



20 YEARS OF GIVING



PandaCares. | 2019 ANNUAL REPORT

ANNUAL GIVING THROUGH PANDA EXPRESS





Panda Cares

OUR VISION

EMPOWER YOUTH TO LEARN, LEAD AND THRIVE
FOR BETTER LIVES.



OUR MISSION

PANDA CARES BRINGS HOPE TO YOUTH IN NEED.
OUR PURPOSE IS TO SERVE THE HEALTH AND EDUCATION NEEDS OF
UNDERSERVED YOUTH AND TO FOSTER THE SPIRIT OF GIVING.

A LETTER FROM OUR CO-FOUNDER, CO-CHAIR AND CO-CEO

As we wrap up another milestone year of Panda's commitment to inspiring better lives, I am proud of the work that Panda Cares has done for the underserved youth of our communities in the past 20 years. Panda Cares was established in 1999 as the philanthropic arm of Panda Express, allowing us to share our blessings with the communities who have helped Panda thrive by providing food, funding, volunteer services and disaster relief efforts. Thanks to the unwavering support of our guests who donate their change at their local Panda Express every day, we have made a difference in the lives of over 13 million youth.

Panda Cares' mission is to give back to underserved youth of our communities via Health and Education. We believe young people need a healthy body and mind, as well as balanced learning tactics, and so we focus on supporting youth through our **"Whole Person Approach."** As a part of our Health initiative, we fund programs at children's hospitals to support young patients by creating spaces that allow children to focus on the whole person paradigm: Mental, Spiritual, Social/Emotional, and Physical Growth. Our evolving Education programs help students from elementary school through college to grow intellectually and become future leaders through the whole learner approach: Character Building, Academic Success and College Access & Success.

Panda Cares is not only a way to serve the community, but a way to inspire our associates in the value of giving. As we enter 2020 and beyond, our long-term vision is to build strong communities and foster the growth of our young leaders. Together with our guests, associates and partners, Panda will continue to positively impact the lives of youth throughout the country.

THE WHOLE PERSON APPROACH



Peggy Cherng

Dr. Peggy Cherng

Co-Founder, Co-Chair and Co-CEO, Panda Restaurant Group, Inc.

OUR FOCUS: HEALTH

Our goal is to encourage hope and healing by funding specially curated programs where children are enriched through therapeutic play, art therapy, meditation and counseling services accessible through the Panda Cares Center of Hope at their local children's hospital. These activities address each child's entire well-being in the following four dimensions:



MENTAL

Mental health support provides an “escape” from medical treatment where patients can enjoy playing with others and access a library wall or a quiet space to catch up on homework.



SPIRITUAL

Patients and their families receive **spiritual** support through pastoral care, meditation, and counseling services.



SOCIAL/ EMOTIONAL

The **social/ emotional** dimension helps reduce stress and encourages self-expression through various programs such as art, pet & music therapy.



PHYSICAL

Children receive **physical** therapy to improve motor skills and learn through therapeutic play.

2019 HEALTH IMPACT

Panda Cares is passionate about supporting non-profit organizations that align with our four-dimension philosophy. Through our partnership with Children's Miracle Network Hospitals (CMNH), Panda has helped more than 10 million children find courage, strength and passion to thrive. Looking forward, we plan to establish **Panda Cares Center of Hope Programs** in every Panda-supported CMNH hospital to ensure that children across the nation receive the care they need to learn, lead and thrive.



IN 2019 WE SUPPORTED...



131 Children's Hospitals
in the U.S. by donating
\$25.8 Million



“DURING MY TREATMENTS, IT'S IMPORTANT FOR ME TO HAVE A PLACE TO FEEL LIKE MYSELF AGAIN AND DO THINGS I LOVE. ONE OF MY FAVORITES IS MAKING EVERYONE LAUGH BY PERFORMING MY IMPROV ACT. THE PANDA CARES CENTER OF HOPE GIVES ME A PLACE TO BE MYSELF WHILE I RECOVER. EVEN THOUGH I'M IN A CHILDREN'S MIRACLE NETWORK HOSPITAL GETTING THE BEST CARE POSSIBLE, I WANT TO DO THE THINGS THAT EVERY OTHER KID GETS TO DO. WITH THE HELP OF PANDA EXPRESS, I CAN!”

Audrey

CMNH patient, neuroblastoma cancer and a rare form of scoliosis

OUR FOCUS: EDUCATION

Panda Cares believes all youth deserve an opportunity to succeed, regardless of their family's socioeconomic status. We help fund programs that focus on character building, academic success as well as college access and success for underserved students across the nation.



1 CHARACTER BUILDING

Support teachers and staff to prepare students for academic achievement, as well as physical, social, emotional, and identity development.



2 ACADEMIC SUCCESS

Prepare every student with the basic skills to succeed with programs focused on expanding literacy, creativity, critical thinking and leadership.



3 COLLEGE ACCESS AND SUCCESS

Provide college advisors to commit to one-on-one attention to students and increase the number of students that graduate from high school and enroll in college. Help high school graduates build a fulfilling life by equipping students with the knowledge, resources and funding needed to graduate from college.



“I APPRECIATE THE AMOUNT OF TIME THAT THE COLLEGE ADVISOR, MS. LOPEZ, PUTS INTO HELPING STUDENTS LIKE ME BECAUSE WITHOUT HER, I'D BE HAVING TROUBLE WITH MY COLLEGE APPLICATIONS. WITH HER SUPPORT, I FEEL LIKE MY GOAL OF BEING THE FIRST PERSON IN MY FAMILY TO GO TO COLLEGE WILL BE ACHIEVED.”

Ives

High School Senior supported by College Advising Corps

2019 EDUCATION IMPACT



102,091

books
donated



31,241

hours of elementary
school student
tutoring



86,989

students served
by college
advisors



1,315

scholarships
granted

Over 1.4 Million Students Supported

EDUCATION PARTNERS

In order to help underserved students navigate through their education journey, Panda Cares partners with the following organizations:

LeaderinMe®



Reading
Is Fundamental

College Advising Corps



The Jackie Robinson
Foundation



SHARING OUR BLESSINGS

2019 IMPACT

ASSOCIATE GIVING

Associate Giving Campaign

Over 87% of Panda's restaurant managers and above as well as Support Center associates nationwide participated in our annual Associate Giving Campaign by donating a portion of their paychecks to their local Children's Miracle Network Hospitals.



\$683,210 donated by Panda Express associates during the Associate Giving Campaign

"WE ARE SETTING THE FOUNDATION FOR THE NEXT GENERATION."

Tamera Jones

Counter Help, East Texas Region

PANDA LEADERS CONFERENCE

At our biennial Panda Leaders Conference in San Francisco, CA, Panda's Associates came together in the spirit of giving and raised funds for the local Boys & Girls Club of San Francisco and UCSF Benioff Children's Hospital.



\$169,665 raised during the Leaders Conference

GUEST GIVING

In-Store Donation Program

With the contributions of Panda Express Guests who donate their change to the year-round In-Store Donation Program, Panda Cares serves the Health and Education needs of underserved youth, and disaster relief efforts during times of need. Every time a Guest donates, the Bell of Hope is rung in Panda Express restaurants nationwide, symbolizing a child who is given the opportunity to learn, lead and thrive for a brighter future.

\$51 Million+ raised by Panda Express Guests



BUSINESS PARTNER GIVING

Annual Charity Golf Invitational

Our golf tournament is an opportunity for our business partners and Panda associates to come together and give back to the community. We celebrated our 21st Annual Charity Golf Invitational with a day of golfing, raffles and auctions to raise funds for Children's Hospital Los Angeles, pediatric divisions of City of Hope, Huntington Hospital, Methodist Hospital and education programs sponsored by Panda.

\$3 Million+ raised during the Panda Cares Charity Golf Invitational



"WE'RE ONLY AS STRONG AS OUR COMMUNITIES. IT'S ALL ABOUT GIVING TO BE ABLE TO MAKE A DIFFERENCE AND IMPROVE SOMEBODY'S LIFE. IF YOU HELP A LITTLE BIT, AND A LOT OF PEOPLE HELP A LITTLE BIT, WE CAN GO A LONG WAY."

Don Voss

Senior Global Sales Executive, The Coca-Cola Company

PANDA CARES IN THE COMMUNITY

2019 IMPACT

FOOD DONATION PROGRAM

The heart of Panda Cares is our food donation program, which has allowed Panda associates across the country to connect with the local community since 1999. We support events of local organizations that aid the Health and Education needs of underserved youth by preparing and serving delicious Panda Express meals.



90,406

meals
donated



\$367,719

worth of in-kind
food donated



336

partnerships with
youth organizations





ASSOCIATE VOLUNTEERISM

Our associates live into the Spirit of Giving by giving back to local youth organizations. In 2019, we connected with the community by participating in the following activities:

- Elementary school beautification projects
- Tutoring elementary school students
- Serving hot Panda Express meals to youth in need
- After-school program outreach
- Read-in events with local elementary schools
- Passing out free books to kindergarten and first grade students
- Donating holiday gifts for underserved youth



9,100
hours volunteered

DISASTER RELIEF EFFORTS

When a natural disaster strikes, we share our time and resources to care for those impacted. In 2019, we supported California wildfire relief by serving fresh meals to first responders and shelters, raised money through our in-store donation program to help victims of the El Paso, TX shooting, and helped the community raise funds for the victims of California's Saugus High School shooting.



“THE PASO DEL NORTE COMMUNITY FOUNDATION IS SO GRATEFUL FOR THE LEADERSHIP AND GENEROSITY OF THE PANDA CARES PROGRAM. PANDA EXPRESS WAS ONE OF THE FIRST CORPORATIONS TO STEP FORWARD WITH AN EXTRAORDINARY LEADERSHIP GIFT TO SUPPORT THE EL PASO VICTIMS RELIEF FUND IN THE FOUNDATION. YOUR DONATION HELPED IGNITE ADDITIONAL GIVING IN OUR COMMUNITY AND STAND IN SOLIDARITY WITH VICTIMS AND FAMILIES IN THE WAKE OF THE TRAGIC SHOOTING ON AUGUST 3. IT ALSO PROVED HOW, TOGETHER, WE ARE EL PASO STRONG.”

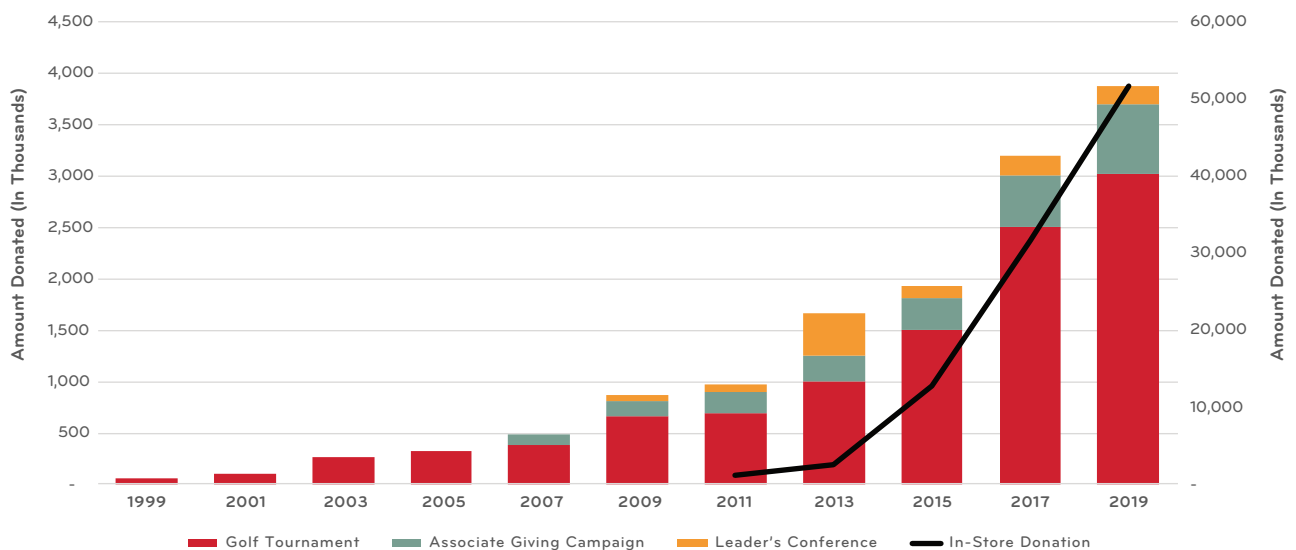
Tracy Yellen

CEO, Paso del Norte Community Foundation

20 YEARS OF GIVING

Since 1999, Panda Cares has brought hope to over **13 million** underserved youth by providing food, funding and volunteer services. Our 1st Annual Panda Cares Charity Golf Invitational fundraiser was held in 1998 and continues every year since. We have now expanded our fundraising programs to include our Associate Giving Campaign, pop-up shops, and In-Store Donation Program.

20 YEARS OF GROWTH



PANDA RESTAURANT GROUP, INC. HAS UNDERWRITTEN ALL PANDA CARES ADMINISTRATIVE COSTS SINCE 1999. ALL MONEY RAISED IS USED TO HELP YOUTH IN NEED.

1999-2019 IMPACT HIGHLIGHTS



\$167 Million+

raised, impacting millions
of underserved youth



1.8 Million+

meals served



\$6 Million+

worth of in-kind
food donated



319,000+

hours volunteered





PANDA CARES 20TH ANNIVERSARY CELEBRATION

To commemorate our 20 years of giving, we kicked off our first annual Panda Cares Day at 20 Boys and Girls Clubs in cities throughout the country. Panda Cares provided club members with food, fun activities and giveaways. The event concluded with a **\$20,000 check presentation** to each club in order to help fund their education programs.

In 2019, Panda Cares committed to donating:

\$4 Million

in grants to
Boys & Girls Clubs
nationwide



\$25 Million

to create Panda Cares Centers
of Hope at Children's Miracle
Network Hospitals

LOOKING FORWARD

“ PANDA IS A COMPANY THAT CARES. WE CARE ABOUT OUR PEOPLE, OUR COMMUNITY AND MOST IMPORTANTLY: THE KIDS. THEY ARE OUR HOPE FOR THE FUTURE. IT IS IMPORTANT THAT WE ALL MODEL KINDNESS AND LOVE, AND PRACTICE BEING GENEROUS TO SHOW PEOPLE HOW GIVING WILL MAKE A DIFFERENCE - NOT ONLY FOR THE KIDS, BUT FOR EVERYONE. ”

Andrew Cherng

Co-Founder, Co-Chair and Co-CEO
Panda Restaurant Group, Inc.



Panda

Restaurant Group, Inc.



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For more information visit PandaCares.org