

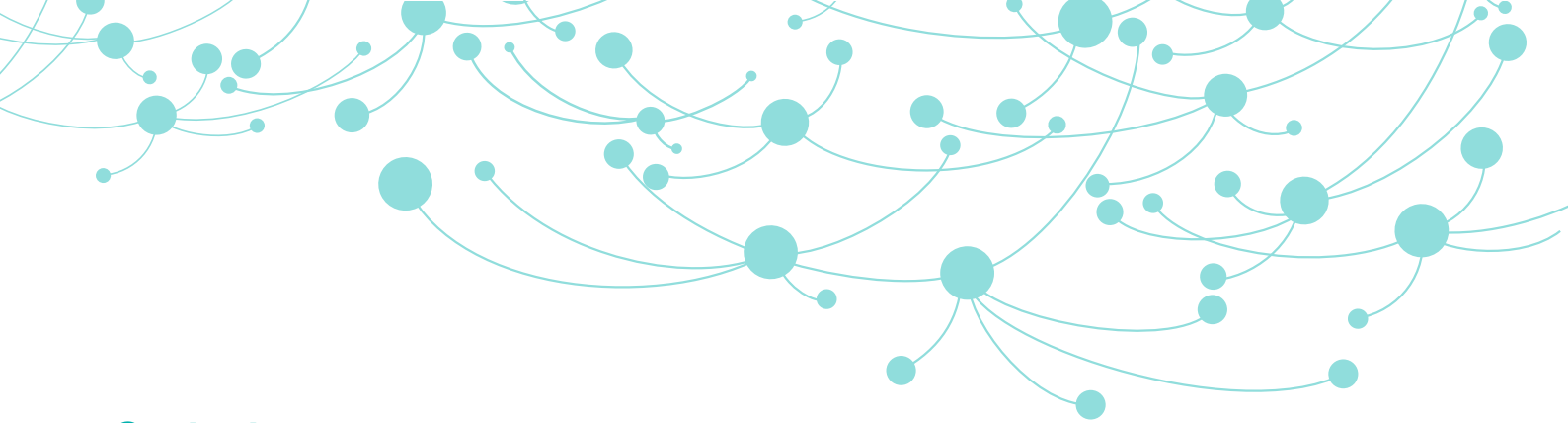


HandsOn HONG KONG ANNUAL REPORT 2020



HandsOn
HONG KONG

“Be the Change. Volunteer.”



Contents:

2020: A YEAR IN COVID RELIEF	03-04
LETTER FROM OUR FOUNDER AND EXECUTIVE DIRECTOR	05
HONG KONG IN NEED	06-08
OUR VOLUNTEERS	09-13
OUR NGO PARTNERS AND PROGRAMS	14-24
OUR CORPORATE PARTNERS	25-30
FUNDRAISING AND EVENTS	31-38
OUR TEAM AND ACKNOWLEDGEMENTS	39-40
OUR 2019 FINANCIALS	41-44
OUR MILESTONES	45-46

2020: A YEAR IN

VOLUNTEERS



24,473

HOURS OF VOLUNTEER SERVICE

11,195 VOLUNTEER OPPORTUNITIES MOBILIZED

5,822 ACTIVE VOLUNTEERS ¹

2,134 VOLUNTEER ACTIVITIES ORGANIZED

76 VOLUNTEER LEADERS

108 LOCAL NGO PARTNERS

¹ Volunteered at least once in 2020.

BENEFICIARIES



56,107

PEOPLE SUPPORTED

4,770 CARE PACKS DELIVERED

3,110 CARING CALLS MADE

237 HYGIENE PACKS MADE

2,820 KG OF TRASH COLLECTED

1,760 KG BARS OF SOAP RECYCLED

665 ANIMALS CARED FOR

COVID RELIEF

CORPORATES



50

CORPORATE
PARTNERS

PROGRAMS



2,134

RELIEF PROGRAMS

NGOS



108

NON-PROFIT
PARTNERS

COMMUNICATIONS



122,945

UNIQUE VISITORS TO
HANDSON HONG KONG
WEBSITE

7,768 FACEBOOK SUPPORTERS

1,948 LINKEDIN FOLLOWERS

1,860 INSTAGRAM FOLLOWERS

LETTER FROM OUR FOUNDER & EXECUTIVE DIRECTOR

Dear Friends,

It goes without saying that 2020 was a year of unprecedented challenges, stemming from the COVID-19 pandemic. The city's unemployment rate reached a record high while prices for food and hygiene items soared, placing an even greater strain on already disadvantaged groups. Social distancing measures separated students from classmates, employees from colleagues, and families from loved ones, only adding to the emotional impact.

At HandsOn Hong Kong, we focused our efforts on empowering people to meet the immediate needs of the community while staying safe. Through each phase of the crisis, our team never slowed or halted services. Rather, we adapted and strengthened our services to best serve the changing needs of the community. We enhanced our program leaders' skills and initiated new health protocols to ensure that we could safely continue to support in-person programs, such as care package delivery to low-income families and refurbishment of computers for home learning. We also developed new virtual service programs, such as volunteers making caring phone calls to isolated elderly and creating hundreds of storytelling videos for children in hospitals. In total, we ran more than 2,000 relief programs supporting more than 56,000 people in need. In recognition of our relief work, we were honored to receive the 'Teamwork Award' for the 2020 Spirit of Hong Kong Awards, issued by SCMP.

In this year of uncertainty, what inspired us most was the outpouring of support from across the community. Our volunteers gave over 37,000 hours of their time to help in new and creative ways. Contributions, both large and small, from individual and corporate donors, helped to fuel our work. These acts of generosity and unity filled us with hope and reminded us that we truly are stronger together.

Sincerely,

Shaun Bernier
Founder & Board Chair
HandsOn Hong Kong



Sue Toomey
Executive Director
HandsOn Hong Kong



HONG KONG IN NEED



HONG KONG 2020: A COMMUNITY IN CRISIS

As a result of the COVID-19 crisis, frontline charities reported a huge increase in the number of people seeking food assistance and support from non-profits for the first time. By the end of 2020, unemployment had risen to 7.2%—**the city's worst jobless rate since 2004.**

1.4 million

Hong Kong citizens live below the poverty line of HK\$4,000 per month

Half

of Hong Kong's elderly feel lonely

100%

of Hong Kong non-profits forced to reduce services due to funding challenges¹



Up to

1.7 million

Hongkongers experience mental health problems

40%

of underprivileged children lack suitable devices for home learning²

5.7 year

waitlist for public housing

1. Survey of 102 nonprofits (NGO Taskforce Survey: February 2020)

2. Survey of 700 under-resourced families (Society for Community Organisation: August 2020)

EMPOWERING EVERYONE IN HONG KONG TO VOLUNTEER

Never before has our mission come to life so vividly than during the COVID-19 pandemic. Certainly the needs of the community were extensive, but so were people's passions to serve--to help those who needed extra assistance, food support, caring phone calls and more.

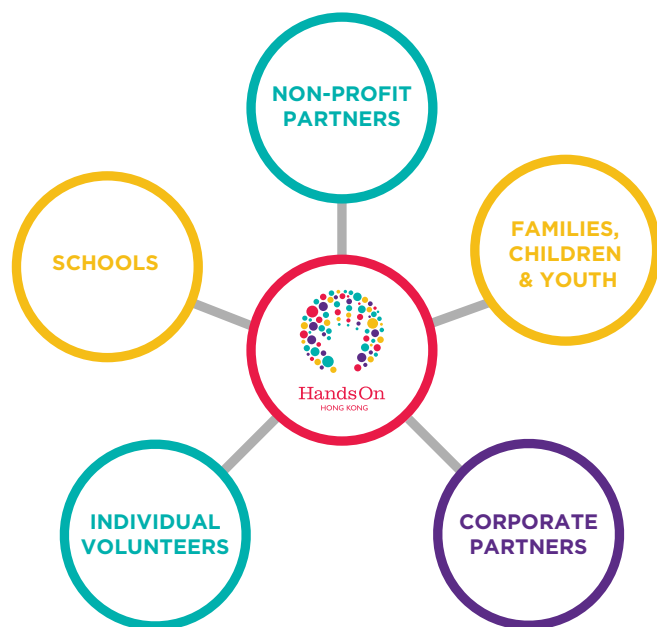
Mobilising volunteers in 2020 meant reimagining what it means to be 'hands-on' at a time that required social distancing. Together, with many of our non-profit partners, HandsOn and our volunteers pushed forward with our mission.

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

To fulfill our mission, 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 own mission.

Each month, HandsOn runs up to 200 volunteer activities as a free public service, in support of over 100 charity partners. We also develop bespoke volunteer programs for companies that want to empower and equip their employees to serve community needs.

By providing a variety of meaningful volunteer opportunities year-round, HandsOn brings Hong Kong together—charities, individual volunteers, companies, schools, families, children and youth—to support the needs of our most vulnerable citizens.

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 non-profit partners or individual volunteers.

OUR VOLUNTEERS



OUR VOLUNTEERS IN 2020

BY THE NUMBERS



24,473

Individual volunteer service hours



2,134

Volunteer activities supported



5,822

Active volunteers

Hong Kong's volunteers rallied to play a critical role in local COVID-relief efforts by joining more than 11,000 HandsOn Hong Kong service opportunities.

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 2020 we recruited **5,822 volunteers** to take part in **2,134 relief-focused programs**.

Through each phase of the pandemic, our volunteers did not waver in their support of the community. Médecins Sans Frontières conducted training with our team to ensure we could safely run essential in-person programs. All volunteers were required to review our COVID-19 Safety Requirements and to confirm their own health status before signing up to a program. The HandsOn team also quickly pivoted to develop programs that could be delivered virtually to support the needs of our partner charities.

HandsOn's 2020 service programs saw volunteers refurbish donated computers to support home-learning for under-resourced families, record stories virtually for hospitalized children, deliver emergency hygiene and food items to groups critically affected by the health emergency—and much more.

What drove HandsOn volunteers to serve in 2020?

Our annual survey of active HandsOn volunteers showed us that while helping people was their top motivation for serving, it was closely followed by the desire to support their own well-being at an unprecedented time.

73% wanted to help those most impacted by the health crisis

59% felt volunteering was supporting their own well-being

51% felt volunteering gave them purpose at a challenging time

45% felt they were maintaining connection with the larger community

37% think HandsOn in-person service programs let them help in a safe way

26% feel HandsOn virtual volunteering opportunities provide flexibility

23% were part of HandsOn COVID-relief efforts with their family

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.



ANDY HUI *leads care-pack delivery and elderly service programs*

“After my retirement and during the pandemic, I became even more active in volunteering. Besides HandsOn Hong Kong providing such a wide range of volunteer activities, the other reason I volunteer is because my daughter also joins service programs organized by HandsOn and I wanted to enhance our communication through having similar experiences.

Volunteering is an unbelievably life affirming experience which empowers and enriches me.

I joined the elderly phone call program during the pandemic to make regular check-in phone calls to elderly affected by the situation. I always thought that would require some “interesting” topics planned in advance to engage the conversation but actually it's more about showing care and sharing your feelings. What they need is someone to patiently listen and understand them. I gained valuable insight and saw things with a new perspective while serving others.

”

CARMEN CHE *leads phone call support to the elderly and virtual storytelling support for hearing-impaired children*

“During the pandemic, I volunteered both virtually and in-person and I was hoping that by supporting a variety of communities I could help alleviate some of the stress caused by COVID.

I am passionate about creating a “positive domino effect” in people's lives and I like to be “hands-on” with both my personal and work commitments. Throughout my volunteering journey, I have witnessed how my involvements in the community have brought a smile to many faces. Simply put, I am happy that others are happy.

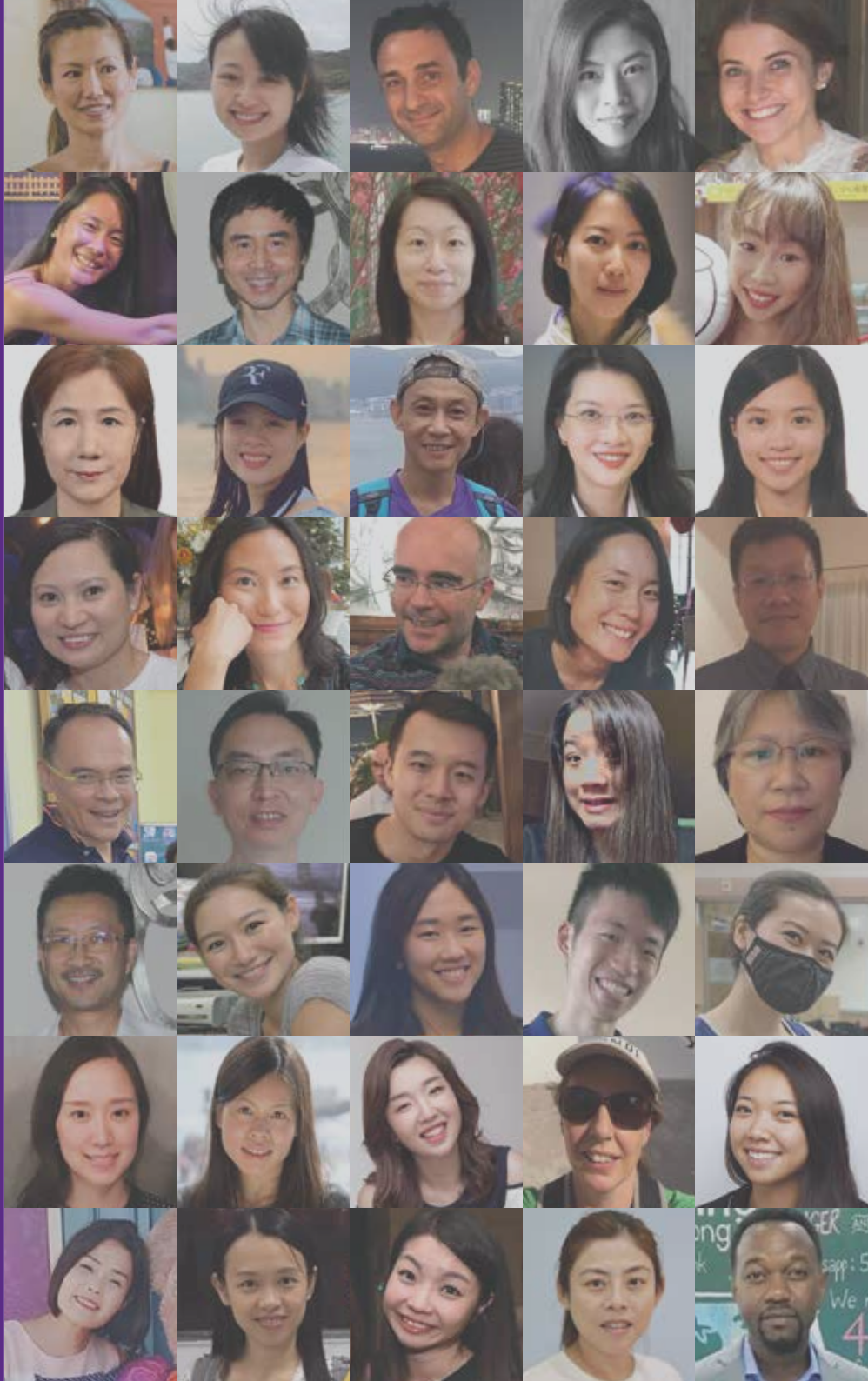
Prior to the elderly phone call program, HandsOn helpfully provided training to ensure all volunteers were mindful of the delicate mental and emotional well-being of seniors living alone.

During the program, it took a while for trust to build between myself and the senior. It was an exceptionally memorable moment when the senior trusted me enough to open up and shared with me about her past.

”

Our work was supported by 52 dedicated Volunteer Leaders in 2020:

Ada Fan	Jonathan Cheng
Allan Song	Joseph Lam
Andy Hui	Joyce Lee
Angela Lee	Koey Shek
Anna Au	Laurie Poon
Bertinla Lai	Lawrence Tsang
Brian Kwok	Lina Lam
Carmen Lai	Lovelyn Padernal
Carolyn Cohen	Matthew Au
Chia Chu	Meg Fung
Chris Wong	Neal Sarwal
Colette Aw	Nikita Fong
Davina Soo	Olivier Hui
Debbie Lam	Pei Shan Hoe
Edith Chiu	Pia Warburton
Elvis Li	Renee Cheung
Eric Alexanian	Richard Payne
Esther Lau	Sanday Kabange
Eva Kwok	Severine Barry
Evelyn Mak	Sharon Fung
Grace Lam	Stephanie Leung
Hilda Ng	Sylvia Wong
Jane Kühne	Tisa Fan
Jessmin Tay	Wilson Ma
Jett Wong	Wincy Wang
John Ko	Yvonne Li



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

“YOUTH EMPOWERED” STUDENT LEADERS

In addition to 52 dedicated Volunteer Leaders who supported our work in 2020, HandsOn also worked with a Student Advisory Council of 26 young leaders representing a cross-section of Hong Kong schools. As part of this YOUTH EMPOWERED program, they developed six new service programs that ran through the 2020-21 school year—each one addressing issues important to youth and ideal for student volunteers.

These programs, led by the student advisors who helped create them, supported vulnerable groups such as isolated elderly and low-income families, and provided hundreds of meaningful volunteer opportunities. Learn more about this change-making program on page XX.

Our 26 Change-making Youth Volunteer Leaders in 2020

Abigail Hali Ng	Justin Kim
Alicia Tang	Lauren Ha
Alysha Wong	Marco Agolzer
Anjali Thakore	Rose Chong
Arjun Sahney	Sarah Sun
Austin Schrantz	Shanelle Chan
Felicity Hui	Shloka Bahuguna
Frederick Chan	Shriya Srinivasan
Gavin Greaton	Sitara Datwani
Henrietta Ko	Traven Ng
Jamie Kim	Vitanny Chan
Jenny Kim	Zoe Beckett
Jet Yue	Zoe Tsang



OUR NGO PARTNERS AND PROGRAMS



BY THE NUMBERS



56,107

Beneficiaries served

NGO

108

NGO partners



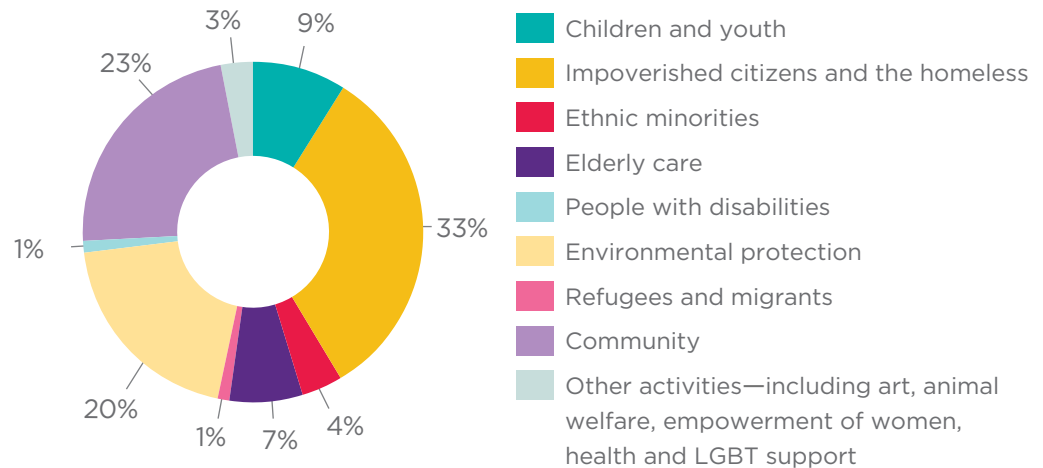
4,776

Care packs delivered

OUR NON-PROFIT PARTNERS IN 2020

Frontline charities have been a life-line for Hong Kong's most vulnerable groups impacted by the COVID-19 crisis, working tirelessly to assess community needs and support 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 2020 HandsOn provided vital support to **108 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 and COVID-19 restrictions.



We regularly review and accept new non-profit organizations, based on capacity, and maintain the following criteria for all of our partners:

- 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
- Participate in annual evaluation survey

HOW WE SUPPORT OUR NON-PROFIT PARTNERS

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.

HandsOn received an average rating of 8 out of 10 or higher from our non-profit partners on:

- Addressing immediate needs during the global pandemic
- Flexibility to support a variety of volunteer activities—both virtual and in-person
- Supporting the social connection and emotional well-being of program participants
- Supporting the physical well-being and upholding COVID-19 safety requirements
- Knowledgeability of volunteer leaders
- Effectiveness of communications and service programs

SAFEGUARDING EVERYONE

Ensuring a safe and healthy environment for everyone involved in service programs is of the utmost importance to HandsOn. It was with this in mind that we launched a new Code of Conduct for volunteers that provides guidance on recognizing ethnic and cultural differences, respecting human rights, and acknowledging the circumstances of the individuals we serve. The Code, which is now a required part of volunteers' registration process, outlines appropriate behavior to safeguard both volunteers and potentially vulnerable service users.

We are grateful to the legal team at Stephenson Harwood who advised us on the Code and helped us to develop a 'Guide on Volunteer Behavior for Hong Kong' that was made available to the entire non-profit sector and can be found at www.handsonhongkong.org/code-of-conduct

“

HandsOn has been a tremendous help in mobilising volunteers for HELP. They are able to engage volunteers with a quick turnaround time. We are very appreciative of the invaluable service they provide, especially because many of non-profits have resourcing challenges.

— HELP for Domestic Helpers

”

SERVICE PROGRAMS IN A CRISIS

In response to the immediate and evolving needs of our charity partners and their vulnerable service users during the COVID-crisis, our team ran **2,134 relief-focused programs in 2020**. Each of the following programs was developed by the HandsOn team and had volunteers at the heart. We share several of these programs here.

1. VIRTUAL STORYTELLING TO PROVIDE SOCIAL CONNECTION



Community Challenges

Social distancing requirements and the extended shift to online learning during the COVID-19 crisis impacted all of Hong Kong's children, with certain groups significantly marginalized and isolated.

Hearing impaired children - According to the Hong Kong Society for the Deaf, children with hearing impairments face challenges in hearing and understanding during online sessions. They find it hard to keep up with their teacher and peers in large class groups which can greatly impact their self-esteem and confidence to speak.

Hospitalized children - Playright advocates the value of play and designs tailor-made play plans for hospitalized children. Storytelling is one of the most popular activities in the pediatric wards they operate in. Given the health crisis, they were unable to tell these stories in person.

Program description

Noting the challenges of youth-focused charities, the HandsOn team identified the critical role volunteers could play in supporting the well-being of disadvantaged children. We collaborated with **Bring Me A Book Hong Kong (BMABHK)**, to launch two online storytelling support programs.

The BMABHK trainer Angie Lin ran virtual storytelling training sessions for hundreds of HandsOn volunteers, empowering them to bring books to life and help children engage with the stories.

The first program connected volunteers with a group of **hearing-impaired children**, instilling joy and boosting their confidence in speaking English. Volunteers received additional training in basic sign-language and relevant support skills.

The second program empowered volunteers to record a series of storytelling videos for **hospitalized children**. These stories were broadcast on Playright's TV channel within pediatric wards and were available on devices, raising the spirits of the children, providing entertainment and increasing their community connectedness at a time visitors were limited.

We are grateful to the HKEX Foundation for making possible our program for hearing-impaired children and Schneider Electric for supporting our program for hospitalized children.

2. SUPPORTING THE ELDERLY THROUGH CARING PHONE CALLS



Community Challenge

More than 152,000 people aged 65 and older live alone in Hong Kong and were isolated before the COVID-crisis. Over 50% of the city's elderly reported feeling lonely pre-pandemic. With most of Hong Kong's elderly self-isolating and afraid to leave their homes during the pandemic, their emotional well-being was hugely at risk. The effects of social isolation can include anxiety, depression and even cognitive decline.

Hong Kong's district elderly centres have acted as a life-line for their elderly service users throughout the crisis but their under-resourced teams have struggled to support all needs. Help from the larger volunteer community was desperately needed to help these individuals.

2,000

PHONE CALLS MADE BY 232 VOLUNTEERS,
SUPPORTING FIVE ELDERLY CENTERS

Program Description

In April 2020 HandsOn launched a program connecting volunteers with the elderly through regular supportive phone calls. Volunteers helped to provide social connection and to gauge the emotional well-being of their assigned 'buddy'—as well as their immediate physical needs—for at least a one month period and often longer.

Before getting started each volunteer participated in a HandsOn-led virtual training session providing call guidelines, conversation tips and trouble shooting advice. They were also briefed on how to log key call details and any concerns about their elderly friend online each week, to keep social workers informed to take action as needed.

This program was made possible by the support of the HKEX Foundation.

“

Many of the elderly supported by our centre were stuck at home...missing their friends and family. Our staff could not meet them and check their situation frequently because most of our services were suspended and we only had 1-2 staff on duty each day to provide emergency services. These calls were essential to give each of them warmth and connection with society.

Director

*United Christian Nethersole Community
Health Service, Good Neighbour Network
Robert Walters*

”

3. EMPOWERING YOUTH TO BE COMMUNITY CHANGE-MAKERS

Community Challenge

Even before the COVID-19 crisis and social unrest, studies showed that one in three Hong Kong teens was suffering from anxiety or depression. Research indicates that volunteering is one way to support mental health and self-esteem, with a HandsOn-Nielsen study showing 83% of volunteers believe community service positively impacts their well-being. The benefits of serving from a young age are also compelling, with studies indicating it can ward off depression, promote a sense of perspective and help remove teens from the pressures of daily life.

And yet Hong Kong largely lacks opportunities for youth to lead and be part of service programs, largely due to the perception among non-profit leaders that recruiting young volunteers may pose more risks and extra effort.



Program Description

HandsOn saw an opportunity to support the well-being of Hong Kong teens by empowering them to develop and lead their own service programs, while at the same time helping to address social needs and critical causes. YOUTH EMPOWERED was a 10-month initiative that mobilized Hong Kong youths to be active community change-makers.

After a summer of training and mentoring, 26 student leaders had developed six new service programs especially for teen volunteers, with the input and guidance of non-profit teams: Christian Action, Feeding Hong Kong, Harmony Garden Lutheran Centre for the Elderly, HKLSS Martha Boss Lutheran Community Centre Group & Community Work Unit, Plastic Free Seas, and Save The Children Hong Kong.

“

Apart from bringing alive our programs, what I love most about being part of Youth Empowered is the community. Every student here came with a passion to serve, and when you're working with a group of people who are all working towards a common goal, you learn so much from the people around you... I'm inspired by the passion that these students have and their drive for tackling the issues that we see around us, and it is my hope that we share this passion with the larger Hong Kong youth community as well. I'm endlessly grateful to HandsOn for making this happen and for believing in a group of students.

Henrietta Ko

YOUTH EMPOWERED Student Leader

”

**2020-2021
SCHOOL
YEAR**

4,000

YOUTH EMPOWERED
VOLUNTEER ROLES

300%

INCREASE IN NUMBER
OF TEEN VOLUNTEERS

11,000+

VULNERABLE PEOPLE
SUPPORTED

YOUTH EMPOWERED was made possible by support from The Hong Kong Jockey Club Charities Trust as part of the "Jockey Club Community Sustainability Fund".

4. DELIVERING CARE PACKAGES TO HONG KONG'S VULNERABLE



Community Challenge

More than 20% of Hong Kong's population lives in poverty, surviving on less than HK\$4,000 each month and struggled to make ends meet even before the pandemic. With the city's unemployment rate at a high of 3.7%* in April 2020 and food prices soaring, many jobless individuals and low-income households had to turn to charities for the first-time to support their family's basic food necessities.

HandsOn Hong Kong quickly saw that part of the challenge facing these individuals—and the frontline charities supporting them--could be eased through the provision of relief Care Packages. Our vision was for caring volunteers to bring these packs directly to the doorsteps of those least able to access them.

Relief Program

Within the HandsOn community, there is no shortage of compassionate volunteers ready to help but funds were needed to cover relief items. We launched a crowdfunding campaign through Spark Raise appealing for support. For every \$350 donated, a family or individual in need would receive a pack delivered to them by volunteers. We launched this in partnership with five of our non-profit partners:

- People with mental illness, supported by **Christian Family Service Centre**
- Low-income elderly, supported by **ELCSS-HK Communion Lutheran Elderly Health Centre**
- Children with disabilities, supported by **Hong Chi Morninglight School**
- Women and children, supported by **Hong Kong Women Development Association**
- Children from low-income families, supported by **The Hub Hong Kong**



Each pack would last a household for one week and included essentials such as rice, noodles, cooking oil, face masks, hand sanitizer and SIM cards for families taking part in home learning. Protective gear for volunteers was also covered in a time of hygiene item scarcity.

A community uniting in strength

The outpouring of support we saw in response to the HandsOn appeal for donations to fund Care Packages was phenomenal. Over one hundred individual donations were received ranging from HK\$100 to \$100,000. **We quickly surpassed our initial target, ultimately raising funds to cover more than 3,000 substantial Care Packages.**

As the scale of this relief program grew, our team turned to our long-term charity partner, **Feeding Hong Kong** as our partner for this relief program. They pivoted their operations during the pandemic to respond to changes in supply chains and work with suppliers to ensure funds for purchasing food items stretched as far as possible.



These HandsOn community partners saw our appeal to fund Care Packages and quickly mobilized to support our efforts:

- As part of their commitment to help organizations working to combat COVID-19, the **Macquarie Group Foundation** made a significant funding pledge that greatly expanded the impact of our relief efforts--supporting an additional 1,800 Care Packages as well as our team's efforts to manage the program.
- **Swire Trust** generously matched the individual donations made on our crowdfunding page, enabling an additional 315 relief packages.



The IKEA Hong Kong team empowered their employees to donate a FRAKTA bag to HandsOn with each donation being matched by IKEA, raising 4,000 bags for our efforts!

MEET AN NGO LEADER SUPPORTED BY HANDSON

We worked with 108 non-profit partners in 2020, managing almost 200 volunteer activities each month to support their operations. By mobilizing volunteers for these organizations—and often acting as an extension of their teams—we free them up to focus on their frontline work and larger mission.

Meet TC Chow and CK Wu, teachers at Delia (Man Kiu) English Primary School, a co-educational, local primary school in Tsing Yi that mainly provides education to ethnic minority students. The school currently does not have a mainstream STEM curriculum or a developed STEM program for its students.

MS TC CHOW AND MR CK WU *Teachers, Delia (Man Kiu) English Primary School*

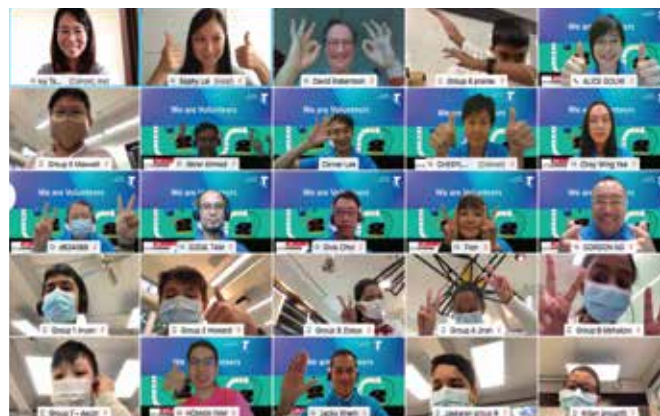


Our school is at an early stage of developing STEM programs for our students. We shared with HandsOn that we were in need of materials and expertise to build a STEM curriculum and sought for opportunities in encouraging students to learn proactively.

We really appreciate that the HandsOn team respond to our needs and proactively worked to secure resources to fund STEM tools and bring in volunteer manpower to provide additional support to our students.

This program not only was a good learning method during the pandemic, our students were also given more opportunities to meet with different people. During the learning process, students were able to communicate with others to accomplish different tasks and motivate self-learning.

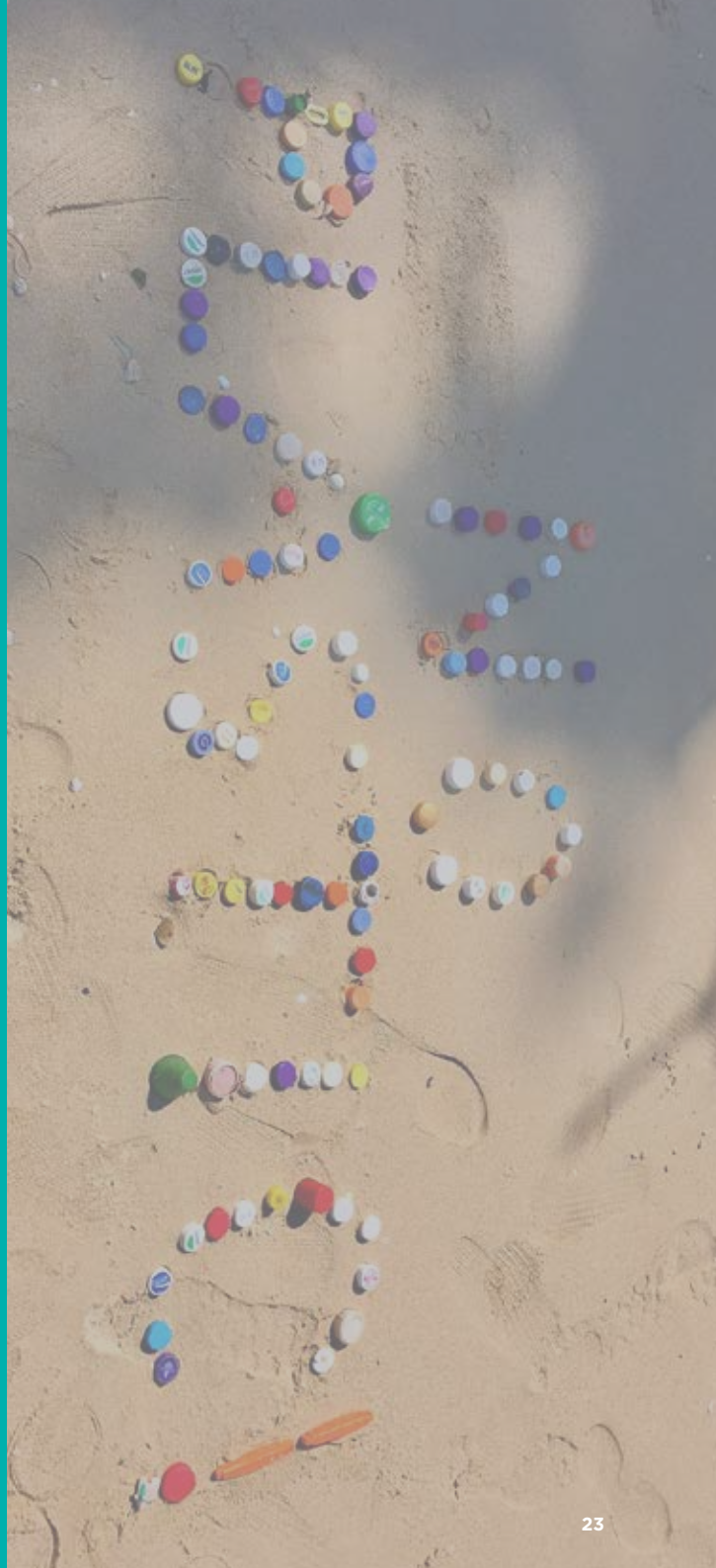
Also, thanks to this program, our teachers are now equipped with materials to deliver STEM programs and our students are now able to receive structured STEM education, which is important to their future!



Volunteers from Telstra join a Coding Galaxy workshop with ethnic minority students from Delia (Man Kiu) English Primary School

OUR 2020 NGO PARTNERS

- Asbury Methodist Social Service
- Audio Description Association (Hong Kong)
- Baptist Oi Kwan Social Service (Mong Kok)
- Baptist Oi Kwan Social Service (Tsuen Wan)
- Baptist Oi Kwan Social Service (Wan Chai)
- Baptist Oi Kwan Social Service Tsing Yi Neighbourhood Elderly Centre
- Books and Beyond Reading Club
- Branches of Hope
- Breakthrough Limited
- Bring Me A Book Hong Kong
- Caritas Lok Jun School
- Cat's Star Hong Kong
- CCC Kung Lee College
- Hong Kong Christian Service: CHEER
- China Coast Community
- Christian Action Centre for Migrant Domestic Workers
- Christian Action Centre for Refugees
- Christian Family Service Centre
- Christian Action Ethnic Minority Centre (Jordan)
- CleanUp Hong Kong Trail
- Community Business
- CNEC Grace Light Neighbourhood Elderly Centre
- Crossroads
- Delia (Man Kiu) English Primary School
- Dialogue in the Dark
- ELCHK Communion Lutheran Elderly Health Centre
- Fair Employment Agency
- Feeding Hong Kong
- Focus
- Food Angel
- Food Grace
- Foodlink Foundation
- Fortune Neighbourhood Elderly Centre
- Habitat for Humanity Hong Kong
- Harmony Garden Lutheran Centre For The Elderly
- Health in Action
- HELP for Domestic Workers
- HeroesToo Foundation Limited
- HKLSS Martha Boss Lutheran Community Centre Group and Community Work Unit
- HKMEA Jane Shu Tsao Social Centre for the Elderly
- HKSKH Lady MacLehose Centre
- Hong Chi Morningjoy School, Yuen Long
- Hong Chi Morninglight School, Tuen Mun
- Hong Kong Animal Adoption Centre
- Hong Kong Children & Youth Service Jockey Club Fong Shu Chuen Integrated Children & Youth Service Centre
- Hong Kong Christian Service Pui Oi School
- Hong Kong Christian Service Un Chau Neighbourhood Elderly Centre
- Hong Kong Family Welfare Society Financial Education Centre
- Hong Kong Lutheran Social Service
- Hong Kong Paws Foundation Limited
- Hong Kong Red Cross John F. Kennedy Centre
- Hong Kong Shark Foundation
- Hong Kong Society for Rehabilitation
- Hong Kong Society for the Deaf
- Hong Kong Unison
- Hong Kong Women Development Association Limited Rita Liu Tin Ching Multi-Services Centre



- Hong Kong Women Foundation Ho Kwok Pui-chun Social Centre for the Elderly
- Impact HK
- International Church of the Foursquare Gospel Lung Hang Elderly Centre
- Just Feel
- Karen Leung foundation
- Kids4Kids
- Li Sing Tai Hang School
- Love21 Foundation
- Maison de Charlotte pour des Chats et des Chiens
- Make A Wish
- Mary Rose School
- Medecins sans frontieres
- MOSTE (Kowloon East) Hong Kong Sheng Kung Hui Welfare Council Ltd.
- MOSTE (Wan Chai) Methodist Centre
- Pause for a cause
- Paws United Charity
- People Service Centre Limited
- Plastic Free Seas
- Playright Children's Play Association
- Po Leung Kuk Yu Lee Mo Fan Memorial School (Boarding Section)
- Pok Leung Anita Chan L.L. Chan
- Pok Oi Hospital Mr. Kwok Hing Kwan Neighborhood Elderly Centre (Lai Chi Kok)
- Refugee Union
- ReSource The Counselling Centre Ltd
- RUN HK
- SAGE Chan Tseng Hsi Kwai Chung District Elderly Community Centre
- SAHK Jockey Club Elaine Field School (Dorm)
- Sai Kung Stray Friends
- Sam Shui Natives Association Huen King Wing School
- Save the Children
- Saviour Lutheran School
- Soap Cycling
- St. James' Settlement
- The Church of Christ in China Yaumati Kei To Church
- The Hub Hong Kong Children and Youth Centre
- The Jane Goodall Insitute
- 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
- Time Auction
- Tsung Tsin Mission of Hong Kong Full Grace Service Centre
- Tun Yu School
- TWGHs Jockey Club Tin Shui Wai Integrated Services Centre
- TWGHs Tsui Tsin Tong School
- United Christian Nethersole Community Health Service - Good Neighbour Network (Sau Mau Ping)
- United Christian Nethersole Community Health Service - Good Neighbour Network (Kwong Fuk)
- United Christian Nethersole Community Health Service - Good Neighbour Network (Tin Shui Wai)
- WISE HK - Women in Sports Empowered HK
- WWF Hong Kong
- Yang Memorial Methodist Social Service - Choi Hung Day Care Service
- Yau On Lutheran Centre For The Elderly
- Zubin Foundation



OUR CORPORATE PARTNERS



BY THE NUMBERS



4,628

Corporate volunteer service hours



50

Corporate partners



1,688

Corporate volunteers

CONNECTING CORPORATE TEAMS WITH COMMUNITY NEEDS

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



A 2018 study by corporate giving software company Benevity looked at more than 2 million users worldwide across 118 enterprise companies to study the link between participation in company purpose initiatives and employee retention.

They found that turnover was reduced by an average of 57% for employees who were actively engaged in their company's giving and volunteering efforts.

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 as alleviating poverty, educating children, assisting the elderly, empowering people with disabilities, feeding the poor, helping the homeless, supporting animal welfare, environmental conservation and more.

IN PRACTICE

Through the company's global Purpose Week, the VF Hong Kong Team joined forces with HandsOn to develop 12 community service activities for employees to join. More than 600 volunteers gave their time and talent to support local needs—from filming a story to provide social connection for children, to making caring check-in calls to a lonely elderly person, to providing virtual career guidance to a disadvantaged teen and more. Each activity enabled volunteers to activate their own sense of purpose in a meaningful way.

FOSTING COMPANY CULTURE

Companies that create a culture of volunteerism have been shown to boost employee morale, strengthen workplace atmosphere, and improve brand perception. A Deloitte survey of corporate volunteers reported 89% of respondents indicating they believe that companies who sponsor volunteer activities for their staff offer a better overall working environment than those who do not.



What an amazing opportunity to engage with purpose and disconnect from such a challenging year for all of us. I am thrilled to see amazing individuals working together... for the betterment of the people of Hong Kong. Please give our appreciation for the great organization to the HandsOn team.

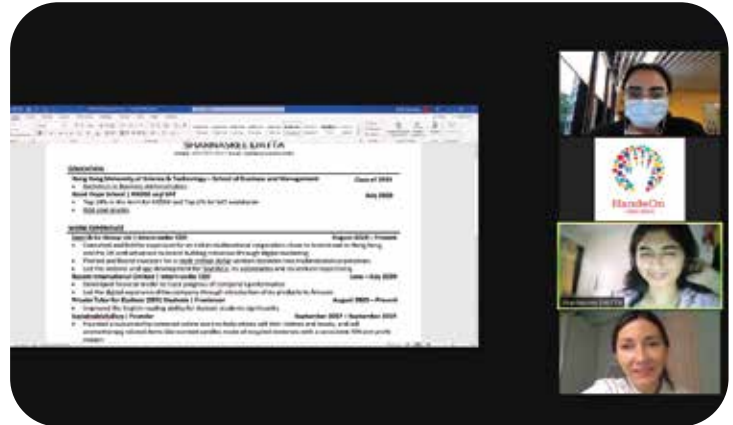
- Volunteer from Vans Footwear, VF

In 2018, HandsOn commissioned research firm Nielsen to conduct a study on the impact of corporate volunteering on productivity and the well-being of their teams:

- 94% showed greater appreciation for their employer when provided opportunities to volunteer
- 86% felt that corporate volunteer activities help to bind teams together
- 84% felt that corporate voluntary activities help to lift up employees' spirits
- 80% agreed that corporate volunteer programs help boost a sense of belonging to the company

IN PRACTICE

Moody's has partnered with HandsOn to serve the Hong Kong community for more than nine years. In 2020, Moody's volunteers leveraged their professional skills to support a group of university students from marginalized ethnic minority communities, working with Hong Kong Unison. HandsOn led a series of virtual sessions in Moody's volunteers provided students with career coaching, training in CV development and LinkedIn profile creation, interviewing skills and more--helping to prepare them to enter the job market.



Companies who partner with HandsOn Hong Kong to engage their employees in volunteering are providing a double benefit to the community. Their program fees enable their own service activity, while at the same time a portion is allocated to support HandsOn's free services to non-profit partners, making it possible to empower thousands of people to volunteer throughout the year.

The Career Exposure and Development Workshop was good and the volunteers' commitment is commendable. Many thanks to the HandsOn team for all the arrangements. Kudos to your team for handling this virtual program well.

Payal Biswas
Project manager, Hong Kong Unison

PARTNERS IN A PANDEMIC

Each of these organizations stood with HandsOn Hong Kong during the COVID-19 crisis in 2020. They made donations or held fundraisers to support our charity's relief efforts and programs for the community and many of them volunteered. Our heart-felt thanks goes to each of them.

ALLEN & OVERY



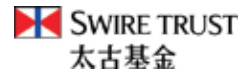
EVERSHEDS
SUTHERLAND



GEOX



HONG KONG
TATLER



FUNDRAISING & EVENTS



HONG KONG'S COMMUNITY SERVICE WEEK



SERVE-A-THON HONG KONG 香港義工節

SEPTEMBER 19TH - 27TH, 2020

At the time HandsOn Hong Kong staged its fifth edition of Serve-a-thon, the city was emerging from a third wave of the COVID-19 crisis. Volunteers remained vital as the demand on stretched non-profits continued to increase. Frontline charities were reporting a significant increase in the number of people needing physical and emotional assistance.

Hong Kong's community service week, Serve-a-thon, returned to the city from September 19th to 27th, uniting the city's volunteers in support of relief efforts and groups worst impacted by the pandemic.

We strongly believe that being part of efforts to help re-build Hong Kong, at such a challenging time, supported the well-being and connectedness of everyone involved.

MORE THAN 1,200 VOLUNTEERS IN ONE WEEK

During Serve-a-thon 2020, we saw 1,275 volunteers from across Hong Kong mobilized, giving their time at 108 activities—either in-person or “virtually” from their home or office. Virtual opportunities ranged from recording a story for a hospitalized child to sending gift cards to lonely elderly, and more. All in-person relief programs were developed in line with HandsOn Hong Kong Safety Requirements.

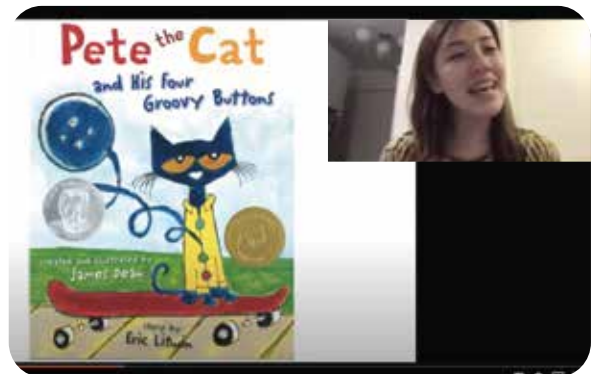
“

I think we've all felt the impact of COVID in our lives. As much as we can feel unhappy about the negatives in life, we can also take the time to reflect on how privileged we are. Once you have that mindset, it's a natural step to look for opportunities to help others, so that we can come back out stronger as a community.

Elaine Ho

HandsOn Hong Kong Volunteer

”



108 SERVICE ACTIVITIES
1,275 INDIVIDUAL VOLUNTEERS
2,978 VOLUNTEER HOURS

MORE THAN 21,000 PEOPLE IN NEED SUPPORTED



3,445 PEOPLE IN NEED SUPPORTED

27 LOCAL NON-PROFITS SERVED

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 so severely impacted. 27 non-profits participated in Serve-a-thon 2020, with their main drivers being to bolster their relief efforts and provide physical and emotional assistance to their service users.

“

During the pandemic, our centre was temporarily closed and our staff could only make check-in phone calls to the elderly to understand their needs. Joining Serve-a-thon when our centre reopened was such a good opportunity, as we were in need of volunteers to deliver daily necessities to isolated elderly with low mobility. With HandsOn's support, the elderly got to interact with others face to face, even for just a short period of time. This not only provided positivity and energy to the elderly, but also addressed their material and emotional needs.

Wing Choi

*Supervisor, The Neighbourhood Advice-Action Council
Shamshuipo District Elderly Community Centre*

”

26 COMPANIES GIVING THEIR TIME AND TALENTS

Hong Kong's business community stood with us to help make Serve-a-thon 2020 possible with 26 companies giving their support to the week of service. Most of these organizations put forward volunteer teams, with each volunteer giving time and showing they care by helping to provide social connection or physical relief assistance—or both. They spent time providing food assistance or hygiene items to destitute groups, creating educational videos for disadvantaged students and more.



“

At Allen & Overy we believe that by involving our staff, clients and alumni in community service, we can raise awareness of critical issues impacting our community and encourage meaningful change. HandsOn helps us to achieve this change through our participation in their volunteer activities. I encourage other organizations to support the Serve-a-thon and look forward to our continued partnership with HandsOn.

Catherine Husted

Head of Pro Bono and Community Investment, Allen & Overy Hong Kong

”

COMMUNITY CHAMPIONS:



Johnson & Johnson

MARRIOTT
BONVOY



COMMUNITY SUPPORTERS:

ALLEN & OVERY



GIBSON DUNN



HONG KONG RALLIES TOGETHER IN A CRISIS

Local non-profits have served as a lifeline for vulnerable groups affected by COVID-19—while at the same time charities themselves have been critically impacted and operating without most, if not all, of their usual funding sources. Acts of compassion and generosity have been seen across the community in support of the city’s non-profits. From families sharing their supply of masks, to stores donating sales proceeds to help relief efforts and corporate teams banding together to raise funds.

EMERGENCY NEEDS FOR LOCAL CHARITIES

When COVID-19 reached Hong Kong in early 2020, the HandsOn team immediately contacted each of our charity partners to understand their most critical needs.

We posted these emergency needs on the HandsOn website, in support of charities including **Habitat for Humanity**, **The Hub Children & Youth Centre**, **Yau On Lutheran Centre for the Elderly** and many others.

By the end of May, caring Hongkongers and corporate partners had helped our organization to **direct tens of thousands of emergency items to local charities**. These ranged from masks and sanitizer for families in subdivided flats, food for people with physical disabilities unable to leave home to toilet paper for elderly centers without supplies and more.



CORPORATE SUPPORT IN A TIME OF CRISIS

Although almost all HandsOn fundraising events and corporate programs were cancelled or postponed in 2020, we were able to serve immediate needs throughout, in large part due to the incredible support we received from companies. Donations from **CVC Philanthropy Limited**, **Citadel**, **Euroclear Bank**, **TA Associates**, **Wells Fargo**, **Yardi** and others (see page XX), enabled HandsOn to run more than 2,000 relief programs in the first year of the pandemic. Partners such as **Bloomberg** trusted us to convert our service program fee into funding support for our work.

Although colleagues were physically separated, the will to help was strong amongst Hong Kong teams. Staff from **Schneider Electric** staged their own online fundraising initiatives in support of HandsOn relief efforts, with donations matched through the company’s respective CSR initiatives.

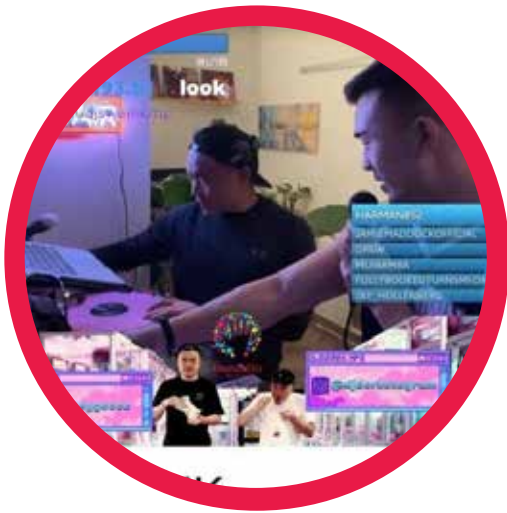


SHOPPING AND DINING FOR GOOD

The impact of COVID-19 on Hong Kong's galleries, retail outlets and restaurants has been acute. And yet many groups reached out to the city's non-profits at a time they too were suffering.

The art gallery **White Cube** and the artist **Harland Miller** released a limited edition print—'Who Cares Wins'—to raise £1.25m to support organizations safeguarding people impacted by the virus, including HandsOn Hong Kong. The **HK Art Gallery Association** staged UNSCHEDULED, bringing local galleries together to re-energize Hong Kong's art scene, with part of ticket sales proceeds supporting HandsOn support efforts.

The leading brand distributor **Bluebell Hong Kong** joined forces with their Italian brands to donate 10% from retail sales in May, to help HandsOn secure essential hygiene kits for communities in need. In March, the **Four Seasons** donated all proceeds of sales from two signature dishes at their Michelin-starred restaurants to support HandsOn relief programs.



CARING FOR WELLBEING AND THE COMMUNITY

With so many people suffering the effects of isolation, loneliness and distancing, events that unite the community are critical. A number of these Hong Kong initiatives have gone a step further by also supporting the city's most vulnerable, and the charities that serve them.

Gluestick Entertainment brought music-lovers together for a two-day live-stream event featuring twelve artists, each raising funds to support Hands On Hong Kong relief efforts. DJs **Dave Swei** and **Derek Chung** also united people through a live-stream show supporting our work, "Rock The Bells: The Giveback".

Hong Kong Players wrote a play for Zoom with all proceeds from 'The Corona Monologues' ticket sales aiding HandsOn community efforts. The **PURE Yoga** team also hosted their online meditation event, "Meditate as One" in support of our charity.

SPIRIT OF HONG KONG AWARD FOR BEING A HANDS-ON TEAM

The annual Spirit of Hong Kong Awards, co-organized by the South China Morning Post and Sino Group, shine a light on Hong Kong's unsung heroes. The Awards highlight stories of community contribution, self-sacrifice, innovation for good and more—with each category celebrating the goodwill and civic awareness of caring Hongkongers. The 2020 Awards focused on individuals and groups that rallied to support the community during the COVID-19 crisis.



The HandsOn team was nominated in the Teamwork category by our long-time non-profit partner, the Good Neighbour Network, which serves Hong Kong's chronically ill elderly.

After being shortlisted in the Summer, we were overjoyed to learn in November that HandsOn had been awarded **The Spirit of Teamwork Award**. This special recognition of our team's efforts, demonstrating the true spirit of Hong Kong by continuing to support community needs through challenging times, was an incredible honour for us. The fact that it was the teamwork award was icing on the cake!

SEEKING RELIEF FOR THE NON-PROFIT SECTOR IN A TIME OF CRISIS

In the early months of 2020, HandsOn Hong Kong's Executive Director Sue Toomey joined forces with other nonprofit women leaders to form a volunteer taskforce seeking relief for the city's NGO community. Our sector had faced unprecedented challenges throughout the COVID-19 crisis, and the people and needs that we collectively serve were suffering the worst as a result.

The taskforce successfully appealed to the government for its relief funds to be extended to Hong Kong's registered nonprofits. Across the sector, NGO leaders were grateful for the government's inclusive Employment Support Scheme announced on 8th April, which provided much-needed funding relief to charities and businesses alike.

The taskforce also devoted time to publishing an Open Letter to the city's funders, with 170+ signatories from charities across Hong Kong, and hosted a series of discussions with funders and nonprofit organizations. The aim was to strengthen partnerships based around trust, flexibility and understanding as we all worked through the crisis together, to rebuild Hong Kong for the better.



SPECIAL THANKS

We would like to express our gratitude to the following individuals, foundations and organizations for being part of the relief efforts with HandsOn Hong Kong through donations, grants and the provision of pro bono services in 2020.

- Alison Tsoi
- American Chamber of Commerce in Hong Kong
- Amy Fung
- Asian Charity Services
- Black Isle Global
- Calvin Cheng
- Central Minds
- Chinese International School
- Chris
- Christina Chong
- CTgojobs
- Dale Carnegie
- Drs Richard Charles and Esther Yewpick Lee Charitable Foundation (Margaret & Gladys)
- Emily Woodward
- Empact
- Eva Kwok
- Evelyn Mak
- Eversheds Sutherland
- Foundation for Shared Impact
- Gluestick
- Henry Hui
- HKEX Foundation
- Hogan Lovells
- Hong Kong Art Galleries Association
- Hong Kong Council of Social Service
- Ikea
- Jack Ng and Associates
- James Man
- John Ko
- JPMorgan
- Kara Cheung
- Knowmium
- Ladies Recreation Club
- Lan Kwai Fong Group
- Liza Rosen
- Macquarie
- Medecins Sans Frontieres
- Neuberger Berman Foundation
- New world development
- Nu Skin
- On the List
- Points of Light
- Re-mask
- Recruit4Good
- Retycle
- Richard Payne
- Sanday Chongo Kabange
- Sandpiper
- Schneider Electric Foundation
- SCMP
- Stephenson Harwood
- Susanna Lee (Amex)
- T.Rowe Price
- The American Club Hong Kong
- The Hong Kong Jockey Club Charities Trust
- Tom Raggett
- Vera Ruttonjee Desai Charitable Fund
- Wai Leung Tang
- Wantedly HK
- Zurich Insurance Hong Kong

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



OUR TEAM & ACKNOWLEDGEMENTS



OUR BOARD OF DIRECTORS

Shaun Bernier

- Founder and Chair of the Board

Alexander de Laiglesia

- Vice Chair of the Board (until September)

Ann Chu

- Vice Chair of the Board (from September)

Board Members

Allan Song (from November)

Clinton Yang

Katherine Creedon (until November)

Kathy Kukreja

Nancy Hong (from November)

Sam Lau (until November)

OUR TEAM

Bixian Lin

- Program Manager

Bindiya Rupani

 (until January)

- Part-time Communication Manager

Brian Lee

 (from November)

- Digital Executive

Bonnie Ho

- Office Manager

Catherine Dannaoui

- Associate Director

Ivy Tse

- Assistant Program Manager



Lisa Lam

- Director of Development & Corporate Partnerships

Monique Yau

- Program & Events Officer

Rachel Wong (from October 2020 to January 2021)

- Assistant Program Manager

Sophy Lai

- Associate Program Director

Sue Toomey

- Executive Director

Wing Yi Lee


- Program Administrator

Yung Wai Ling

- Part-time Accountant

OUR 2020 FINANCIALS



 twopresents

Hong Kong SAR

Pay HANDS ON HONG KONG

21 09 2020
Day Month Year

HK dollars Three thousand dollars

HK\$ 3,000.00

For and on behalf of
TWOPRESENTS LIMITED

KARINA LAM   

FUNDING MODEL

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.

FINANCIAL STATEMENT 2020

Income and expenditure account (HK\$) for the period of 1st January to 31st December 2020¹⁴. This financial summary is based on audited financial statements, which are available upon request.

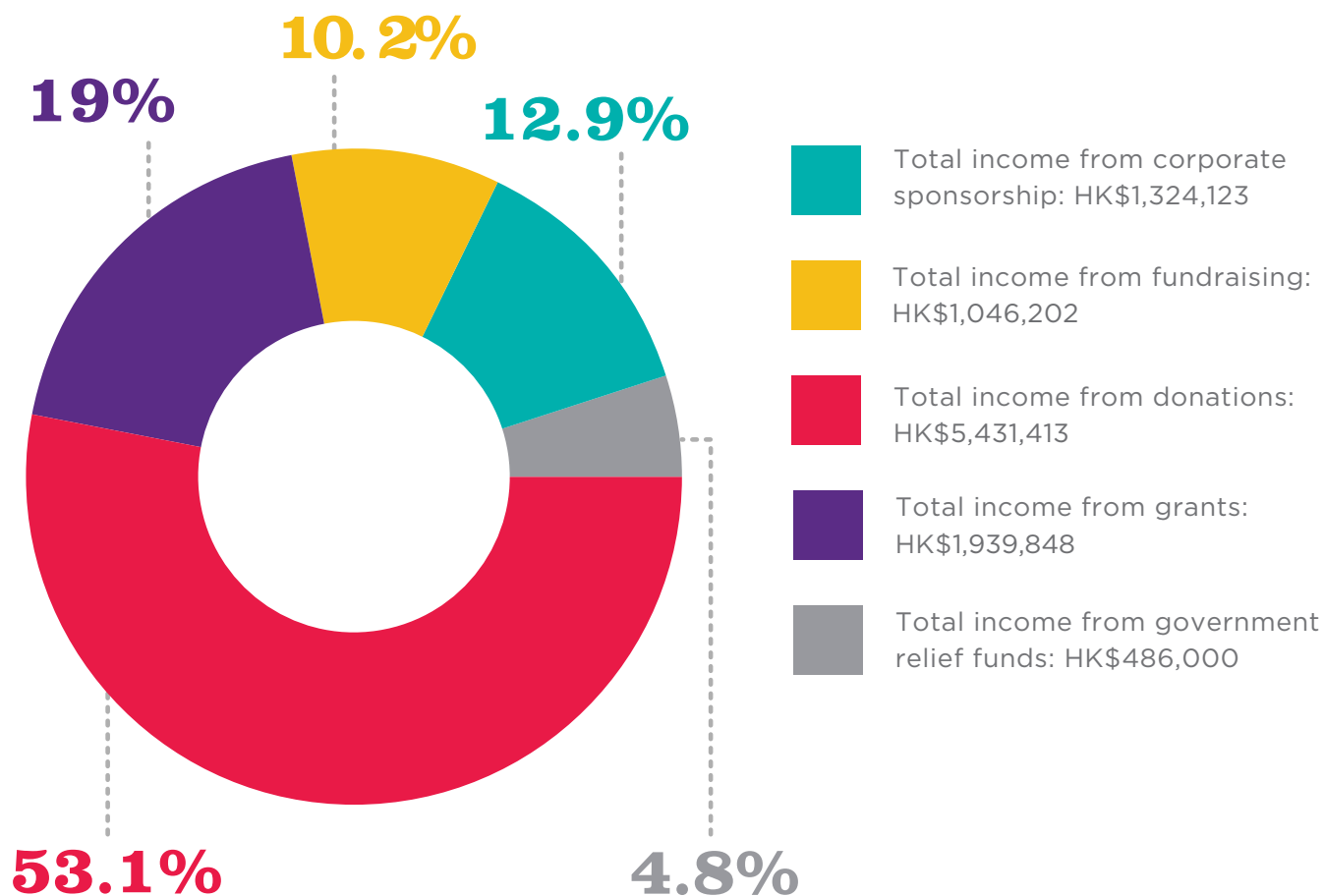
Statement of income and expenditure for the period from 1st January to 31st December 2020:

Income	HK\$	Program expenditure	HK\$
Corporate sponsorship	1,324,123	Insurance	86,905
Fundraising	1,046,202	MPF contribution	109,298
Donations	5,341,413	Rent and rates	349,336
Grants	1,939,848	Operational costs	2,445,170
Interest income	99	Salaries and wages	2,565,987
Other income	486,000	Shipping and delivery	1,116
Total income	10,227,685	Stationery and printing	1,257
		Travelling	5,230
Expenditure		Utilities	31,348
Administration expenditure		Total program expenditure	5,595,647
Audit and consultant fee	10,000	Fundraising expenditure	
Bank charges	4,312	Insurance	9,311
Dues and subscriptions	13,218	Marketing	115,027
Entertainment	4,574	MPF contribution	16,182
Exchange loss	4,038	Operational costs	143,296
Insurance	7,242	Rent and rates	37,429
Legal and professional fees	985	Salaries and wages	567,079
MPF contribution	17,000	Shipping and delivery	119
Office expenses	59,448	Stationery and printing	135
Other general office expenses	71,669	Travelling	560
Rent and rates	29,111	Utilities	3,359
Salaries and wages	478,240	Total fundraising expenditure	892,497
Staff training	51,448	Total expenditure	7,242,675
Stationery, printing and delivery	198		
Telecommunication and utilities	2,612		
Travelling	436		
Total administration expenditure	754,531		

¹⁴ Salary, rent, utilities and travel are apportioned in this financial statement.

FINANCIAL OVERVIEW 2020

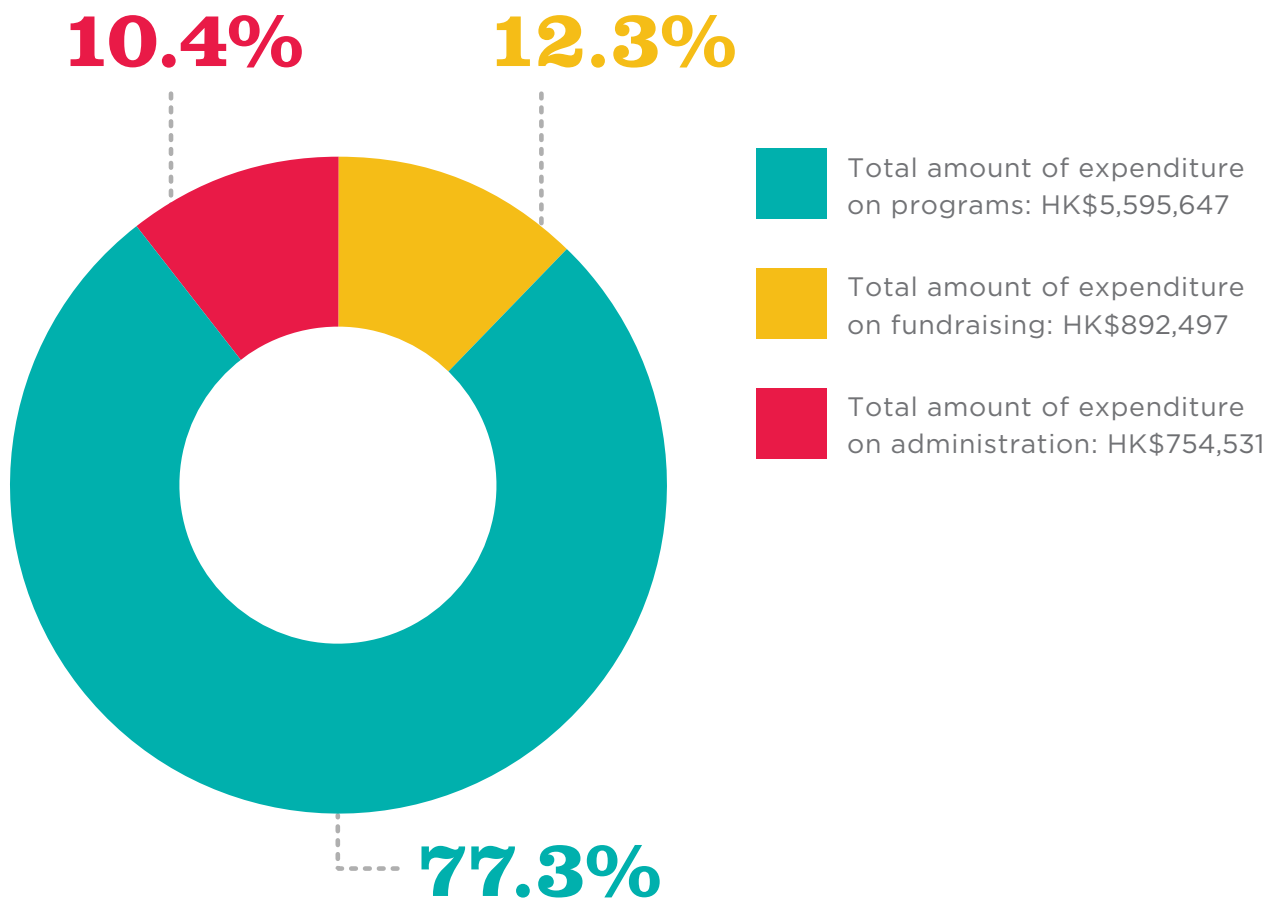
INCOME¹⁵



Total Income: **HK\$10,227,586**

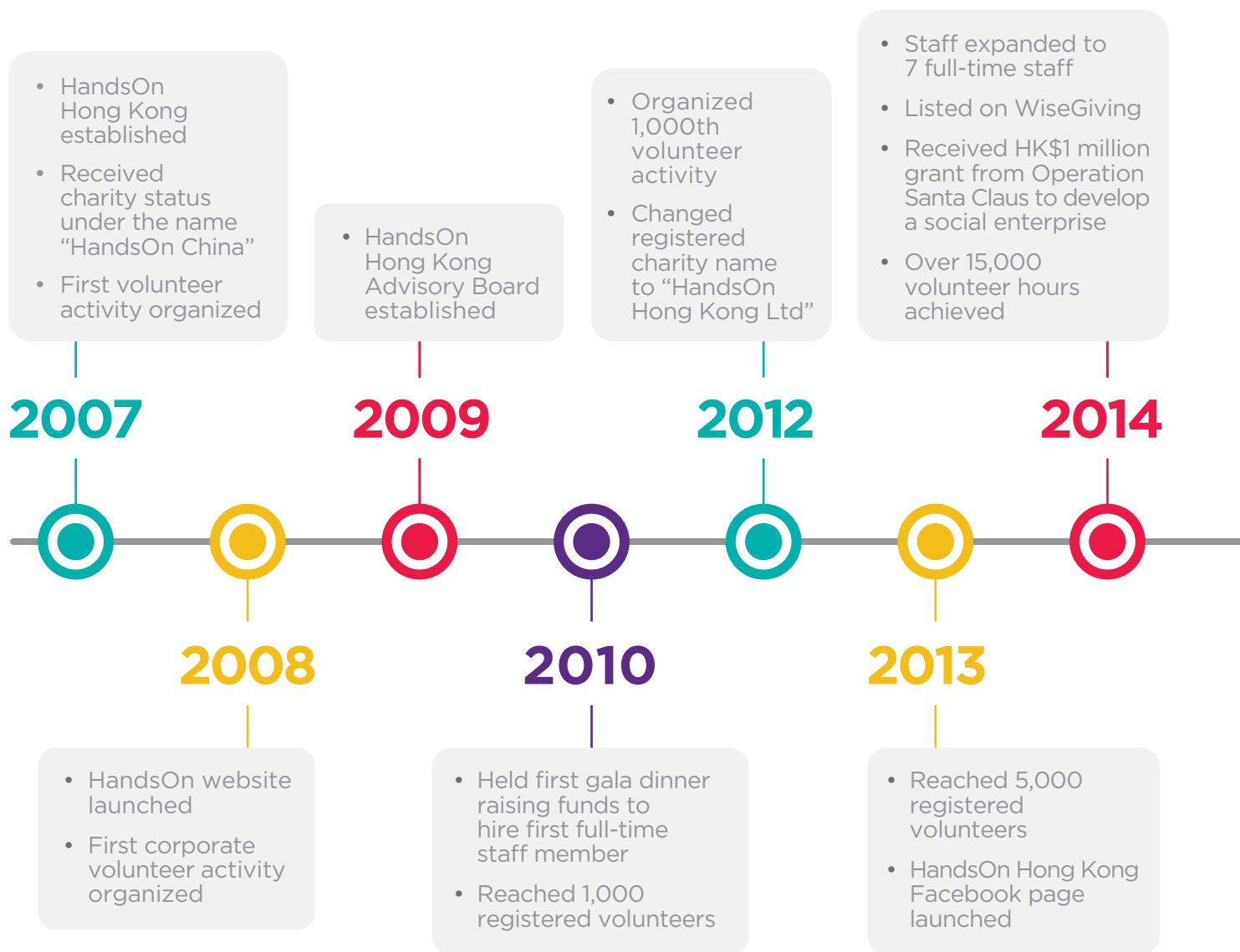
¹⁵ For the purpose of this pie chart "interest income" of HK\$99 has not been included.

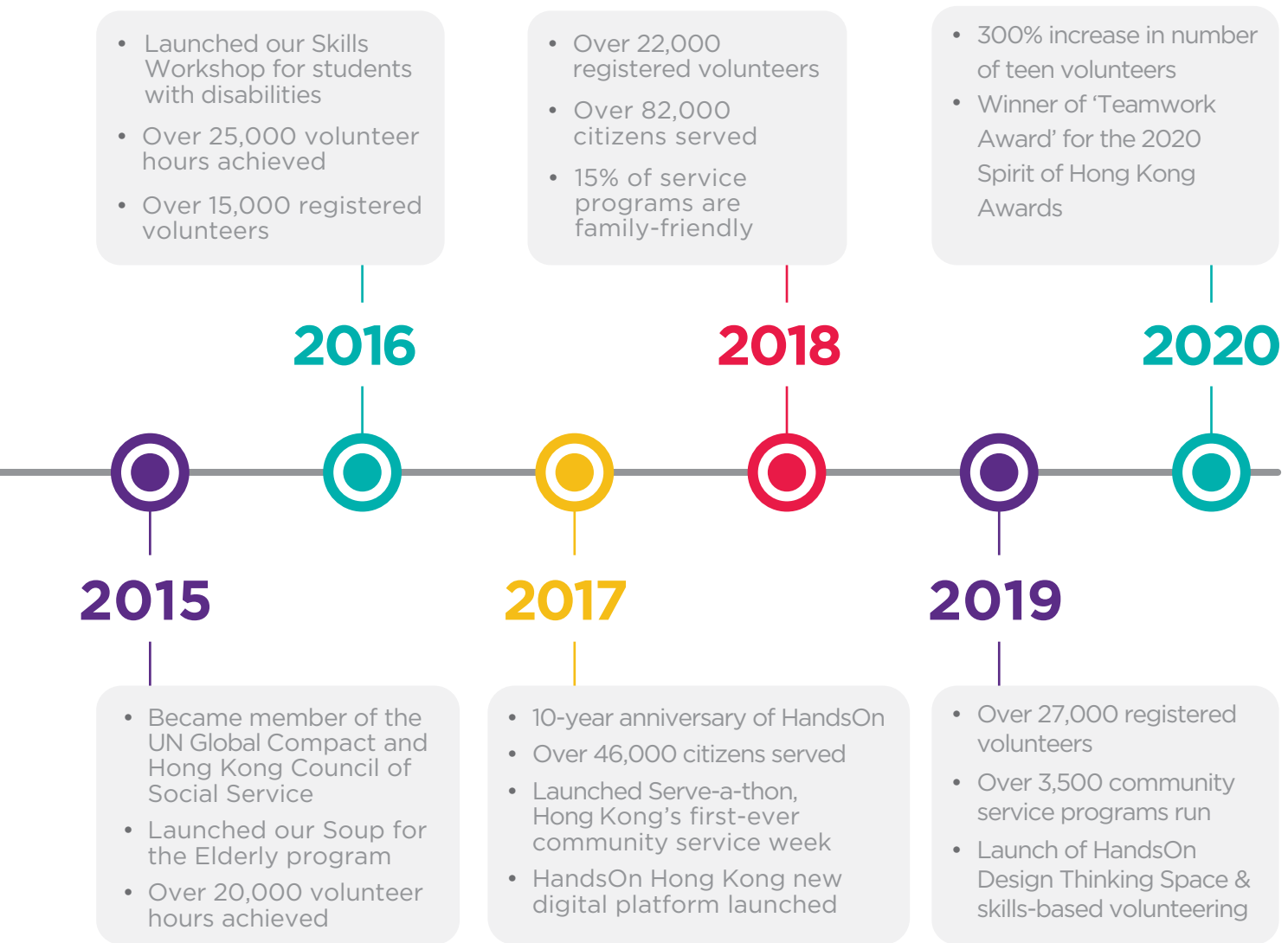
EXPENDITURE



Total Expenses: **HK\$7,242,675**

OUR MILESTONES





The HandsOn team and their volunteers have played a critical role in supporting the elderly we serve during the COVID-crisis. To help combat the loneliness, isolation and lost-income experienced by so many of our service users, HandsOn launched a 'check-in phone calling' program and a Care Package delivery program for food and relief items. Both of these programs made a profound difference in the lives of the recipients, with one elderly gentleman telling us the first conversation he had had in weeks was with a HandsOn volunteer

Brian Cheung

Director

United Christian Nethersole Community Health Centre

“Be the Change. Volunteer.”