

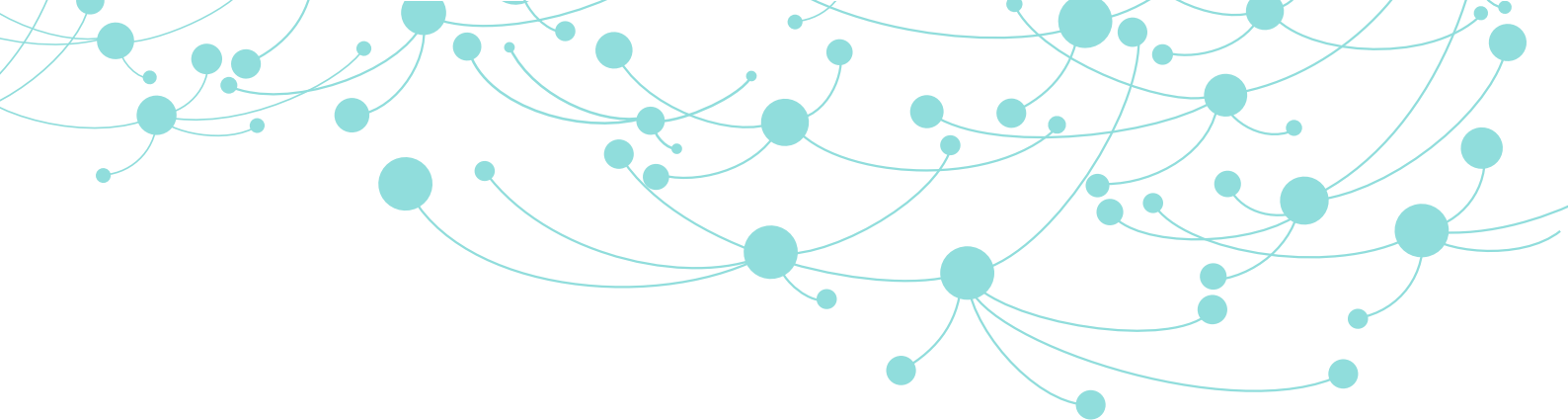


HandsOn HONG KONG ANNUAL REPORT 2016



HandsOn
HONG KONG

“Be the Change. Volunteer.”



Contents:

OUR IMPACT: 2016 AT A GLANCE	03-04
OUR MILESTONES	05-06
LETTER FROM SHAUN BERNIER, FOUNDER AND CHAIR OF THE BOARD	07
HONG KONG IN NEED	08-11
OUR VOLUNTEERS	12-16
OUR NGO PARTNERS AND BENEFICIARIES	17-25
OUR CORPORATE PARTNERS	26-33
OUR FUNDRAISING AND EVENTS	34-37
OUR FINANCIALS	38-41
OUR TEAM AND ACKNOWLEDGEMENTS	42-44

2016: OUR IMPACT

VOLUNTEERS



25,521

HOURS OF VOLUNTEER SERVICES

15,239	REGISTERED VOLUNTEERS
4,039	ACTIVE VOLUNTEERS ¹
1,633	VOLUNTEER ACTIVITIES ORGANIZED
144	VOLUNTEERS AWARDED ²
42	VOLUNTEER LEADERS
77	LOCAL GRASSROOTS NGO PARTNERS

BENEFICIARIES



28,870

BENEFICIARIES

5,775	MEAL BOXES PACKED
65,716	KG OF UNWANTED FOOD RECYC
2,621	KG BARS OF SOAP RECYCLED
200	TREES PLANTED
612	KG OF TRASH COLLECTED FROM BEACHES
79	HOUSING UNITS RENOVATED AND CLEANED

¹ volunteered at least once in 2016

² contributed at least 20 service hours

AT A GLANCE

CORPORATES



26

CORPORATE
PARTNERS

70

CORPORATE
VOLUNTEER
PROGRAMS

COMMUNICATIONS



68,253

UNIQUE VISITORS ON HandsOn HONG KONG WEBSITE

NGO



77

NGO
PARTNERS

2,997

FACEBOOK SUPPORTERS

415

LINKEDIN FOLLOWERS

165

INSTAGRAM FOLLOWER

OUR MILESTONES

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

- HandsOn Hong Kong Advisory Board established

- Organized 1,000th volunteer activity
- HandsOn Hong Kong changed registered charity name to “HandsOn Hong Kong Ltd”

2007

2009

2012

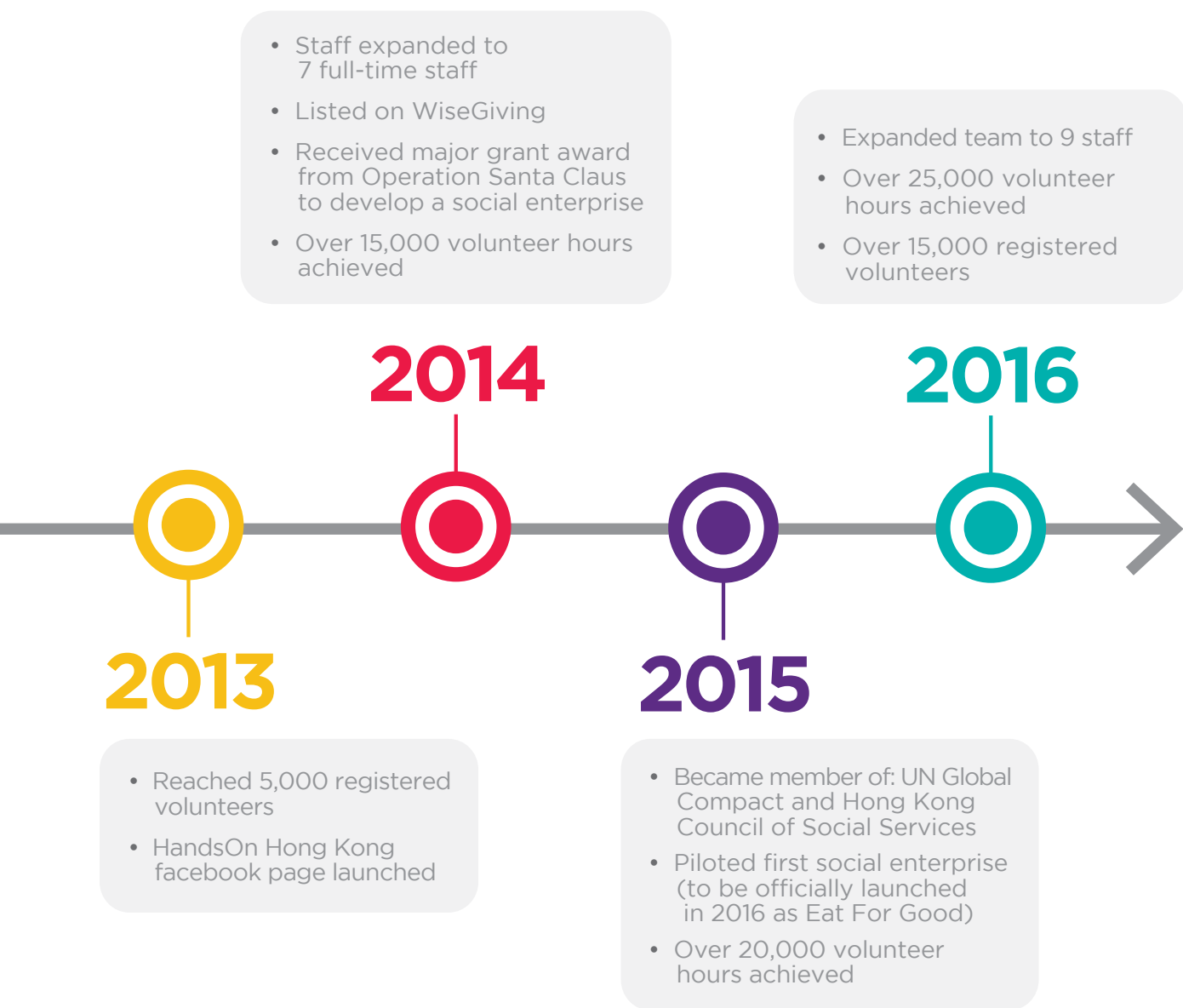


2008

2010

- HandsOn website launched
- First corporate volunteer activity organized

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



HONG KONG IN NEED



HONG KONG'S INCONVENIENT TRUTH

Hong Kong was ranked the world's 12th richest country with a GDP per capita of US\$58,094³ and yet it also possesses the largest income gap of any country in the developed world, with 10% of the population holding 75% of the country's wealth⁴. In one of the world's leading international financial centers, the needs of its most impoverished are great.



1.34 million

Hong Kong citizens live in poverty⁵

1 in 5

children do not eat three meals each day

20,000

new people fell beneath the poverty line in 2015

1 in 3

elderly in Hong Kong are impoverished

³ World Economic Outlook Database (International Monetary Fund: October 2016)

⁴ World Economic Outlook Database (International Monetary Fund: October 2016)

⁵ Hong Kong Poverty Report, 2011-15 (Oxfam)

HELPING THOSE WHO HELP OTHERS

OUR MISSION

HandsOn Hong Kong mobilizes and empowers our community to meet pressing social needs in Hong Kong through volunteer services.

OUR VISION

Our vision is a caring community that gives its time and talent to transform Hong Kong.

HOW WE DO OUR WORK

Partner with small, under-served grassroots NGOs.

We identify NGO capacity needs, create programs to meet these needs and then recruit, train and manage volunteers to run activities supporting these programs. This allows our NGO partners more time to focus on their front-line activities.

Make meaningful individual volunteer opportunities available and accessible.

We are a first point of contact for busy Hong Kongers interested in performing community service, but uncertain how to gain access to NGO's in need of help. Our volunteers are drawn to the local nature of our causes, the variety of organizations supported, and the ease of our online platform.

Supporting corporate community engagement.

We develop bespoke volunteer programs for corporate partners who want to involve their staff in community service initiatives that best support the needs of Hong Kong's NGO's.



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

SUPPORTING THOSE WITHOUT A VOICE

The volunteer programs we develop at HandsOn Hong Kong tend to support the following range of beneficiary groups—those identified by us and our NGO partners as being in greatest need. The diversity and flexibility of our volunteer activities reflects the broad range of beneficiaries and causes we serve.



CHILDREN & YOUTHS⁶

40%

of children from low income families do not have a suitable space to do their



FEMALE MIGRANT WORKERS¹⁰

58%

of female domestic helpers report to have been verbally abused



ELDERLY⁷

1 in 3

elderly in Hong Kong live beneath the poverty line drawn at HK\$3,800



ANIMAL WELFARE¹¹

4 days

the time it takes for the AFCD to destroy a homeless dog if unclaimed



ENVIRONMENT⁸

15,509

tonnes of trash collected from Hong Kong beaches in 2015



REFUGEES & ASYLUM SEEKERS¹²

HK\$3,200

the amount of money an asylum seeker is given to exist on each month



PEOPLE WITH DISABILITIES⁹

2 times

higher unemployment rate among people with physical disabilities



ETHNIC MINORITIES¹³

50.2%

poverty rate amongst Hong Kong residents of Pakistani ethnicity

6 Third of Hong Kong's poorest children 'going without regular meals of meat and fish' (South China Morning Post: 13 January 2017)

7 Poverty alleviation and retirement protection (Chief Secretary for Administration's Office: January 2017)

8 Hong Kong must clean up its act when it comes to garbage (South China Morning Post: 13 August 2016)

9 Hong Kong poverty situation report on disability 2013 (Government of the HKSAR)

10 Mission for migrant workers survey (2012)

11 AFCD Animal Management (<http://www.pets.gov.hk>)

12 Hong Kong's asylum seekers demand better support to help and protect refugee children (South China Morning Post: 20 November 2016)

13 The Status of Ethnic Minorities in Hong Kong 1997-2014 (The Zubin Foundation).

OUR VOLUNTEERS



BY THE NUMBERS



25,521

Individual volunteer service hours



1,633

Volunteer activities organized



4,039

Active volunteers

OUR VOLUNTEERS IN 2016

HandsOn Hong Kong mobilizes thousands of volunteers each year, to help us in our mission to meet Hong Kong's pressing social needs through volunteer services. Throughout 2016 we recruited 4,039 volunteers to participate in 1,633 activities.

HandsOn volunteers support our programs in many different ways, ranging from visiting isolated elderly citizens in their homes, to helping vulnerable children with their school work and serving food to underprivileged families in community kitchens. The scale of our NGO partners' needs vary with some of their programs requiring the support of one or two volunteers per activity, while some need up to 50.

What motivates our volunteers?

A survey conducted in January 2017 with 139 active HandsOn Hong Kong volunteers provided insight into what they take from the experience and why they volunteer:

- **65.47%** want to contribute to society
- **59.7%** enjoy learning about social issues in Hong Kong
- **48.20%** feel more connected to their community by volunteering
- **47.8%** feel they made a positive social impact by volunteering
- **24.46%** feel that volunteering builds a larger social network
- **12.5%** gain new practical skills through volunteering

Many of our volunteers have supported HandsOn for several years, with the longest serving having volunteered with us since we launched our operations in 2010. Our volunteers are also committed—Alan Wong performed 278 hours of community service in 2016, and another XX completed more than 100 hours each.

OUR VOLUNTEER LEADERS

HandsOn Hong Kong's Volunteer Leaders are instrumental to the running of HandsOn Hong Kong's year-round calendar of volunteer activities. These individuals commit to lead a specific volunteer program for a minimum of three months. They conduct on-site volunteer briefings for all new joiners, are responsible for coordinating volunteers through pre-event reminders and during the activity, and provide event reports and post-event feedback to our team.

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



Liat Hoffmann *leads homework sessions for physically disabled children*

“Two years ago, I was researching volunteering opportunities for non Chinese speakers in Hong Kong, and HandsOn Hong Kong was one of the few groups that had these kind of opportunities.

I am very fortunate to have the life I have but unfortunately not everyone is as lucky as I am. So I believe it is important for me to give back. Especially as an Expat living in a foreign country...

I hope that the kids that I am involved with have a chance to practice their English and have gained the skills and confidence to allow them to interact with other native English speakers in the future.

HandsOn Hong Kong's staff is very passionate about what they do and I think that is carried over to the volunteers, which makes volunteering with HandsOn Hong Kong a great and positive experience.

Yu Lik Cheung *leads outings for children with disabilities*

“I feel that the impact on my own life has been as big as, if not bigger than, the impact on the well-being of the people we serve.

... after serving for a while, I started to feel the joy inherent in the time spent with children, elderlies, other members of our society and our fellow HandsOn volunteers.

Many volunteer positions require long-term time and resources commitments. HandsOn provides the much-needed flexibility to people who have the heart to serve but may have other responsibilities and obligations which make it not possible to serve on a regular basis.





**Our work was supported
by 42 Volunteer Leaders
in 2016:**



Alain Costeroste

Jessmin Tay

Alex Raper

Jonathan Cheng

Amy Chin

Lesley Sze

April Lee

Liat Hoffmann

Bernie Lo

Lovelyn Padernal

Bianca Yip

Mary Leung

Brian Kwok

Meg Fung

Carmen Lai

Matthew Au

Charlie Fung

Olivier Hui-Bon-Hoa

Clara Tang

Pia Warburton

Daney Chan

Rebecca Ng

Diana Choi

Ringo Wong

Edmund Siu

Samantha Lee

Esther Wong

Sarah Mitchell

Eva Kwok

Seema Shahi

Evelyn Mak

Sze King Harry Fung

Helga Dankkaart

Vincent Ip

Jacqueline Lim

Vivian Leung

Janet Wai

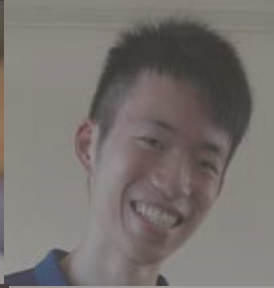
Ying-ying Cheng

Jennifer Booth

Yolanda Lau

Jennifer Law

Yu-lik Cheung



VOLUNTEERS PUTTING THEIR SKILLS TO USE


Each year the HandsOn Hong Kong team are fortunate enough to connect with volunteers keen to use their professional skills to assist us with our business operations, and ability to effectively communicate our services. In 2016 our work was supported by grant writers, IT specialists, translators, copy writers and several other professionals, who provided their time and ability on a pro bono basis. One of these individuals was Mozart Chan whose photography skills allowed us to capture powerful moments between our beneficiaries and volunteers, for use in our communication channels.

Mozart Chan, volunteer photographer

“ I love taking pictures and usually spend time taking landscape photos. By helping HandsOn, I can further develop my interests, at the same time, helping others in need.

I have been involving in various kinds of activities; for example, delivery of soup to elderly, Olympics for the mentally disabled, Disneyland visiting for kids, beach cleaning, soap recycling, tutoring for ethnic minorities.

I have learned a lot of what's going on within Hong Kong and understand more of the needs in society by joining various kinds of events with HandsOn. There is always something more to learn and understand about the community.



A photo Mozart took on a 2016 trip to Disneyland with students from the Po Leung Kuk

OUR NGO PARTNERS AND BENEFICIARIES



OUR NGO PARTNERS IN 2016

BY THE NUMBERS



105,336

Beneficiaries served

NGO

77

NGO partners

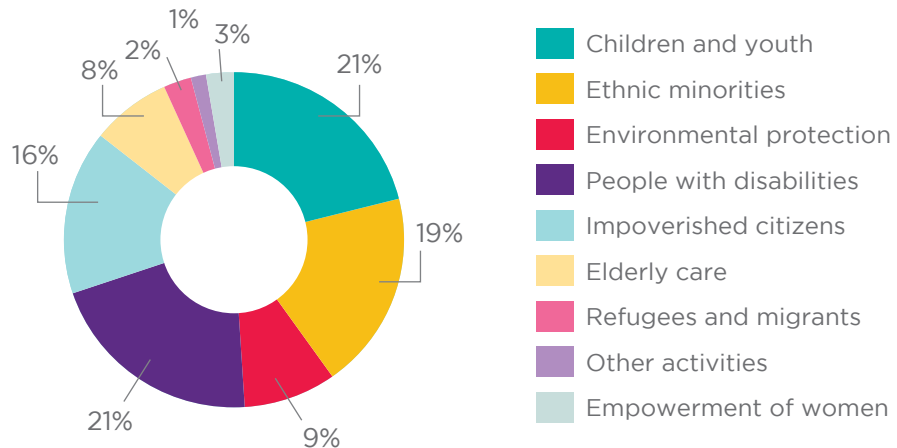


89,239

Meal boxes delivered

We worked with **77 NGO partners** in 2016. HandsOn Hong Kong serves NGO's that we believe can most benefit from our services and volunteer support. With this in mind, our focus is primarily on working with small, under-resourced NGO's directly serving the local community.

We served **105,336 beneficiaries** in 2016, from across the following types of groups:



We regularly review and accept new NGO partners, based on capacity, and maintain the following criteria for all NGOs we work with:

- Must be registered as charitable institution under section 88 of the Inland Revenue Ordinance.
- Primary focus of work is serving local needs in Hong Kong.
- Activities for volunteers need to be service focused (not money collection).
- Commit to report on impact of of volunteer programs, including number of beneficiaries and volunteers.
- Provide event photos for record and external communication.
- Participate in HOHK annual evaluation survey.
- Maintain open communication with HOHK staff.

HOW WE WORK WITH OUR NGO PARTNERS

RELATIONSHIP FRAMEWORK

There is a defined process the HandsOn Hong Kong program team follows when first connecting with a new NGO partner, through to once the relationship has been established:

- ✓ Site-visit conducted by HandsOn Hong Kong program team—needs assessment conducted and review of past/current volunteer programs.
- ✓ HandsOn Hong Kong team to conduct post-visit de-brief. Revert to the NGO with volunteer program recommendations.
- ✓ Once partnership with NGO partner is confirmed, HandsOn helps to plan for activity logistics and organize required materials if necessary.
- ✓ Once activity is ready to launch it is listed on the HandsOn Hong Kong activity calendar online.
- ✓ The first time an NGO activity runs with our volunteers, a member of the HandsOn team will lead a volunteer briefing session and take on-site notes to de-brief with NGO staff.
- ✓ Subsequently a regular Volunteer Leader may be assigned to manage the activity and volunteers on-site, and provide ongoing feedback to our team. HandsOn consultancy provided throughout program.

THE VALUE WE ADD

We regularly review and refine the way our team works with our NGO partners based on the feedback we receive. Our annual survey is an important tool for us to monitor how effectively we are addressing the needs of the Hong Kong community. The survey is completed online, with follow-up meetings and evaluation conducted as necessary.

Our January 2016 survey was completed by 45 NGO partners—**98% of which were satisfied working with HandsOn Hong Kong** to design their volunteer programs.

The survey also helps us to gauge in which ways they found working with us most valuable, so we could continue to deliver in these areas and determine how to strengthen our operations in others:

- **79.6%** felt they had been promoted to a new audience
- **72.7%** felt they saved cost and manpower
- **29.6%** felt they received more direct donations
- **36.4%** felt they received more opportunities to collaborate with corporates
- **11.4%** felt they learned new skills

SIGNATURE VOLUNTEER PROGRAMS

In 2016, the 1,375 volunteer activities HandsOn Hong Kong operated throughout the year served more than ten types of beneficiary groups. Here is a closer look at three signature volunteer programs our team was instrumental in developing to support our NGO partners and their beneficiaries.

1. SKILLS WORKSHOPS



Community Challenge

The government estimates that there are 600,000 individuals with disabilities living in Hong Kong and the unemployment rate amongst this group is 6.7%¹⁴—nearly double that of the general population.

Many of these young people have limited access to professional skills training and opportunities to integrate with mainstream society. Consequently it is difficult for them to secure employment after leaving school and contribute to society in a fulfilling and meaningful way.



Program description

HandsOn Hong Kong worked closely with the Choi Jun School in 2016 to help develop skills workshops for teens and young adults with intellectual disabilities. These programs empower them and teach skills with the potential to provide viable employment opportunities.

These tailor-made vocational training programs cover specific skills, such as preparing food and beverages or making crafts. We have had particular success with the “Art Latté” workshops.

The students are supported by volunteers recruited by HandsOn, to maximize their learning. Interaction with caring individuals, beyond the security of their families and teachers, is critical to the students’ personal and social development.

In 2016, we helped to develop 18 skills workshops, and mobilized 93 volunteers to support these activities. These workshops played a role in equipping 183 students with employable skills.

¹⁴ Hong Kong Poverty Situation Report on Disability 2013 (Government of the Hong Kong Special Administrative Region).

2. SOUP FOR THE ELDERLY

Community Challenge

The poverty rate amongst the elderly in Hong Kong continues to grow, with 30.1% of citizens over the age of 65 now destitute—an increase of 14,700 people from the year before¹⁵. With demand for elderly care homes far outweighing the supply, many elderly also need to remain in their homes for longer, often in isolation.

With elderly remaining at home for longer, this is also placing additional burden on the city's elderly centers and social workers. Many of them do not have the staff or resources to ensure their well-being—and monitor the living conditions—of all the elderly in their local community.



Program description

In 2016 we supported the work of the Pok Oi Hospital Chan Ping Memorial Neighbourhood Elderly Centre, through our “Soup for the elderly” program. This signature HandsOn program mobilizes volunteers to deliver freshly made traditional soup to elderly citizens who are immobile or live alone.

Before conducting the visits volunteers attend a briefing at the local elderly center to understand how best to sensitively communicate with the beneficiaries, and what to note as they make observations about their living conditions.

Delivering the soup at the start of the visit is key—this ensures that the beneficiary receives a nutritious meal that day, and puts them at ease and encourages them to speak openly with the volunteer about their daily lives. A visit would typically last 45-minutes.

In 2016, we supported 1,124 elderly beneficiaries through ‘Soup for the elderly’ and other programs developed specifically to serve this beneficiary group .

¹⁵ Hong Kong Poverty Situation Report 2015 (Government of the Hong Kong Special Administrative Region).

3. SUPPORTING ETHNIC MINORITY STUDENTS



Community Challenge

According to the 2016 population by-census Hong Kong is home to over 80,000 South Asian ethnic minority citizens¹⁶—excluding foreign domestic helpers—most of whom were born in Hong Kong. The poverty rate amongst this group is as high as 22.6% with Pakistani's experiencing the worst levels at 50.2%¹⁷.

A number of studies have shown that difficulties in learning to speak fluent Cantonese heavily impacts ethnic minority groups' ability to obtain higher level education and meaningful employment. This contributes to the fact Hong Kong's ethnic minorities are overwhelmingly employed in menial jobs at low income levels.

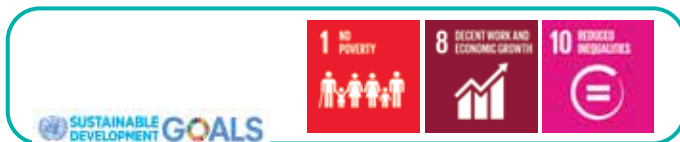
Program description

HandsOn has worked with the Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER) run by the Hong Kong Christian Service Centre for several years. We guided them through the development of their homework tutoring sessions for ethnic minority students, and recruit all volunteers to the program.

The program is based around weekly one-on-one homework sessions between a volunteer tutor and 2-3 students. The volunteers' primary focus is on supporting the students' Cantonese and Traditional Chinese writing. Volunteers guide the students through their homework to enhance their understanding of the subject.

Volunteers are also important role models for the students, and spend time listening to, or providing support around, other experiences or challenges the children are encountering.

In 2016, our volunteers dedicated 299 services hours to supporting 2,423 ethnic minority students through this program.



¹⁶ Hong Kong Poverty Situation Report 2015 (Government of the Hong Kong Special Administrative Region).

¹⁷ The Status of Ethnic Minorities in Hong Kong 1997-2014 (The Zubin Foundation).

MEET SOMEONE IMPACTED BY OUR WORK

Over 60% of the beneficiaries we served in 2016 were children or youths under the age of 19. This is reflective of our work every year as we and our NGO partners are committed to empowering, educating and supporting young individuals in need of support. We hope that by building their self-esteem and equipping them with important life tools, we are maximizing their ability to actively contribute to society and end the perpetuation of poverty cycles within their families.

Sijaswi is an ethnic minority student who has been part of the CHEER primary years program for five years.

Sijaswi Gurung, volunteer 10 years old

I started attending CHEER's After School Support Class when I was in Primary 1 and now I'm in Primary 5. I didn't speak Chinese very well but now my confidence level is high in speaking Chinese at school and daily.

At home, I love to practice the Chinese vocabulary which I learned in CHEER's After School Support Class. I have gained a real sense of achievement from learning Chinese. I always look forward attending CHEER's After School Support Class every week.

Besides I am happy that volunteers are provided during the lessons, so that every student in the class receives full attention. The tutors, teaching assistants and volunteers are professional and patient, and get to know the students very well.



OUR 2016 NGO PARTNERS

HONG KONG

- Alliance of Ex-mentally Ill of Hong Kong
- Ark Eden
- Baptist Oi Kwan Social Service
- Bethune House
- Business Environment Council
- Care for your Heart
- China Coast Community
- China Peniel Missionary Society Social Centre for the Elderly of Grace
- Choi Jun School
- Christian Action Ethnic Minority Centre
- Christian Action Chungking Mansions Service Centre
- Clean Air Network
- Doctor BB
- Ecotour 330 New Life Psychiatric Rehabilitation Association
- Feeding Hong Kong
- Food Grace
- Free Methodist Church Chuk Yuen IVY Club
- Green Glass Green
- Green Social Work
- H.K.S.K.H. Kowloon City Children and Youth Integrated Service Centre - Jockey Club Youth Express
- Hong Chi Morninglight School, Tuen Mun
- Hong Chi Morninglight School, Yuen Long
- Hong Kong Christian Service: Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER)
- Hong Kong Mutual Encouragement Association Jane Shu Tsao Social Centre for the Elderly
- Hong Kong Red Cross John F. Kennedy Centre
- Hong Kong Red Cross Margaret Trench School
- Hong Kong Red Cross Princess Alexandra School
- Hong Kong Society for The Deaf
- Hong Kong Society for the Protection of Children
- Hong Kong Special Olympics
- Hong Kong Women Foundation Ho Kwok Pui-chun Social Centre for the Elderly
- ICFG Lung Hang Church Elderly Centre
- i-Future Teens International Foundation Limited
- Justice Centre Hong Kong
- Kids4Kids
- Li Sing Tai Hang School
- Mary Rose School



- Mission to New Arrivals The Creation Farm
- Mission to New Arrivals The Life Building Centre
- Ocean Recovery Alliance
- SAHK Pak Tin Pre-school Centre
- Pathfinders
- Plastic Free Seas
- Po Leung Kuk Anita L. L. Chan (Centenary) School
- Po Leung Kuk Yu Lee Mo Fan Memorial School (Boarding Section)
- Pok Oi Hospital Chan Ping Memorial Neighbourhood Elderly Centre
- Project Touch of The Boys' & Girls' Clubs Association of Hong Kong
- Rhenish Church Grace School
- SAHK Jockey Club Elaine Field School
- Sam Shui Natives Association Lau Pun Cheung School
- Savior Lutheran School
- Sik Sik Yuen Ho Chak Neighbourhood Centre for Senior Citizens
- Soap Cycling
- St. James' Settlement
- Teen's Key
- The Boys' and Girls' Club Association
- The Evangelical Lutheran Church of Hong Kong (ELCHK)
- The Hong Kong Council of Early Childhood Education and Services (CECES)
- The Hub Hong Kong Children and Youth Centre
- The IMC of C.C.C. Kei Shun Special School
- The Sovereign Art Foundation
- Tung Wah Group of Hospitals Centre for Family Wellness and Child Development
- TWGHs Jockey Club Lei Tung Integrated Services Centre
- TWGHs Jockey Club Tin Shui Wai Integrated Services Centre
- United Christian Nethersole Community Health Service
- Good Neighbour Network (Tin Shui Wai)
- Very Hong Kong
- Wang Tau Hom Pre-school Centre
- Yau On Lutheran Centre For The Elderly

CHINA

- Shenzhen University
- Jinshe Lianhua Rehabilitation Centre for special needs children
- DuckGaGa
- Xingguang
- Jin Se Nian Hua special needs children rehabilitation centre
- Nan Shan Xing Guang special needs children rehabilitation centre
- Ai Xin Zhi Hui special needs children rehabilitation centre
- New Hope for the special children's rehabilitation centre
- Shenzhen Wenxin Social Work Service Center



OUR CORPORATE PARTNERS



BY THE NUMBERS



7,247

Corporate volunteer service hours



26

Corporate partners



2,141

Corporate volunteers

OUR CORPORATE PARTNERS IN 2016

Around the world, a growing number of companies are implementing employee volunteer programs that create value for their organization, staff and communities. Research continues to show that companies are benefiting from these programs and realizing value across their business.

Employee volunteer programs can help organizations to:

- Attract and retain top talent;
- Support employee engagement;
- Promote leadership development;
- Promote work-life balance amongst employees;
- Develop employee's hard and soft skills;
- Meet corporate social responsibility and business objectives;
- Create additional brand value.

HandsOn Hong Kong's Community Engagement team develop bespoke corporate volunteer programs that meet organizations' specific needs. Engaging our services for the management of these programs allows our corporate partners to benefit from our expertise and experience, while they maintain focus on their core business. Every bespoke corporate program we develop supports the work of one or more of our NGO partners, thus benefiting the wider community and raising awareness of Hong Kong's social issues.

In Hong Kong, the need for companies to engage with the community in a meaningful way has never been more evident.



The latest **Edelman Trust Barometer**¹⁸ revealed that trust in Hong Kong business is at an all-time low, with only 34% of respondents responding positively. While trust is low, 66% of citizens expect business to play a role in addressing societal issues. Edelman's report suggests that beyond having ethical business practices, one important driver of trust for business is helping to address society's needs.

7 PRACTICES FOR EFFECTIVE CORPORATE COMMUNITY ENGAGEMENT

When working with our corporate partners at HandsOn, we follow the ‘Seven Practices of Effective Employee Volunteer Programs’¹⁹ to help our clients drive the success of their community engagement. The framework was established by Points of Light, the world’s largest organization dedicated to volunteer service, of which HandsOn is an affiliate.

- **1. The Plan**

Identify your employee, social and business goals for volunteering.
- **2. Employee Engagement**

Inspire enthusiasm, support and stewardship for volunteering to drive employee engagement.
- **3. Design**

Harness employee passion and skills, and adopt the right incentives, programs and policies to create a culture of service.
- **4. Measurement**

Evaluate business and social impact.
- **5. Leadership**

Secure buy-in and empower leaders at all levels of your organization.
- **6. Success and Growth**

Recognize and celebrate success, and continually improve your program.
- **7. Partnerships**

Cultivate strategic, high impact partnerships with government, private and NGO partners .

¹⁹ Seven Practices of Effective Employee Volunteer Programs (Corporate Institute: A Points of Light Enterprise, June 2014).

BESPOKE CORPORATE PROGRAMS

The 70 community engagement programs we ran for our corporate partners in 2016 took a variety of formats, ranging from large-scale one-off events for the whole office, to monthly or quarterly programs for certain departments or any interested employees. Here is a closer look at three programs of varying scale.

1. AXIOM LAW—A FIRST COLLABORATION WITH HANDSON



Axiom Law collaborated with HandsOn Hong Kong for the first time to plan a morning of volunteering for their staff in November 2016. Volunteers spent three hours visiting elderly beneficiaries supported by the **Yau On Lutheran Centre for the Elderly**. The activity included a briefing from the center on how best to communicate sensitively with the beneficiaries, and what types of observations were required about their living conditions.

The volunteers divided into teams to visit 24 households—all beneficiaries visited were living alone. The volunteers talked with them and helped to prepare the traditional soup they brought with them to each home.

BENEFICIARIES SERVED: 24
NUMBER OF VOLUNTEERS: 54
TOTAL NUMBER OF VOLUNTEER HOURS: 18

“At Axiom, we give back to our community through “Axiom Engage” – an initiative to leverage our talent and resources to positively impact the community at large and to enrich the experiences of our employees through volunteering opportunities, skills-based and social engagement.

By partnering with HandsOn Hong Kong, we are able to improve our community while embodying a fresh, irresistible, thoughtful and committed outlook. HandsOn Hong Kong makes corporate volunteering easy—they provide an array of volunteering opportunities to choose from including customized events and arrange all the logistics on the day. It has been a pleasure to have HandsOn Hong Kong as our charity partner.

Aren Chiu
Axiom



2. PERNOD RICARD—A FULL DAY OF COMMUNITY SERVICE

On 2nd June 2016 all 87 Pernod Ricard offices across the world united for the group's annual day of community service: Responsib'ALL Day. The HandsOn Hong Kong team was engaged to develop and manage community engagement programs for **178 volunteers** from the group's Hong Kong office, in support of three different NGO's:

PERFORMING FARM WORK AT NEW-LIFE FARM:

69 volunteers helped out at an eco-farm which provides training and employment for people recovering from mental illness. *Three herbal gardens were built, one garden weeded and one lemongrass plot refurbished.*

INSTALLING ENERGY SAVING DEVICES IN HOMES:

59 volunteers visited the homes of elderly citizens to install energy saving devices that would also help to reduce utility bill costs. *Eight water-saving taps and 28 water-saving shower heads were installed.*

CLEANING THE HOMES OF UNDERPRIVILEGED ELDERLY:

50 volunteers visited isolated elderly citizens to help them clean their homes and to bring them rice dumplings to celebrate Dragon Boat Festival. *45 households were visited.*



SUSTAINABLE DEVELOPMENT GOALS

356 TOTAL NUMBER OF SERVICE HOURS PERFORMED

“

Pernod Ricard collaborated with HandsOn Hong Kong to ensure that Responsib'ALL Day volunteers could go where they were needed the most. Thank you for helping us to develop three fantastic volunteer programs that allowed us to contribute to the good of Hong Kong's society.

Cyril Sayag

*Vice- President of Public Affairs and S&R
Pernod Ricard Asia*

I'm proud of our 18,500 global employees every day, but even more on Responsib' ALL Day when they take a full day to give back to their local communities... Convivialité is all about sharing and living together better: there is no sustainable success if it does not benefit everybody.

Alexandre Ricard

Chairman & CEO, Pernod Ricard

”

3. AMERICAN EXPRESS—HIGHLIGHTS FROM A YEAR-ROUND PROGRAM



HandsOn Hong Kong and American Express have worked together on the group's volunteer programs for Hong Kong staff since 2013. This activity was one of three developed and run by HandsOn in 2016, as part of a year-round program for American Express.

In August 2016, 26 American Express volunteers spent 3 hours of their day helping to collect and sort surplus vegetables from a local wet market. This community service was performed in support of a food recycling scheme operated by **Food Grace**. This NGO depends on the support of volunteers to collect food items considered unsellable but still edible and of nutritious value.

All of the recycled vegetables from the volunteers' efforts were redistributed to underprivileged families within the local community.

AMOUNT OF RECYCLED FOOD: 50KG
TOTAL NUMBER OF VOLUNTEERS: 26
TOTAL NUMBER OF VOLUNTEER HOURS: 78

“At American Express, we believe that serving our communities is not only integral to running a business successfully, it is part of our individual responsibilities as citizens of the world. Partnering with HandsOn allows us to take part in a wide variety of community service activities which helps us effectively engage our colleagues to contribute to the community.

Activities and events organized were run very smoothly and all these activities were well received by our colleagues. We treasure our partnership with HandsOn and we look forward to continuing to work together.

Caroline Lee

*Member of Charity Task Force Committee,
American Express*



SUSTAINABLE DEVELOPMENT GOALS

OUR CORPORATE VOLUNTEER PROGRAMS

In 2016, HandsOn Hong Kong ran 70 corporate volunteer programs with 28 corporate partners, some of the corporate programs are listed below:

JAN 2016

Mvision and KRC - Rugby Fun Day

FEB 2016

AXA - Chinese New Year snack preparation and elderly visit

MAR 2016

Mvision and KRC - Rugby Fun Day

Oracle - Handcrafting with students with intellectual disabilities

APR 2016

Oracle - Soap recycling

=

MAY 2016

AXA - Soap Cycling

Moody's - Eco-handicraft workshop

Moody's - LGBT Workshop

Moody's - Outing for students with disabilities

Moody's - Party for underprivileged elderly

Moody's - Workshop for children with special needs

Mvision and KRC - Rugby Fun Day

Neuberger Berman - Soup Delivery to the elderly

JUN 2016

Moody's - Beach cleaning

Moody's - Helping at farm

Moody's - Skills workshop for students with special needs

Moody's - Eco workshop

Moody's - Workshop making energy saving lamps

Natixis - Renovating community center

Natixis - Bowling day for students with disabilities

Oracle - Brightening up toy bank

Pernod Ricard - Organic farm renovation

Pernod Ricard - Installing energy saving devices for elderly

Pernod Ricard - House cleaning for elderly

Under Armour - Sports with underprivileged elderly

World Venture - Making eco-gifts for children

World Venture - Games with special needs children

World Venture - Visting a special needs school

JUL 2016

AXA - Financial literacy through board games with kids

J.Crew - Bowling with underprivileged children

Trinseo - Outing with elderly and patients with chronic illness

AUG 2016

Amex - Food recycling

PIMCO - Ice skating with hearing impaired children

SEP 2016

Amex - Mooncake making with elderly

AXA - Financial literacy education through board games with children

Li & Fung - Energy-saving device installation for elderly

Li & Fung - Sports day for special needs children

OCT 2016

Mvision and KRC - Rugby Fun Day

Telefonica - Decorate Toy Bank for underprivileged children

NOV 2016

Amex - Eco-friendly gifts packs making

AXA - Financial literacy education through board games with children

Axiom - Soup delivery to the elderly

Davis Polk - Soap recycling

Hong Kong Baptist University - Soap recycling

Mvision and KRC - Rugby Fun Day

DEC 2016

AXA - Financial literacy education through board game with children

Bloomberg - Soap recycling

Habro - Global Day of Joy (15 activities supporting children with special needs)

Mvision and KRC - Rugby Fun Day

New Quest Capital - Green Community Day

Veolia - Soap recycling

OUR CORPORATE PARTNERS IN 2016



Bloomberg

Davis Polk



J.CREW



MOODY'S



NATIXIS



NEWQUEST



P I M C O

Telefonica

TRINSEO

UNDER ARMOUR



FUNDRAISING & EVENTS



In 2016, HandsOn Hong Kong organized several events to amplify our fundraising efforts and raise awareness of how we address Hong Kong's pressing social needs through our work.

Drink for Good, Hike for Hong Kong and International Volunteer Day were three of our key events in 2016, all signature initiatives we host on an annual basis.

DRINK FOR GOOD

Drink for Good is an annual HandsOn Hong Kong fundraising initiative that provides a platform for people to create positive social impact and give back to the community, while drinking and eating at Hong Kong's hottest spots.

HandsOn Hong Kong hosted the fourth edition of the initiative on October 6th, in partnership with over 60 of the city's bars and restaurants, and 11 corporate partners who each "adopted" a venue to host a Drink for Good party. Every participating venue supported the initiative by donating at least HK\$5 for each drink purchased that day to HandsOn Hong Kong.

“

CBRE is firmly committed to giving back to the community and supporting those in need. Drink for Good continues to be a great way for CBRE to make a positive impact on the community in a fun and social atmosphere. CBRE supports the event not only as a sponsor but by also promoting the cause among our staff members, family and friends.

Tom Gaffney

*Managing Director,
CBRE Hong Kong, Macau & Taiwan.*

”



Funds raised from Drink for Good 2016 enabled us to amplify our volunteer programs for children with special needs, supporting:

110 VOLUNTEER ACTIVITIES

1,300 CHILDREN WITH SPECIAL NEEDS

550 INDIVIDUAL VOLUNTEERS

HIKE FOR HONG KONG

On 29th October, HandsOn Hong Kong held the third edition of Hike for Hong Kong, the annual social responsibility initiative driven and participated in by the Listing Committee of the Stock Exchange of Hong Kong.

More than 100 participants completed the beautiful 6.5km trail from Pak Tam Chung Barrier to Wong Shek Pier, helping to raise money for the HandsOn Hong Kong program “Soup for the Soul”. This initiative delivers freshly made traditional soup to elderly citizens who are immobile or living alone, providing them with much needed nourishment and company.

To date, funds raised from Hike for Hong Kong 2016 have made possible:

16	SOUP FOR THE SOUL VOLUNTEER PROGRAMS
497	ELDERLY BENEFICIARIES BEING SUPPORTED
343	INDIVIDUAL VOLUNTEERS SUPPORTING PROGRAM



“

Charltons partnership with HandsOn Hong Kong has lasted a number of years, including our work together on the annual event, Hike for Hong Kong. We have been involved with a range of HandsOn initiatives to help disadvantaged members of our community, from young people with intellectual disabilities to the elderly. Charltons and HandsOn recognise that raising money is only part of what makes these charitable initiatives successful. Like many of our senior staff, I travel extensively throughout the year on behalf of our corporate clients, so it is important to us that HandsOn is set up for volunteers to become involved as and when they want without fixed schedules. We are able to commit to giving back to our community thanks to all the hard work that HandsOn put in to creating programmes that have a real social impact here in Hong Kong.

Julia Charlton

Managing Partner, Charltons

”



INTERNATIONAL VOLUNTEER DAY

Held on December 5th each year, this annual day of recognition was initiated by the UN General Assembly in 1985 as an opportunity to celebrate the power and potential of volunteerism.

To mark this important day, HandsOn Hong Kong convened 100 leaders from business, government and the community for a discussion around the role business plays in building community engagement. Each attendee was invited to volunteer during the event by assembling a Christmas gift bag for a child in need, with a personal message.

Daniel Franklin, Executive Editor of *The Economist* started the session with predictions on “the world in 2017”, followed by an examination of Hong Kong’s challenging social issues by Equal Opportunities Commission Chairman, Alfred Chan. Senior leaders from Brunswick, Hasbro and Telstra then shared what their businesses are doing to impact the sustainable development agenda.



“

"The more sustainability practices can be linked back to what the business is about, the better the chance of success."

Susan Ho

*Partner, Head of Office Hong Kong
Brunswick*

"Volunteers are the very best amongst us and their actions should—and must—inspire us all to play a part in our global community."

Richard Dictus²⁰

*Executive Coordinator
United Nations Volunteers*

”

²⁰ Volunteerism: a beacon of hope in troubling times—? (Richard Dictus: Huffington Post, 2nd December 2016—in celebration of International Volunteer Day).

OUR 2016 FINANCIALS



FUNDING MODEL

HandsOn Hong Kong receives no government funding or support. We provide our year-calendar of activities as a 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.

FINANCIAL STATEMENT 2016

Income and expenditure account (HK\$) for the period of 1st January to 31st December 2016²¹.

The summary financial statements are based on audited financial statements, which are available upon request.

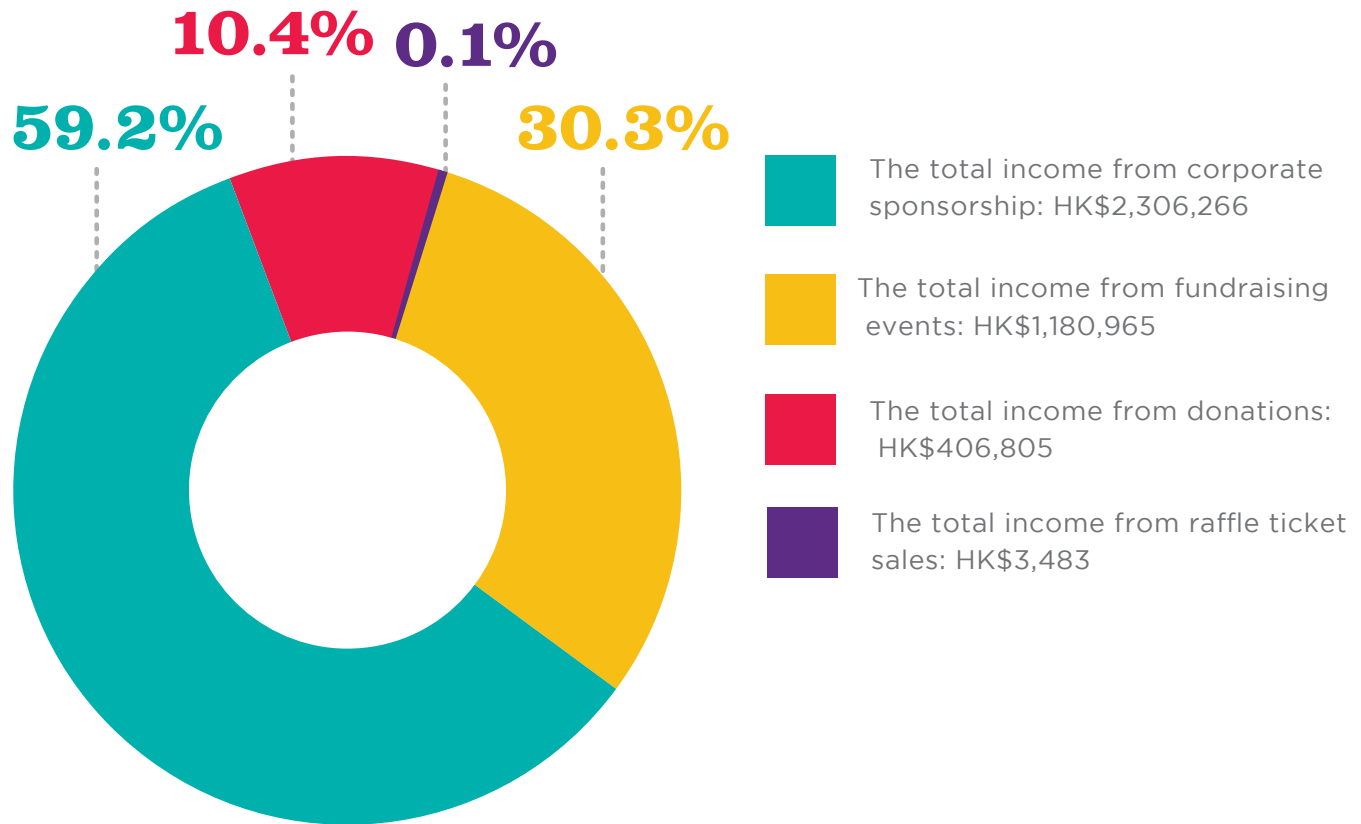
Statement of income and expenditure for the period from 1st January to 31st December 2016:

Income	HK\$	Programme expenditure	HK\$
Donations	406,805	Insurance	95,097
Funds raised	1,180,965	MPF contribution	63,225
Corporate sponsorship	2,306,266	Rent	139,266
Raffle ticket income	3,483	Salaries and wages	1,266,007
Other income	18,874	Stationery and printing	5,651
Total income	3,916,363	Telecommunication	12,607
Expenditure		Travelling	12,081
Administration expenditure		Utilities	4,078
Audit fee	5,000	Operational costs	827,055
Commission and fees	14,137	Total programme expenditure	2,425,067
Dues and subscriptions	5,800	Fund raising expenditure	
Entertainment	10,150	Insurance	16,056
Insurance	12,900	Marketing	56,967
Legal and professional fee	4,011	MPF contribution	32,065
MPF contribution	15,031	Office expenses	4,780
Office expenses	33,202	Rent	23,512
Other general office expenses	9,636	Salaries and wages	642,066
Rent	18,086	Staff training	15,271
Salaries and wages	300,984	Stationery and printing	954
Staff training	20,908	Telecommunication	2,128
Stationery and printing	1,034	Travelling	2,040
Sundry	18,376	Utilities	688
Telecommunication	1,637	Operational costs	65,586
Travelling	1,569	Total fund raising expenditure	862,113
Utilities	530	Bank charges	3,433
Total administration expenditure	472,991	Total expenditure	3,763,604

²¹ Salary, rent, utilities and travel are apportioned in this financial statement.

FINANCIAL OVERVIEW 2016

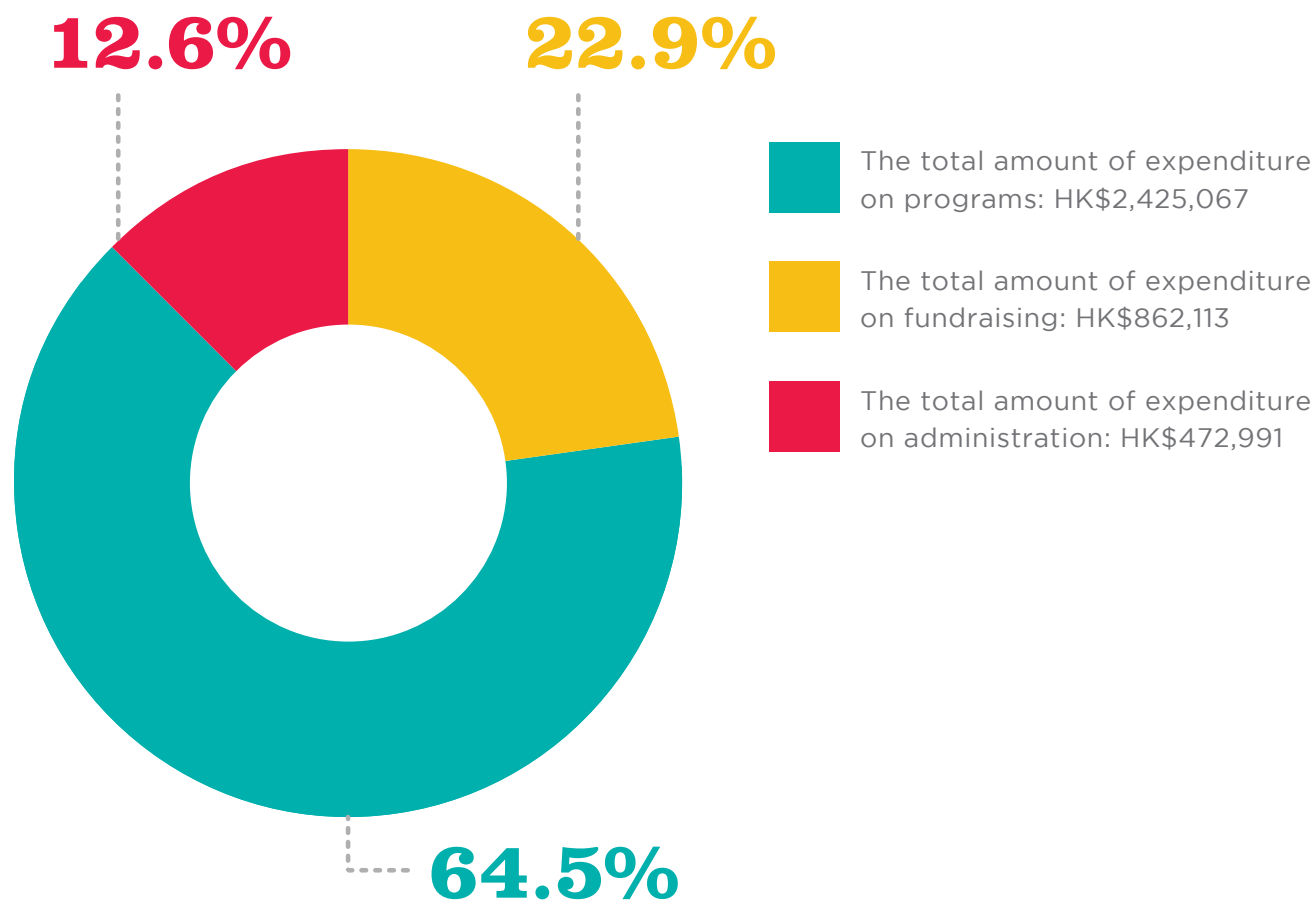
INCOME



Total Income: **HK\$3,897,519**

²¹ For the purpose of this pie chart "other income" has not been included.

EXPENDITURE



Total Expenses: **HK\$3,760,171**

²² For the purpose of this pie chart bank charges have not been included.

OUR TEAM & ACKNOWLEDGEMENTS



OUR TEAM

Senior Manager – Corporate Engagement

- Alissa Tung

Head of Development and Communications

- Aurelie Dupont

Administration Officer

- Bonnie Ho (from October)

Director of Content

- Catherine Dannaoui (from October)

Senior Program Officer

- Damon Chan

Head of Programs

- Ivy Leung (until August)

Senior Program Officer

- Jacky Leung

Program Officer

- Kate Lo

Social Enterprise Manager

- Liana Chan (until April)

Head – Community Engagement

- Nokia Cheung

Executive Director

- Sue Toomey (from September)



OUR BOARD OF DIRECTORS

Founder and Chair of the Board

- Shaun Bernier

Vice Chair of the Board

- Alexander de Laiglesia

Board Members

- Anne Chu
- Katherine Creedon
- Kathy Kukreja
- Sam Lau
- Theodore Lau

We would like to express our gratitude to the following individuals, foundations and organizations who have generously supported HandsOn Hong Kong through donations, grants and the provision of pro-bono services.

FINANCIAL DONORS

- American International School
- Canadian International School
- Caroline Sprod
- Christine Kan
- Clara Chan Yuen Shan
- Darren Massara
- David Graham
- Discovery Mind International Play Centre
- Elegant Team Development Ltd
- Gage William
- Grace Hui Suk-Han
- Great Eagle Holdings Ltd
- Harneys
- Helen Zhee
- Jamie & Joanne Hooper
- Jane and Hyung Kyu Choi
- Jerry Rajakulendran
- Jiang Guorong
- John Ho
- JPlusFood
- KPMG
- Leung Heung Ying
- Matthew Au
- Neil Robbins
- Otterbox
- Peter Nicholas Picton Phillipps
- Philip Tye
- Pramual Naree
- Quad Capital Management Ltd
- Samyn Renaud H E
- Starbucks Foundation
- Stephanie Chan Koon Yan
- Stephen Taylor
- Telstra International Limited
- Terence Francois Keyes
- Teresa Ko Yuk Yin
- The Graduate
- Timothy Keith Pogson
- Trinseo
- Wallem Services Limited
- Wong Frank Chi Hong
- Wu Jia Tang Foundation Ltd
- Zhao Xiao Jing

FOUNDATIONS

- The Hongkong Bank Foundation
- Neuberger Berman Foundation
- Starbucks Fund by Give2Asia
- UPS Foundation

PRO-BONO SERVICE PROVIDERS

- Hogan Lovells (legal services)
- James Man (IT consultant)
- PwC (provider of training space)

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



We are so grateful to partner with HandsOn Hong Kong on our “Soup Delivery” programs. This is one of our most successful community outreach initiatives. Our beneficiaries are very thankful to have time with such caring volunteers, and we really hope to keep on partnering with HandsOn.

**Irene Wong,
ICFG Lung Hang
Church Elderly Centre**

Thanks to HandsOn Hong Kong, our school can hire tutors to teach latte art, preserved flowers and soft clay workshops this year. Our students can have a great chance to learn and master those vocational skills, which can ultimately provide them with more employment opportunities after graduation.

**Miss Ng
Po Leung Kuk Anita L. L. Chan School**

Acknowledgements:

Financial Statements – Audited by Jack H.W. Ng CPA Limited

Photos - ©HandsOn Hong Kong Limited – special acknowledgement to Mozart Chan

Design – by Danny Wong