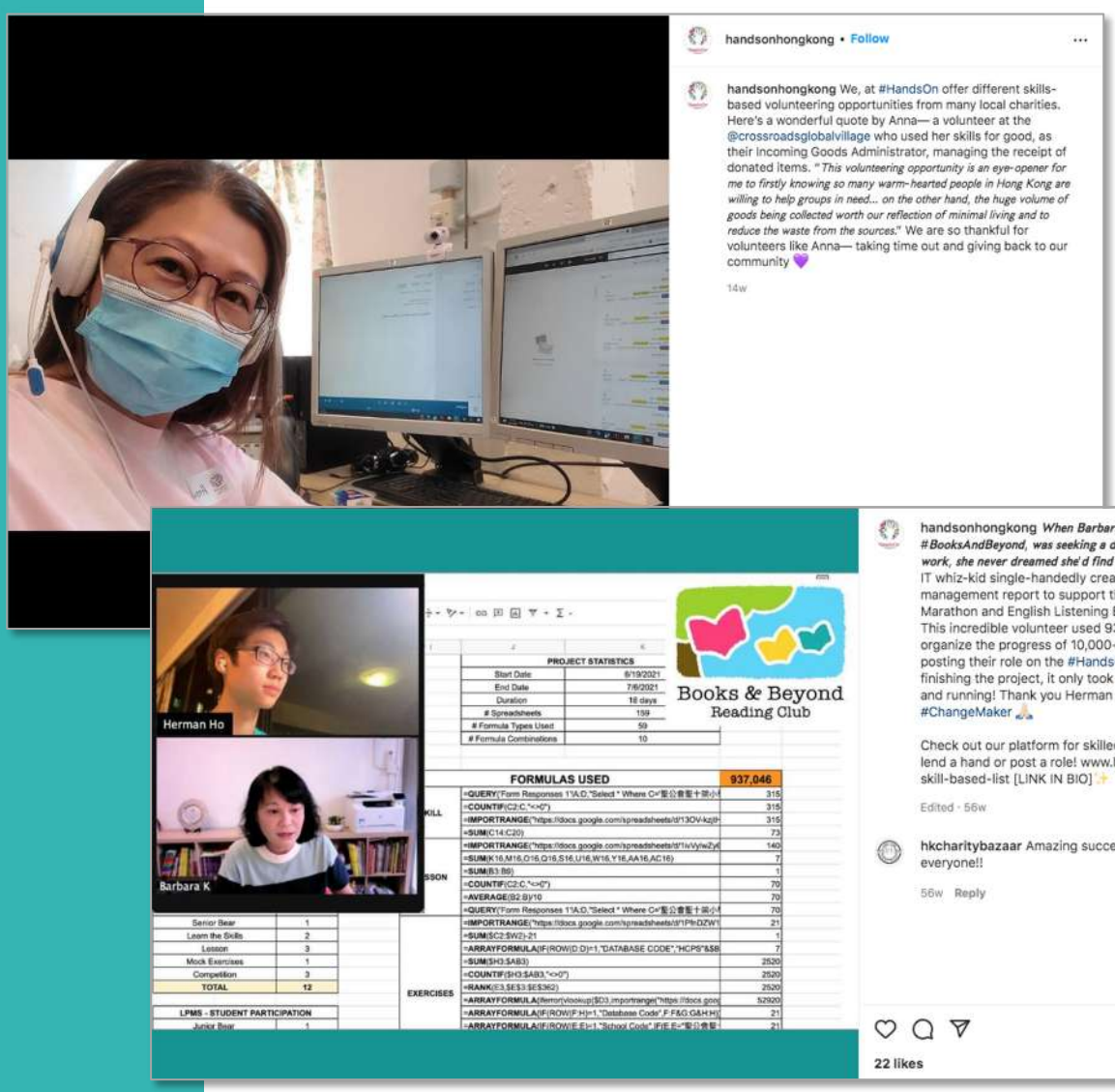
The Hong Kong Club Foundation Limited

USING YOUR SKILLS FOR GOOD

Through our work empowering volunteers to get 'hands-on' for the local community, some charity partners would ask for helping connecting them with volunteers with specialized skills.

At the start of 2021 we made this kind of support official by launching an automated system to help our 100+ non-profit partners make connections with volunteers with expertise in areas such as design, translation, accounting, photography, IT and more.

In 2021, HandsOn helped empower volunteers with professional skills to support the mission of 34 local charities.



OUR VOLUNTEERS IN 2021

Hong Kong's volunteers rallied to play a critical role in efforts to rebuild Hong Kong, contributing more than 39,580 volunteer hours across the city.

Each year HandsOn recruits, manages and mobilizes thousands of volunteers to support the frontline efforts of our non-profit partners—as part of our mission to empower everyone in Hong Kong to volunteer. In 2021 we recruited 7,837 volunteers to support 82,025 people in need.

> "Volunteering with HandsOn means that I can be exposed to a wide variety of volunteer opportunities with local, regional, international organizations and connect with ones that have similar visions as mine. I especially appreciate the virtual volunteer opportunities (e.g. gift card making) where I can still contribute while being at home - it provides flexibility and gives peace of mind regarding hygiene and safety."

HandsOn Volunteer

What drove volunteers to serve in 2021?

Our annual survey of active HandsOn volunteers showed us that while helping people was their top motivation for serving, volunteering also gave them an opportunity to support their own well-being and provided a sense of purpose.

88% wanted to help support community needs
51% felt volunteering was supporting their own well-being
37% felt they were maintaining connection with the larger community
34% felt volunteering gave them purpose at a challenging time

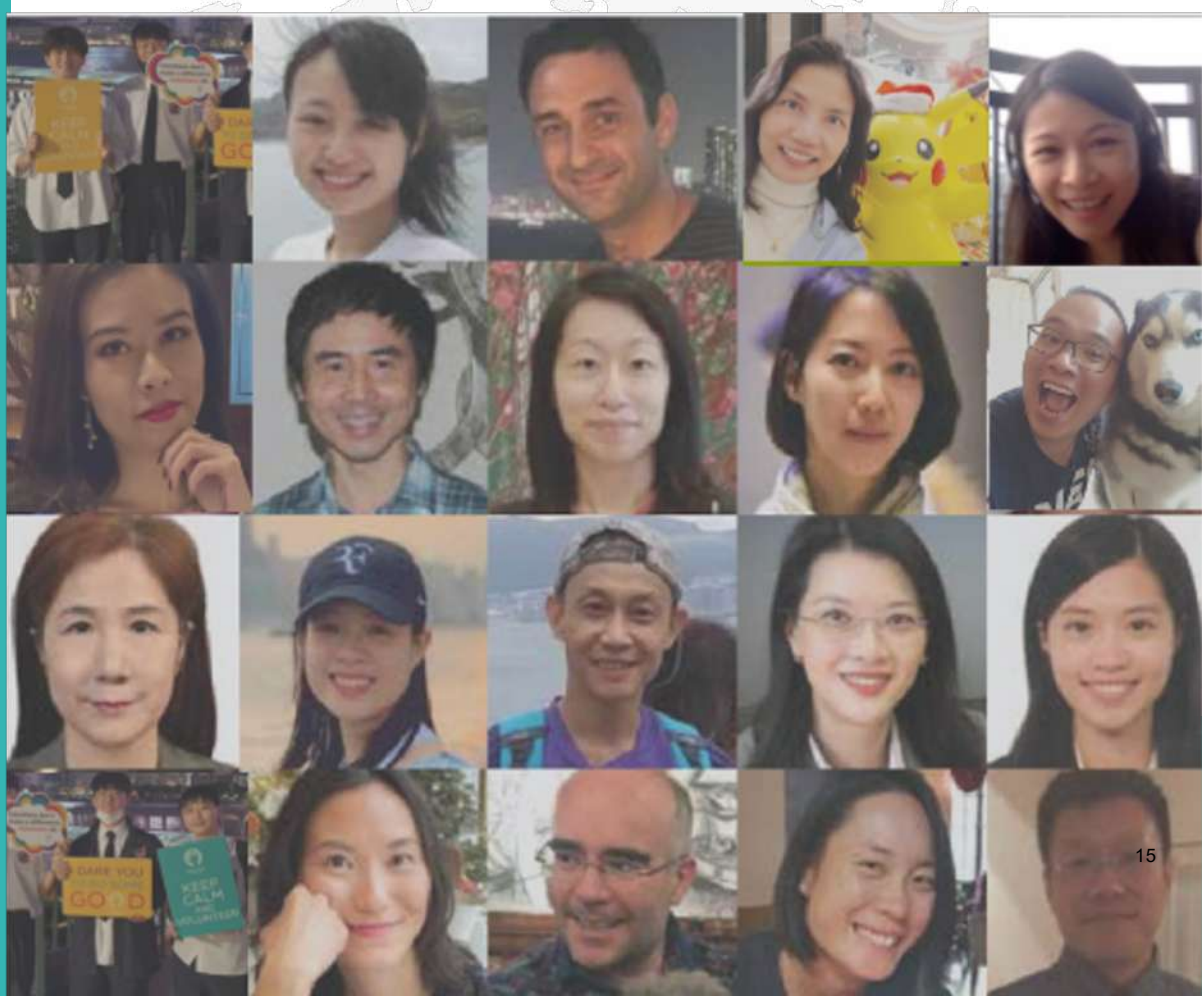
OUR VOLUNTEER LEADERS

HandsOn Hong Kong's Volunteer Leaders are instrumental to the running of our year-round calendar of service activities. Typically, they commit to manage a specific program for a minimum of three months, but many of these individuals have worked with us for years. These Volunteer Leaders manage their respective service programs by coordinating pre-event reminders, taking attendance, conducting onsite briefings and providing post-program outcomes and feedback to our team.

Our Volunteer Leaders' contribution to HandsOn Hong Kong—and the charities and beneficiaries we serve—is invaluable to our work.

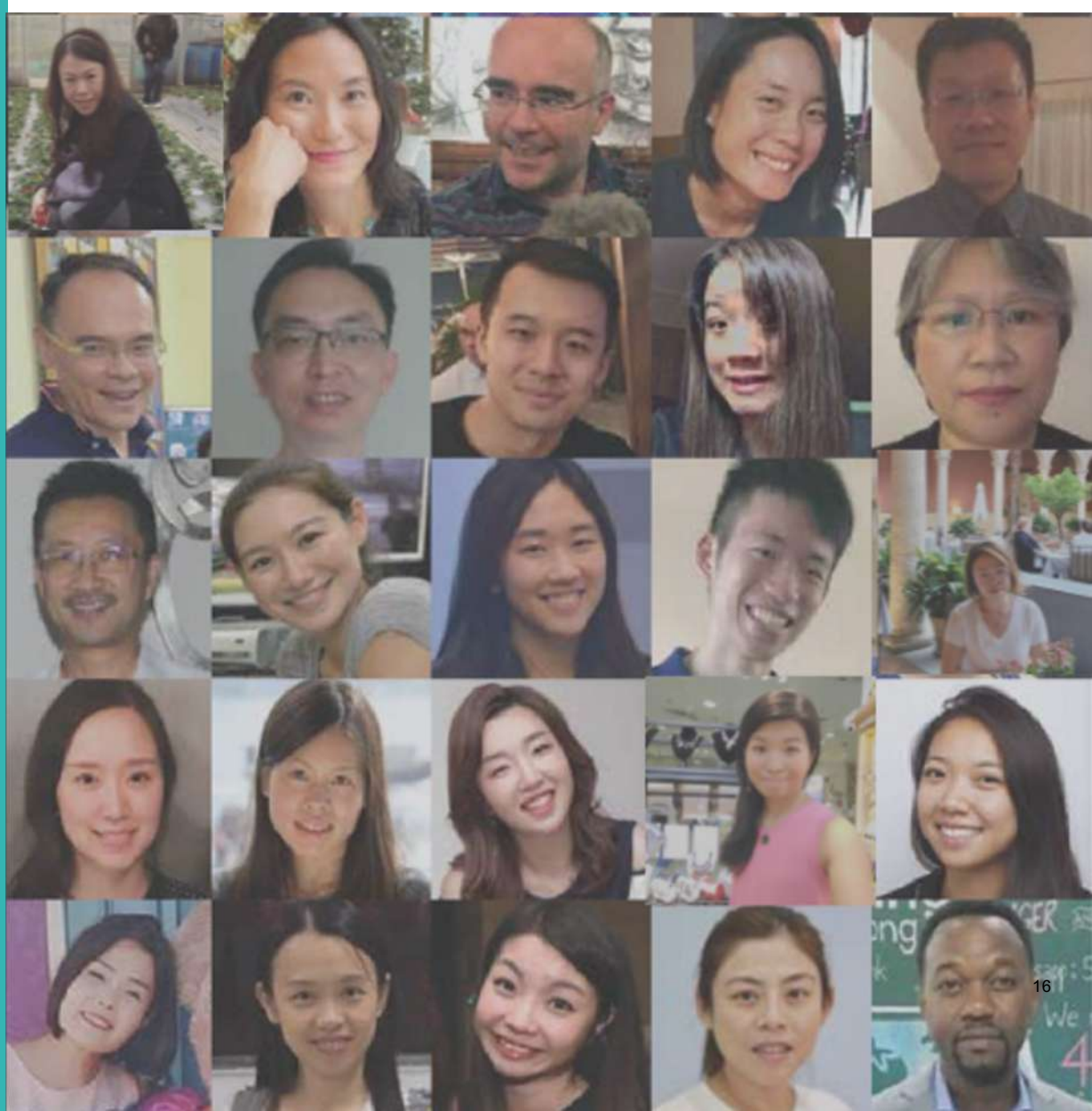
Our work was supported by 65 dedicated Volunteer Leaders in 2021:

Ada Fan
Allan Song
Anna Au
Anna Zhan
Brian Kwok
Brian Wong
Carmen Che
Carmen Lai
Chani Kim
Chia Chu
Claire Yu
Cynthia Lai
Daisy Chong
Davina Soo
Edith Chiu
Eric Alexanian
Esther Lau
Eva Kwok
Evelyn Mak
Gina Lee



Graeme Garnsey
Hilda Ng
Hiu Lam (Christy) Chow
Hui Wai Ming
Jaehyeong Jang
Janet Cheung
Jasper Hau
Jessmin Tay
Jolie Chui
John Ko
Jonathan Cheng
Joseph Lam
Joyce Lee
Ka Yee (Sharon) Fung
Koey Shek
Lai Ting Chang
Latisha Au
Laurie Poon
Lawrence Tsang
Lilia Ranas
Lina Lam
Lok Tung Ng
Mandy Cheung
Matt Lee
Meg Fung
Mira Chan
Neal Sarwal
Nicole Lau
Nikita Fong
Olivier Hui
Philip Yue
Phoebe Wong
Pia Warburton
Renee Cheung
Richard Payne
Sanday Chongo Kabange
Sharon Lai
Stephanie Leung
Sunny Li
Sylvia Wong
Wilson Ma
Wincy Wang
Winefred Kwan
Yasmin Chafra
Yvonne Li

Thank you for being such an integral part of the HandsOn family!



OUR VOLUNTEER YOUTH LEADERS

In addition to the 65 dedicated Volunteer Leaders who supported our work in 2021, HandsOn also worked with a Student Advisory Council of 26 young leaders representing a cross-section of Hong Kong schools.

As part of the HandsOn YOUTH EMPOWERED program, volunteers developed six new service programs that ran through the 2021-22 school year—each one addressing issues important to youth and ideal for student volunteers.

"I'm part of the HandsOn Youth Empowered program that's centred around environmental protection and conservation. In the past year, we've organised three successful beach clean-ups collecting over 200kg of garbage in total, and two online events that brought volunteers together to make new year cards for the elderly. Being part of these programs has not only brought about a positive change in my daily life but also amongst my family and friends.

The impact of volunteering delivers lasting results

When going to the supermarket we now avoid buying snacks that are individually wrapped. At home, we use energy-efficient bulbs as well as biodegradable dog waste bags. I personally have started to carry a reusable bag everywhere and now the idea of purchasing single-use plastic torments me.

The future depends on us. As the youth in Hong Kong we need to make a change even if it's only a few baby steps at a time."

Sitara Datwani,
Youth Empowered
Volunteer Leader

Thank you to our passionate young Volunteer Leaders:

Abigail Hali Ng
Alicia Tang
Alysha Wong
Anjali Thakore
Arjun Sahney
Austin Schrantz
Felicity Hui
Frederick Chan
Gavin Greaton
Henrietta Ko
Jamie Kim
Jenny Kim
Jet Yue

Justin Kim
Lauren Ha
Marco Agolzer
Rose Chong
Sarah Sun
Shanelle Chan
Shloka Bahuguna
Shriya Srinivasan
Sitara Datwani
Traven Ng
Vitanny Chan
Zoe Beckett
Zoe Tsang

HandsOn Volunteer Leaders | Empowering everyone to volunteer.

OUR NON-PROFIT PARTNERS AND PROGRAMS

Frontline charities have been a life-line for Hong Kong's most vulnerable groups that continue to be impacted by the COVID-19 crisis, working tirelessly to assess community needs and support to those unable to access daily necessities and essential services. At the same time, these non-profit teams have been operating with reduced staff, distancing guidelines and impacted funding.

In 2021 HandsOn provided vital support to 110 local charities, serving as an extension of their teams and enabling them to outsource a portion—or even all—of their volunteer management. We did this by providing program consultancy, promoting service opportunities, recruiting and managing thousands of volunteers and guiding partners in adapting their programs in line with evolving needs.

IT ALL STARTS WITH THE NEED

Our annual needs assessment and performance evaluation is an important tool for our team to monitor how effectively we are addressing the needs of the Hong Kong community. It enables us to determine how and where volunteer support can be directed and helps us to strengthen our services to our non-profit partners.

Feedback from 91 of our partners highlighted the value that HandsOn provides, with an average rating of **9 out of 10 for HandsOn's proactiveness and responsiveness** to needs and preparing for service activities.

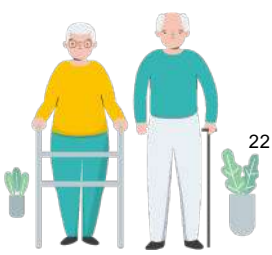
- Children & youth **24%**
- Community **15%**
- Elderly care **13%**
- Ethnic minorities **5%**
- Environment **7%**
- Health **6%**
- Impoverished citizens and homeless **11%**
- People with disabilities **9%**
- Refugees and migrants **3%**
- Others (empowerment of women, animal welfare, art & therapy) **6%**

We regularly meet and connect with new non-profit organizations whose work can be supported by volunteers. We use the following guidelines when reviewing how we can support these organizations:

- They must be registered as a charitable institution under section 88 of the Inland Revenue Ordinance or government recognized
- Primary focus of work is serving local needs in Hong Kong
- Activities for hands-on volunteers are service focused, rather than administrative or fundraising
- Capacity-building activities may require a specific expertise or professional skill
- Commit to reporting impact of volunteer programs
- Participation in annual needs assessment and evaluation survey
- Maintain open communication with HandsOn staff.

OUR NON-PROFIT PARTNERS IN 2021

- Alliance of Ex-mentally Ill of Hong Kong
- Audio Description Association (Hong Kong)
- Books & Beyond Reading Club
- Branches of Hope
- Bring Me A Book Hong Kong
- ChickenSoup Foundation
- Choi Hung Community Centre for Senior Citizens
- Christian Action Centre for Refugees
- Clean Up Hong Kong Trails
- Community Business
- Crossroads Foundation
- DADs Network
- Delia (Man Kiu) English Primary School
- Dialogue in the Dark (HK) Foundation
- Evangelize China Fellowship Holy Word School
- Evangelical Lutheran Church Social Service — Hong Kong
- Fair Employment Agency
- Feeding Hong Kong
- Focus
- Food Angel by Bo Charity Foundation
- Foodlink Foundation
- Fung Kai No. 1 Primary School
- Dear Hong Kong
- Green Hour Foundation
- Greeners South
- Habitat for Humanity Hong Kong
- Hang Seng University of Hong Kong
- Harmony Garden Lutheran Centre for the Elderly
- Harmony House
- HCSA Dayspring Residential Treatment Centre (in Singapore)
- Healing Musical Club
- Health in Action
- HELP for Domestic Workers
- HeroesToo
- HK Saving Cat and Dog Association
- Martha Boss Lutheran Community Centre Group & Community Work Unit
- H.K.M.E.A. Jane Shu Tsao Neighbourhood Elderly Centre
- H.K.S.K.H. Lady MacLehose Centre
- Hong Kong Children & Youth Service Jockey Club Fong Shu Chuen Integrated Children & Youth Service Centre
- Hong Kong Children In Need Foundation
- Hong Kong Christian Service - Multicultural Outreaching Team for InclusiON (M.O.T.I.ON)
- Hong Kong Christian Service Pui Oi School
- Hong Kong Christian Service Un Chau Neighbourhood Elderly Centre
- Hong Kong Christian Service: Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER)
- Hong Kong Drama / Theatre and Education Forum (TEFO)
- Hong Kong Lutheran Social Service
- Hong Kong Mutual Encouragement Association
- Hong Kong Red Cross John F. Kennedy Centre
- HK Shark Foundation
- Hong Kong Sheng Kung Hui Welfare Council-Team Pilot Scheme on Multi-disciplinary Outreaching Support Teams for the Elderly (Kowloon City)
- Hong Kong Society for the Deaf
- Hong Kong Society for the Deaf Twinkling STARS Child Development Centre
- Hong Kong Unison
- Hong Kong Women Development Association Rita Liu TinChing Multi-Services Centre
- Hong Kong Women Foundation Ho Kwok Pui Chun Neighbourhood Elderly Centre
- ImpactHK
- Just Feel
- Justice Centre Hong Kong
- Karen Leung Foundation
- Kely Support Group
- Kids4Kids
- Li Sing Tai Hang School
- Link Centre - Hong Kong Community Network
- LOVE 21 Foundation
- Maison De Charlotte Pour Des Chats Et Des Chiens Sarl



- Make-A-Wish Foundation of Hong Kong
- Mary Rose School
- Mighty Oaks Foundation
- Mind HK
- Nesbitt Centre
- New Home Association
- Voice for Social Good
- NT School Heads Association Education Development Co
- OneSky Foundation
- PathFinders
- People Service Centre
- Plastic Free Seas
- Playright Children's Play Association
- Po Leung Kuk Anita L. L. Chan (Centenary) School
- Po Leung Kuk Law's Foundation School
- Pok Oi Hospital Mr. Kwok Hing Kwan Neighbourhood Elderly Centre
- Project Future Association Limited
- Redress
- Refugee Union
- ReSource the Counselling Centre
- Rhenish Church Grace School
- Run Hong Kong
- Sai Kung District Community Centre & Jockey Club Integrated Services Centre
- Sam Shui Natives Association Huen King Wing School
  Save the Children Hong Kong
- Saviour Lutheran School
- Slow Food Hong Kong
- Soap Cycling
- South Kwai Chung Social Service
- The Church of Christ in China Kung Lee College
- The Hub Hong Kong Children and Youth Centre
- The Mental Health Association of Hong Kong Jockey Club Amity Place (Kwun Tong North) (subbase)
- The Mental Health Association of Hong Kong Jockey Club Amity Place (Kwun Tong Central)
- The Neighbourhood Advice-Action Council Martha Baker Social Centre for the Elderly
- The Neighbourhood Advice-Action Council Sau Mau Ping Social Centre for the Elderly
- The Neighbourhood Advice-Action Council Sham Shui Po District Elderly Community Centre
- The Zubin Foundation
- Tun Yu School
- TWGHs Tsui Tsin Tong School
- United Christian Nethersole Community Health Service - Good Neighbour Network (Kwong Fuk)
- United Christian Nethersole Community Health Service, Good Neighbour Network (Sau Mau Ping)
- United Christian Nethersole Community Health Service, Good Neighbour Network (Tin Shui Wai)
- Yang Memorial Methodist Social Service
- Y-LOT Foundation

OUR CORPORATE PARTNERS

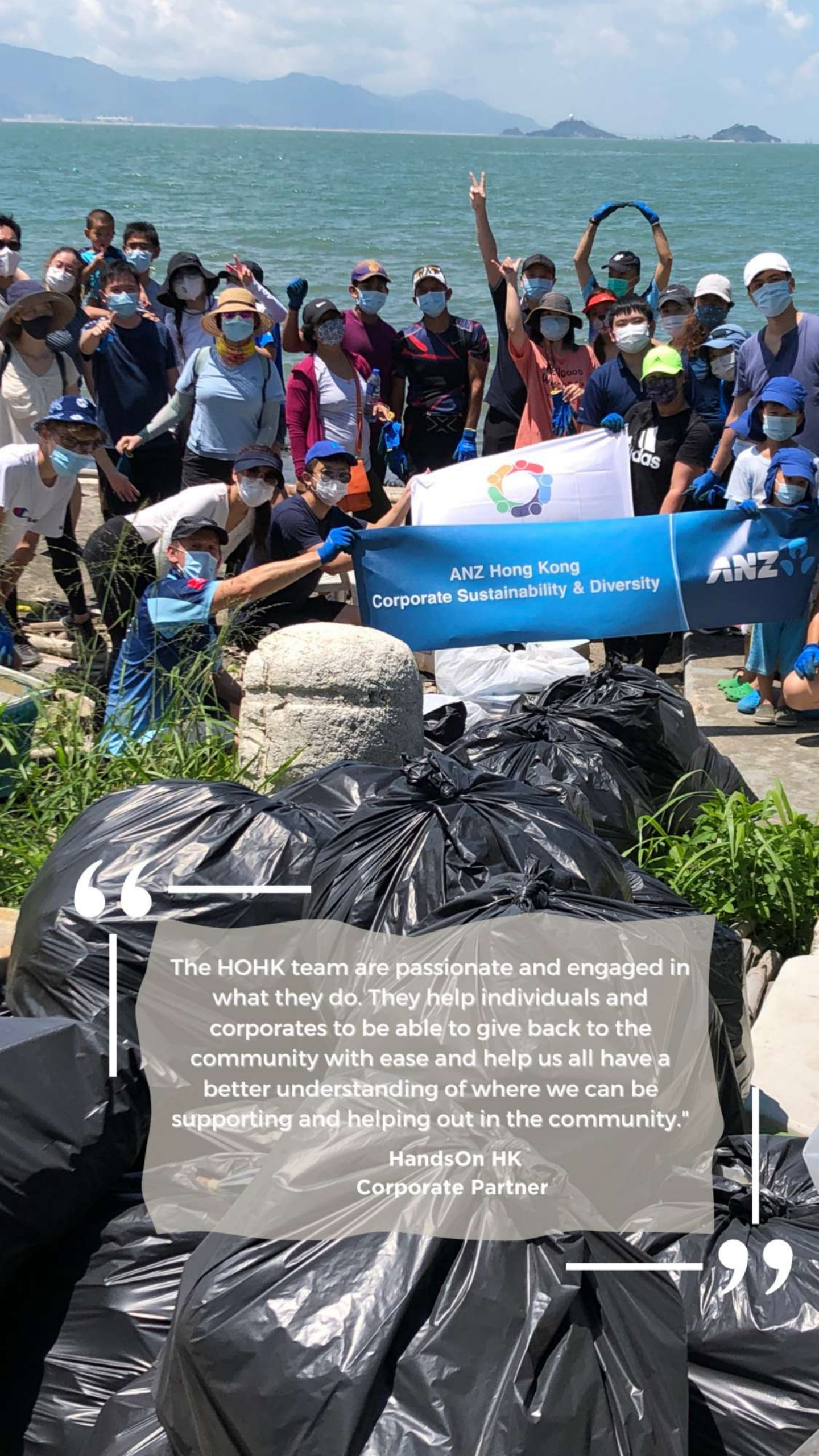
Community engagement provides businesses with the opportunity to demonstrate their values, engage their employees and contribute towards a more inclusive society and sustainable future.

We believe that doing well in business and doing good for the community are not mutually exclusive goals. Companies that successfully integrate business goals with responsible Environmental, Social and Governance (ESG) practices are often more profitable, sustainable, and resilient. Engaging employees in social impact programs is also closely connected to a company's ability to attract and retain talent—a key factor in ESG scoring and indicator of a company's long-term financial health.

CONNECTING CORPORATE TEAMS WITH COMMUNITY NEEDS

HandsOn partners with companies to create meaningful volunteering programs that engage employee talents. From short-term activities that address immediate needs to customized programs with longer-term impact, each service is designed to align with corporate social responsibility pillars—and each starts with the community need.

The HandsOn program team develops service activities that meet specific needs of our 100+ non-profit partners that focus on efforts such alleviating poverty, educating children, assisting the elderly, empowering people with disabilities, feeding the poor, helping people experiencing homelessness, supporting animal welfare, environmental conservation and more.



"The HOHK team are passionate and engaged in what they do. They help individuals and corporates to be able to give back to the community with ease and help us all have a better understanding of where we can be supporting and helping out in the community."

HandsOn HK
Corporate Partner

2021 CORPORATE SERVICE MOMENTS

Empowering AON volunteers to 'Be Kind in the Community' all over Hong Kong

Our long-time partner Aon knows that a little kindness can go a long way—especially in these times. In launching their global 'Be Kind in the Community' challenge, they partnered with HandsOn to make this a reality in Hong Kong, empowering their team to adopt acts of kindness across the city.

After kicking off with a HandsOn learning session arming their team with information on the city's pressing needs, their volunteers joined eight service programs in two weeks. From prepping meals in community kitchens, to turning coffee grounds into soap, sorting donated items for low-income households and recycling soap for families in the Philippines. Each of these programs contributed to a Circular Economy that recycles and re-uses, as well as assisting communities in need.

Enabling the Kowloon Rugby Club to lift the spirits of Hong Kong children in the Season Of Giving

The Kowloon Rugby Football Club have a long-standing tradition of working with HandsOn to support, empower and spark some joy within Hong Kong children with disabilities. Their volunteers were thrilled to be able to do so in-person in the lead up the the Holidays in 2021.

The HandsOn team planned a morning of Christmas-themed sports games and activities for this special program. We worked closely with the Hong Kong Christian Service Pui Oi School to ensure every aspect of the program supported the needs of their students—from the games to transportation and venue-access. Enabling the volunteers to focus on bringing their heart, personality and sporting talent to a morning of rugby-fun.

HONG KONG'S COMMUNITY SERVICE WEEK

SERVE-A-THON
HONG KONG 香港義工節

Serve-a-thon was launched in 2017 to help people begin volunteering, in a city where many want to serve but are unable to get started. The fifth edition of Hong Kong's community service week returned in May 2021. The Serve-a-thon mission is to help those who serve. Many of the non-profits the HandsOn team supports year-round depend on volunteers to make their programs possible, especially at a time when funding and resources are still so severely impacted.

1,644 volunteers from across Hong Kong took part, giving their time at **173 activities** — either in-person or "virtually" from their home or office.

40 non-profits received manpower support during Serve-a-thon 2021.

Hong Kong's business community stood with us to help make Serve-a-thon 2021 possible, with **30 companies** lending support. Our Community Champions—**Johnson & Johnson and Marriott Bonvoy**—took part at the forefront, their support helping to fuel programs during Serve-a-thon and year-round.

5,678 people were directly supported during the nine days of Hong Kong's community service week.

Thank you to our two Community Champions **Johnson & Johnson and Marriott Bonvoy** who took part at the forefront of the initiative, providing key support to fuel our programs during Serve-a-thon and year-round.

COMMUNITY CHAMPIONS: MARRIOTT BONVOY™ Johnson & Johnson

A huge thank you to our Serve-a-thon Community Supporters:

HandsOn Hong Kong |
Empowering everyone in Hong Kong
to volunteer during Serve-a-thon

POWERFUL PARTNERSHIPS TO CREATE SOCIAL IMPACT

Being part of Project Fuel – supporting the resilience of local non-profits

The D. H. Chen Foundation's 'Project Fuel' was developed during the COVID-crisis as an emergency funding program and 6-month fellowship to support the operational needs of small non-subvented charities. HandsOn was fortunate to be part of their 2.0 cohort in 2021.

As well as supporting the core operations and capacity-building of a vibrant group of Hong Kong non-profits, representatives from each of our charities took part in a 6-month Fellowship Program. Through this we had to opportunity to learn from and connect with other non-profit teams and advisors and to workshop ideas on how each of us could prepare our organizations for the future.

Driving a philanthropic ecosystem to foster a strengthened non-profit sector

To quote the Hong Kong NGO taskforce, 'Voice for Social Good', a healthy philanthropic ecosystem that fosters strong partnerships is essential for ensuring a resilient sector that can continue to serve the Hong Kong community.

In 2021 local charities continued to play a vital role in supporting Hong Kong's evolving community needs. Yet the appetite for charitable relief donations among Hong Kong's business community—which was strong the previous year—was almost non-existent in 2021.

Benjamin Fuchs and his team formed their BFAM Philanthropy Committee in 2021, this critical time for the non-profit sector. They approached our team to ask how they could help and what our funding needs were, ultimately making a generous donation that supported HandsOn's core operations and ability to continue running hundreds of programs each month at no cost to our non-profit

CORPORATE PARTNERS

Each of these organizations stood with HandsOn Hong Kong in 2021. They made donations or held fundraisers to support our charity's relief efforts and programs for the community. Many of them volunteered with us and our heart-felt thanks goes to each of them.

ALLEN & OVERY

Allianz Partners

AON

ARNHOLD

BFAM PARTNERS

BIOTHERM

Bloomberg

招商局慈善基金會
CHINA MERCHANTS FOUNDATION

CITADEL

citrix

CREDIT SUISSE

EDRINGTON

ENVISIONE

FitchRatings

FOSSIL GROUP

碧云资本
GREEN COURT
CAPITAL MANAGEMENT

置地公司·家基金
HOMEFUND
by Hongkong Land

JLL

Johnson & Johnson

KOWLOON
RUGBY

lead8

LGT

L'ORÉAL

MAYER | BROWN

MetLife

MOODY'S

NATIXIS

NEUBERGER | BERMAN

ONE

Pernod Ricard

PM
PHILIP MORRIS INTERNATIONAL

RPC

S&P Global

Schneider Electric

Schroders

新鴻基有限公司
SUN HUNG KAI & CO. LIMITED

STATE STREET

SWIRE TRUST

TELSTRA FOUNDATION

TRELLEBORG

UBP
UNION BANCAIRE PRIVÉE

ZURICH

OUR TEAM & ACKNOWLEDGEMENTS

Alvis Wong (From Apr)
- Program Manager

Bixian Lin
- Program Manager

Bianca Lee (From Nov)
- Senior Program Officer

Brian Lee
- Digital Executive

Bonnie Ho
- Office Manager

Catherine Dannaoui
- Deputy Executive Director

Ivy Tse (until Jul)
- Assistant Program Manager

Lisa Lam
- Director of Development & Corporate Partnerships

Monique Yau
- Assistant Program Manager

Rachel Wong
- Assistant Program Manager (Until Feb)

Sophy Lai
- Associate Program Director

Sue Toomey
- Executive Director

Wing Yi Lee
- Program Officer

Yung Wai Ling
- Accountant (Part time)

OUR BOARD OF DIRECTORS

Shaun Bernier
- Founder and Board of Directors Chair

Ann Chu
- Board of Directors Vice Chair

Allan Song - Board Member

Amy Fung (from Oct) **-** Board Member

Clinton Yang - Board Member

Kathy Kukreja (until Mar) - Board Member

Nancy Hong - Board Member

Rebecca Hong (from Oct) - Board Member

SPECIAL THANKS

We would like to express our gratitude to the following individuals, foundations and organizations for being part of HandsOn Hong Kong relief efforts through donations, grants, and the provision of pro bono services in 2021.

- Allan Song
- Alison Tsoi
- Ann Chu
- Anthony C Pang
- Arnout van Rijn
- Atlas Chiropractic
- Asian Charity Services
- BFAM Partners (Hong Kong)
- Bloomberg L.P.
- Common Purpose
- Chanel Hong Kong
- Hong Kong Charity Bazaar
- Charles Rogers
- Christine Kan
- Chris Krishnan
- Christopher Wohlert
- Chu Man Ki Maggie
- Cisco
- Claire Hsu
- Clara Yuen Shan Chan
- CTGoodjobs
- D.H. Chen Foundation
- Daniel Cheung
- Daniel Wanger
- Debby, Pei Chung Lai
- Dick Hang Lau
- Elim Development
- Elizabeth Wong
- Fung Oi Kwan
- G Simons
- G Siu
- Haresh Shamdasani
- Heather Corringham
- Henry Hui
- HKEX
- Hogan Lovells
- Hong Kong Art Gallery Association
- Hong Kong Club Foundation
- Irene Tsang
- Jessie Lee
- Jack H.W. NG CPA Limited
- James Man
- John Ko
- Julian Snaith
- JPMorgan
- Kait Sheridan
- Kamlesh Malkani
- Katherine Ng
- Kelvin, Ka Lun Cheng
- Knowmium
- Kuck Yen Kwong
- Leo Spesshardt
- Loretta Ching
- Maggie Cowley
- Mahtani Minal G
- Marena Subitra Rajeevan
- Matt Evans
- Matthew Emsley
- MetLife
- Michael Chiang
- Michael Lim
- Nancy Hong
- Neuberger Berman Foundation
- Nitin Nihalani
- Operation Santa Claus
- Paul Lau
- Paul Young
- Pernod Ricard
- Pervin J Shroff
- Peter Brien
- Price Roe
- Rebecca Hong
- Recruit4Good
- R.G. Manalac
- Richards Basmajian
- Ruby Lee
- Ruth Palmer
- Sanday Chongo Kabange
- Sala Sihombing
- Sandpiper
- Sarah Garner
- Save the Children
- Schroders
- Seraphia (HK) Co. Ltd.
- Shaun Bernier
- Sharmeen Shroff
- Shuk Man Seto
- Silicon Valley Bank HK
- Sino Group
- Susan Fan
- Tom Raggett
- Terence Francois Keyes
- T.Rowe Price HK
- The Hong Kong Jockey Club Charities Trust
- Timothy Keith Pogson
- Venture Studios
- White Cube
- Wong Chin Yan
- Work Life Balance Ltd.
- Xiao Lin
- ZeShan Foundation

HandsOn Hong Kong is delighted to be affiliated with these partner organizations and networks.

HKCSS 機構會員 AGENCY MEMBER

PROUD AFFILIATE POINTS OF LIGHT GLOBAL NETWORK

THE GLOBAL COMPACT WE SUPPORT

OUR 2021 FINANCIALS

HandsOn Hong Kong is an entirely self-funded organization. We provide our year-round calendar of activities as a free public service with no charge to our NGO partners or individual volunteers. Our work is made possible through the fees that we charge for our corporate work, our fundraising events and the grants and donations we receive from individuals, corporates and foundations.

Income and expenditure account (HK$) for the period of 1st January to 31st December 2021*. This financial summary is based on audited financial statements, which are available upon request.

Income	HKD
Corporate sponsorship	2,959,806
Fundraising	1,115,309
Donations	1,999,295
Grants	1,736,205
Interest income	137
Other income	6,013
Total income	**7,816,765**

Expenditure

Administration expenditure	
Audit and consultant fee	10,000
Bank charges	3,928
Dues and subscriptions	12,958
Entertainment	16,107
Exchange loss	755
Insurance	9,918
Legal and professional fees	2,487
MPF contribution	18,360
Office expenses	25,817
Other general office expenses	90,640
Rent and rates	28,037
Salaries and wages	539,136
Staff training	13,992
Stationery, printing and delivery	352
Telecommunication and utilities	2,900
Travelling	738
Total administration expenditure	**776,125**

Program expenditure	
Insurance	114,766
MPF contribution	129,849
Rent and rates	324,433
Operational costs	2,084,327
Salaries and wages	3,182,689
Shipping and delivery	1,776
Stationery and printing	2,286
Travelling	8,542
Utilities	33,561
Total program expenditure	**5,882,229**

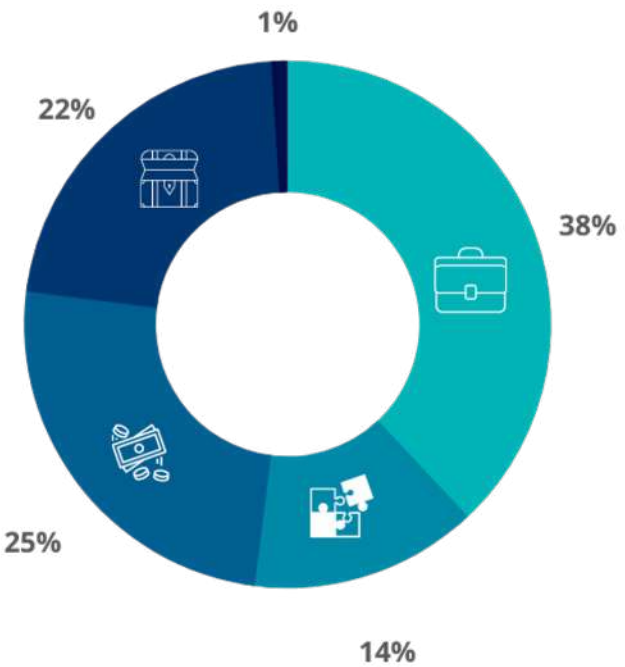
Fundraising expenditure	
Insurance	17,002
Marketing	155,890
MPF contribution	16,200
Operational costs	140,247
Rent and rates	48,064
Salaries and wages	647,268
Shipping and delivery	263
Stationery and printing	339
Travelling	1,265
Utilities	4,972
Total fundraising expenditure	**1,031,510**

Total expenditure	**7,689,864**

*Salary, rent, utilities and travel are apportioned in this financial statement.

FINANCIAL OVERVIEW 2021

INCOME

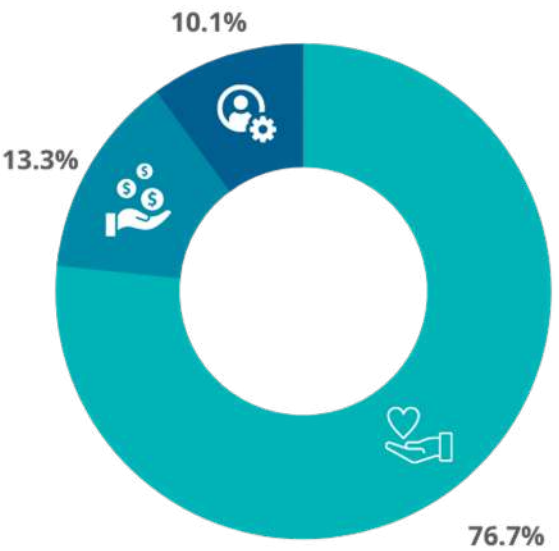


- Total income from corporate sponsorship: HK$2,959,806
- Total income from fundraising: HK$1,115,309
- Total income from donations: HK$1,999,295
- Total income from grants: HK$1,736,205
- Total income other: HK$6,013

Total income: HK$7,816,765

*For the purpose of this pie chart, “interest income” of HK$139 has not been included.

EXPENDITURE



- Total program expenditure: HK$5,882,229
- Total fundraising expenditure: HK$1,031,510
- Total administration expenditure: HK$776,125

Total expenditure: HK$7,689,864

OUR MILESTONES

2007
- HandsOn Hong Kong established
- Received charity status under the name "HandsOn China"
- First volunteer activity organized

2008
- HandsOn website launched
- First corporate volunteer activity organized

2009
- HandsOn Hong Kong
- Advisory Board established

2010
- Held first gala dinner raising funds to hire first full-time staff member
- Reached 1,000 registered volunteers

2012
- Organized 1,000th volunteer activity
- Changed registered charity name to "HandsOn Hong Kong Ltd"

2013
- Reached 5,000 registered volunteers
- HandsOn Hong Kong Facebook page launched

2014
- Staff expanded to 7 full-time staff
- Received HK$1 million grant from Operation Santa Claus to develop a social enterprise
- Over 15,000 volunteer hours achieved

2015
- Became member of the UN Global Compact and Hong Kong Council of Social Service
- Launched our Soup for the Elderly program
- Over 20,000 volunteer hours achieved

2016
- Launched our Skills Workshop for students with disabilities
- Over 25,000 volunteer hours achieved
- Over 15,000 registered volunteers

2017
- 10-year anniversary of HandsOn
- Over 46,000 citizens served
- Launched Serve-a-thon, Hong Kong's first-ever community service week
- HandsOn Hong Kong new digital platform launched

2018
- Over 22,000 registered volunteers
- Over 82,000 citizens served
- 15% of service programs are family-friendly

2019
- Over 27,000 registered volunteers
- Over 3,500 community service programs run
- Launch of HandsOn Design Thinking Space & skills-based volunteering

2020
- Over 2,000 COVID-19 relief programs run
- Over 56,000 citizens supported
- 300% increase in youth volunteers
- 'Teamwork Award' for Spirit of Hong Kong Awards

2021
- Over 82,000 citizens served
- Over 44,000 registered volunteers
- Launched 3 signature programs: CARE DELIVERED, GENERATION CONNECT, YOUTH EMPOWERED

Be the change. Volunteer!