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.

48% of Hawaii’s families are food insecure

1 in 3 Children are hungry

“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

Households served 23,648+
Individually served 77,980+
Pounds of food distributed between April-December 1,491,251+

Food Distribution Breakdown

<table>
<thead>
<tr>
<th>Food Item</th>
<th>Pounds</th>
<th>% of total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fresh produce</td>
<td>419,844</td>
<td>28%</td>
</tr>
<tr>
<td>Dry goods</td>
<td>436,733</td>
<td>29%</td>
</tr>
<tr>
<td>Milk / eggs / bread</td>
<td>270,785</td>
<td>18%</td>
</tr>
<tr>
<td>Other, including rescued food</td>
<td>363,888</td>
<td>24%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1,491,251</strong></td>
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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.
McInerny 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.

## Board of Directors

<table>
<thead>
<tr>
<th>Officers</th>
<th>Directors</th>
<th>Directors</th>
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<tbody>
<tr>
<td>Greg Rice, Chair, Joined ’09 Founder/Owner of Solid Rock Group/Solid Rock Advisors; International RE firm (founded FHT)</td>
<td>Craig Chong, Joined ’20 Owner, Fresh Leadership, Business Development, Leadership Training</td>
<td>Steve Sue, Joined ’20 Social venturer and Chairman of Chairman of Bizgenics Foundation</td>
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<tr>
<td>Gill Berger, President, Joined ’11 First Foundation Bank</td>
<td>Candis Chang, Joined ’20 Executive Pastor at Word of Life</td>
<td>Dean Wang, Joined ’21 Partner at Luminate Law</td>
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<tr>
<td>Joyce Timpson, Vice President, Joined ’11 Ocean Blue Hawaii, Director of Strategy</td>
<td>Peter Kang, Joined ’20 Developer, Entrepreneur</td>
<td>Valerie Wang, Joined ’20 Entrepreneur, Management at Kaiser Permanente</td>
</tr>
<tr>
<td>Chris Anjo, Treasurer, Joined ’21 Vice President of Commercial Banking at First Hawaiian Bank</td>
<td>Francis Oda, Joined ’15 Owner/Founder/Chairman of G70 International Architecture and Design firm</td>
<td>Paulette Wo, Joined ’20 Advocate, Volunteer</td>
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<tr>
<td>Larry Kantor, Secretary, Joined ’20 Director of Real Estate, Hawaii, Solid Rock Advisors</td>
<td>Jesse Smith, Joined ’20 Attorney at Yamamoto Caliboso</td>
<td>Paul Zukunft, Joined ’21 Retired United States Coast Guard admiral who served as the 25th Commandant of the Coast Guard</td>
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New and improved online experience
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.