



2020
Annual Report

To Our Ohana

This report represents a first in many ways. It's our first annual report to share our progress and impact with our community. Although it is our 20th year of operations, this is the first year in our new Kalihi warehouse, a 13,000-square-foot facility where our customers can safely come to pick up their order, every week, year round, after shopping for the food they need at our online grocery store. But most significant, this past year was the first time we all experienced a global pandemic and the effect on the people and economy of Hawaii has been both staggering and heartbreaking. Our work has never felt more urgent.

A recent study by University of Hawaii at Manoa College of Social Sciences showed that 48% of Hawaii families experience food insecurity. This is a dramatic increase over previous pre-pandemic years and in 2020, it was reported that Hawaii had among the highest projected rates of child food insecurity (CFI) in the nation.

This year has taught us the power of community and resilience. We reopened our doors on April 1, 2020, at the height of the pandemic, and because of the support of our food partners, volunteers, and donors, we could quickly respond to the rising hunger crisis and provide consistent and reliable access to nutritional and fresh food with dignity and aloha.

This past year may have been the first for many things, but it was not the first time we have felt grateful for our ohana. Our ability to serve our community over the past 20 years has only been possible with the generosity of many people, businesses, partners, and organizations. We couldn't have done it without you.

Looking forward, your support remains critical to realizing our vision of being a model for food security and sustainability in Hawaii. We know that working together, we can continue to provide easy access to quality, healthy food for free—so no one in our community goes hungry.

With much aloha,



Jennine Sullivan
Executive Director



Greg Rice
Chairman of the Board



Our Mission

Address Oahu's hunger crisis by providing consistent and reliable access to nutritional food



Our Vision

Be a model for food security and sustainability in Hawaii.



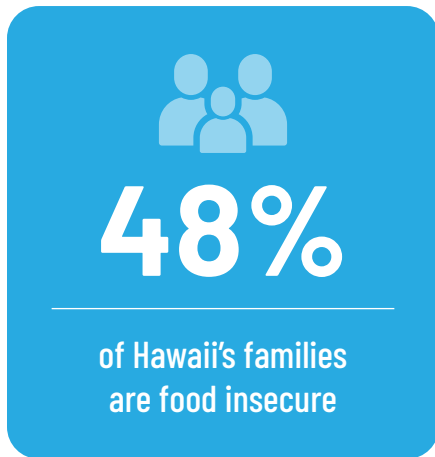
About Us

The Pantry, by Feeding Hawaii Together, is the only e-commerce food pantry in the country operating weekly, year-round, to provide free, nutritious food to the families of Hawaii. For over 20 years, we have been serving our Oahu community with a "grocery store style" experience so customers can choose the food they want, when they need it, ultimately eliminating food waste. By developing innovative ways to provide quality, healthy food for free—so no one in our community goes hungry—The Pantry has become one of Hawaii's largest food distribution services addressing the urgent issue of food insecurity.

The Need

Rising to the challenge mid-pandemic

Due to COVID-19, the number of people in need of food assistance in Hawaii hit staggering levels. A March 2021 University of Hawaii study found that 48% of Hawaii families with children are experiencing food insecurity. The same report showed that 76% of families who reported very low food security had lost employment income due to COVID-19. This crisis is far from over as our economy struggles to recover.




“My heartfelt gratitude for the food assistance. It has been a godsend during this difficult time. My grandkids are usually at my house every day and I have a few of them living with me. Now I won't have sleepless nights worrying about whether they are hungry or not.”

- Renita E.



2020 Impact

Nourishing our Neighbors



23,648+

Households served



77,980+

Individuals served



1,491,251+


Pounds of food distributed between April-December

Food Distribution Breakdown

Food Item	Pounds	% of total
Fresh produce	419,844	28%
Dry goods	436,733	29%
Milk / eggs / bread	270,785	18%
Other, including rescued food	363,888	24%
Total	1,491,251	



Since reopening on April 1, 2020 we have...



Accepted new clients

every single day



Distributed food to the public every week on

Tuesday, Wednesday, Friday



Worked alongside

686 volunteers

Thank you to our partners & donors

Food Partners



Financial Donors

Donations \$5,000 or more received in the calendar year of 2020

- A-1 A-lectrician, Inc.
- A&I Refrigeration
- Aloha United Way
- Atherton Family Foundation
- Bacon Universal
- Big Island Scrap Metal
- Choice Fence
- City and County of Honolulu, Dept. of Community Services; Grant-In-Aid
- Community Development Block Grant (CDBG)
- Design Eight LLC
- Dynamic Planning & Response LLC
- First Foundation Inc.
- “Supporting Our Communities”
- First Hawaiian Bank Foundation
- First Presbyterian Church of Honolulu
- Friends of Hawaii Charities
- Foundation of the Rotary Club of Honolulu
- G70
- Harold K.L. Castle Foundation
- HEI Charitable Foundation and Hawaiian Electric
- HI State Grant-In-Aid; Department of Community Services
- Joyce Timpson & Associates, Inc.
- McInerney Foundation
- Ocean Blue Hawaii LLC
- Pettus Foundation
- Planning Solutions, Inc.
- ProService
- Schwab Charitable Fund
- Solid Rock Group
- Spectrum Enterprise
- Subzero Contractors
- The City & County of Honolulu Coronavirus Relief Fund administered by the Hawai'i Community Foundation (HCF)
- The Clarence T. C. Ching Foundation
- The GIFT Foundation
- Trans Air Interisland Airways
- Word of Life Christian Center

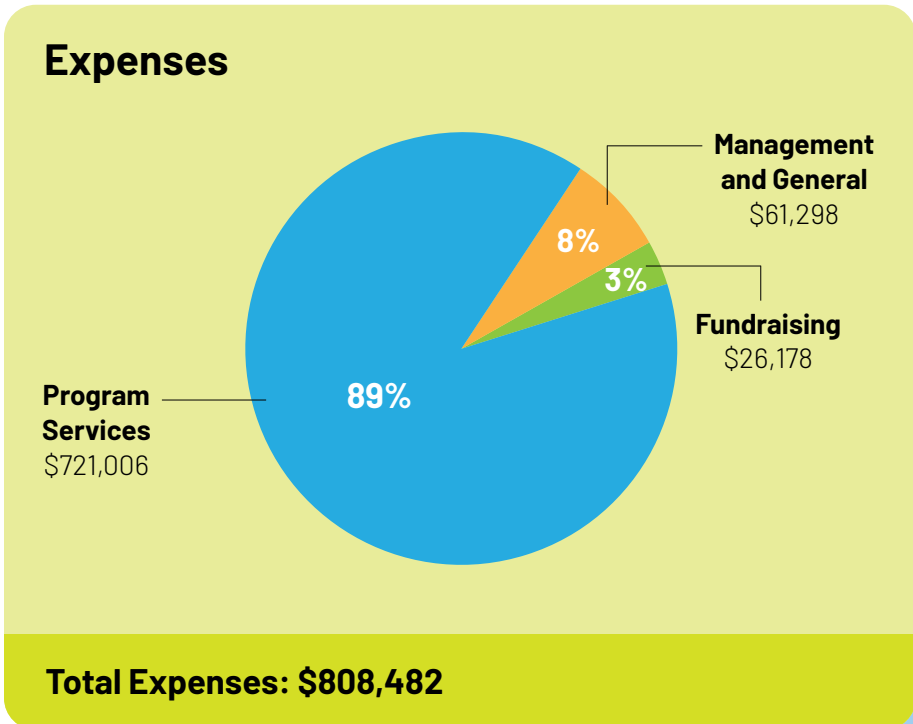
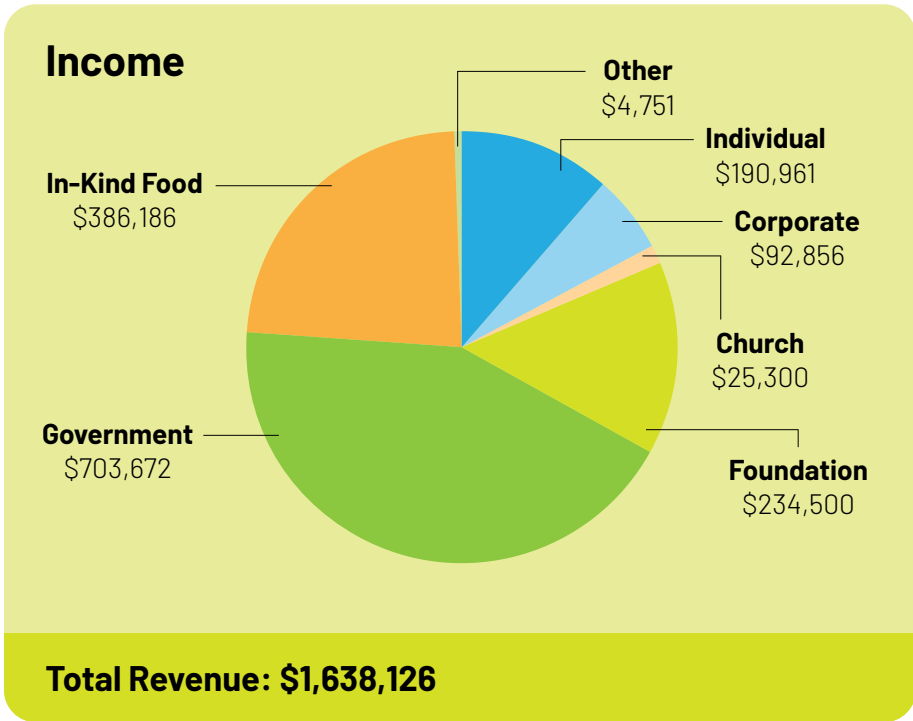
“The Pantry has helped me so much during the pandemic. The process of finding out if I qualify was quick and easy and the online shopping experience is very nice. I was able to just order what I needed and the fresh food made me so happy!”

- Christine L.



Financials

Thanks to the generous support of our donors, The Pantry was able to provide healthy meals to more than **77,980** individuals on Oahu.



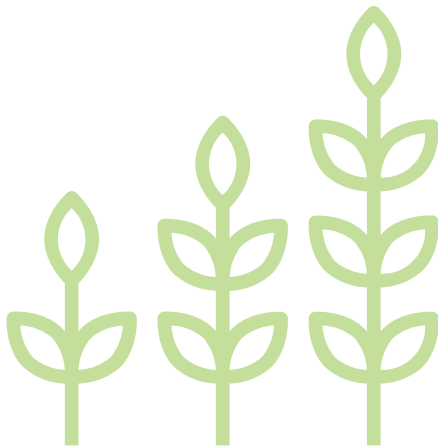
“We were proud to support and partner with The Pantry through our “Aloha for Hawaii” campaign which generated \$24.5 million in takeout purchases for struggling restaurants and a \$1 million donation from our First Hawaiian Bank Foundation to non-profits assisting those affected by the pandemic. As the demand for free food services hit an all-time high in Hawaii, The Pantry was able to meet the need with an easy-to-use online grocery store and weekly contactless pickups. We appreciate the great work they’re doing to help those struggling with food insecurity on Oahu.”

- Cameron Nekota, President, First Hawaiian Bank Foundation



2021 Goals

As we look ahead at 2021, we are focused on a few key areas of growth.



Improving The Pantry app

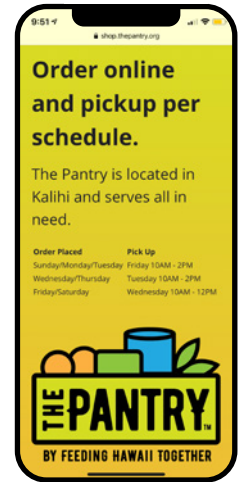
Continue to improve our online shopping experience by adding new features that allow customers to schedule contactless pick up and get nutritional information, as well as providing more critical analytical data for The Pantry to better serve our communities in need.

Partnering with local farmers

Expand our partnerships with local farmers so we can diversify and increase the amount of fresh produce and essentials like eggs, milk, and meat that we offer.

Expanding nutritional education

Create nutrition education resources to share with the community as part of the services we provide.



New and improved online experience

Board of Directors

Officers

Greg Rice, Chair, Joined '09
 Founder/Owner of Solid Rock Group/
 Solid Rock Advisors; International
 RE firm (founded FHT)

Gill Berger, President, Joined '11
 First Foundation Bank

**Joyce Timpson, Vice President,
 Joined '11**
 Ocean Blue Hawaii, Director of Strategy

Chris Anjo, Treasurer, Joined '21
 Vice President of Commercial Banking
 at First Hawaiian Bank

Larry Kantor, Secretary, Joined '20
 Director of Real Estate, Hawaii,
 Solid Rock Advisors

Directors

Craig Chong, Joined '20
 Owner, Fresh Leadership, Business
 Development, Leadership Training

Candis Chang, Joined '20
 Executive Pastor at Word of Life

Peter Kang, Joined '20
 Developer, Entrepreneur

Francis Oda, Joined '15
 Owner/Founder/Chairman of G70
 International Architecture and
 Design firm

Jesse Smith, Joined '20
 Attorney at Yamamoto Caliboso

Steve Sue, Joined '20
 Social venturer and Chairman of
 Chairman of Bizgenics Foundation

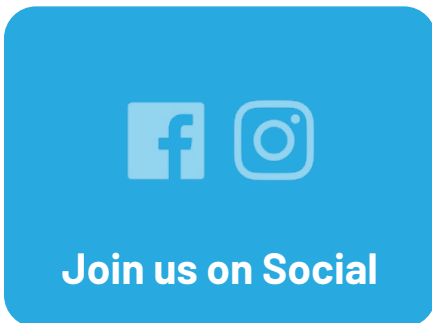
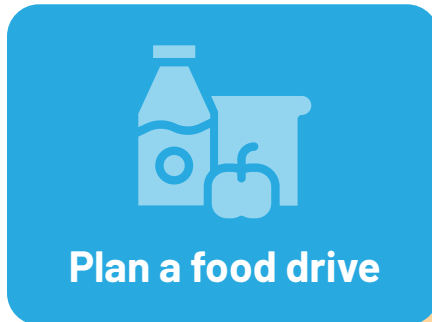
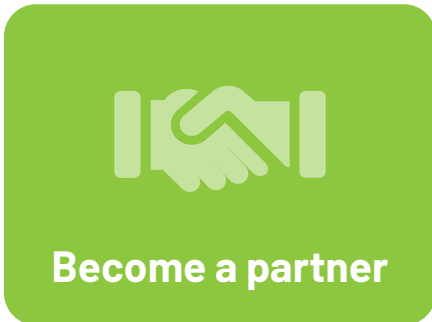
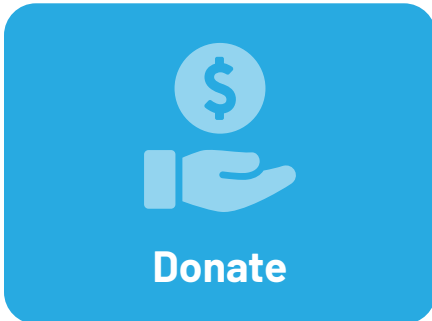
Dean Wang, Joined '21
 Partner at Luminare Law

Valerie Wang, Joined '20
 Entrepreneur, Management at
 Kaiser Permanente

Paulette Wo, Joined '20
 Advocate, Volunteer

Paul Zukunft, Joined '21
 Retired United States Coast Guard
 admiral who served as the 25th
 Commandant of the Coast Guard

How you can help



“I’ve been volunteering with The Pantry for over a year as the demand has grown through the pandemic. Being able to help when so many people have needed food, sometimes for the first time, keeps me coming back. With their online shopping site, The Pantry makes it easy for people to get good, healthy food when they need it, from fresh produce and eggs to other essentials. It’s been awesome to be a part of such a great organization.”

- Bruce P.



Visit us at ThePantry.org to learn more.