



Panda Cares

2020 ANNUAL REPORT

In challenging times, Panda believes it is even more critical to lean in and support communities most in need.



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 Founders & Co-CEOs	5
Our Focus: Health	6
Our Focus: Education	8
Our Fundraising Programs	10
Panda Cares in the Community	12
Financial Data	18
Looking Forward	19





A LETTER FROM OUR FOUNDERS & CO-CEOS

Though 2020 was a challenging year for many, our Panda Strong spirit remained undaunted. Guided by our Panda Mission of Inspiring Better Lives, we came together to care for our communities when they needed the most help. Thanks to the generosity of our guests, we were able to donate life-saving personal protective equipment (PPE) to our frontline healthcare heroes as well as serve thousands of comforting meals to frontline workers who worked tirelessly to keep us safe through the pandemic and natural disasters.



We are proud that in addition to these giving efforts, we remained committed to our Foundation’s mission of bringing hope to youth in need by expanding support in our focus areas of health and education, helping to alleviate food insecurity, as well as providing access to empowering books about diversity and inclusivity.

Thank you for Inspiring Better Lives. Together, we are **#PandaStrong**.

Andrew & Peggy Cherng

Andrew & Peggy Cherng
Founders & Co-CEOs, Panda Restaurant Group, Inc.

OUR FOCUS: HEALTH

HOPE & HEALING

Panda Cares encourages hope and healing for children in need of medical treatment across the U.S. We believe that all youth need a healthy mind and body to thrive. Funded by donations from Panda associates and guests, Panda Cares Centers of Hope at Children’s Miracle Network Hospitals (CMN Hospitals) offer specially curated programs that address a child’s entire well-being including their mental, emotional, physical, and spiritual needs. These unique programs are designed to help promote healing for both patients and their families during stressful situations while undergoing medical care and treatment.

PandaCares
Center of Hope

POWERED BY PANDA ASSOCIATES AND GUESTS



2020 HEALTH IMPACT



\$22.4 Million
donated



131
hospitals supported



7.7 Million
patients helped



10
new Centers of Hope opened



MENTAL

As Julian’s condition exacerbated by medical procedures, it brought on anxiety and depression for this young patient. His parents turned to their local children’s hospital’s mental health program for help. Special programs and services ease the stress experienced by children and their families during a patient’s diagnosis period, treatment, and beyond. Through focusing on providing support, spreading kindness, boosting confidence, sharing resources and improving care, we are building a community focused on the mental well-being of all kids.



EMOTIONAL

When McKenzie was just eight years old, she suffered from a major sports injury and had to be treated by her local CMN Hospital who provided many specialists and procedures for her treatment. Through it all, pet therapy always brought a smile to her and helped to create calm emotions and lessen any fears she had.



PHYSICAL

When Kimber Jane was 11 months old, she was given the official diagnosis of hemiplegic cerebral palsy. Damage to her brain in her left ventricle made her right side weaker than her left. She also has a modified gait and challenges using her right hand. At one point her family didn’t know if she’d ever walk, talk or laugh. With continuing therapy, she’s getting stronger every day. Today Kimber Jane is a sweet, loving girl, who has surpassed every challenge that comes her way.



SPIRITUAL

When children need their local children’s hospital for emergency medical care, families can often feel helpless amid the chaotic scene. While the medical teams care for the child, chaplain services are there to support both the child and their families. “During traumatic moments, my role is to be a calming presence for the families who are very concerned about their child,” says Jessica, Chaplain Services Manager at a CMN Hospital. “I’m here to help people make meaning out of the circumstances they come to the children’s hospital with, and to support their spiritual needs.”


OUR FOCUS: EDUCATION

DEVELOPING FUTURE LEADERS


Panda Cares continues to fund programs that help underserved students triumph through their education journey. We believe that all youth deserve an opportunity to succeed regardless of their family’s socioeconomic status. Through our partnerships, we offer programs that focus on character building, academic success, and college access and success. We established the **Panda Cares Scholars Program**, in partnership with UNCF, to provide the necessary funding, academic support, and leadership development to help high school and college students achieve academic success. By funding programs that support students’ emotional intelligence, leadership development, literacy and critical thinking skills, along with college counseling and scholarships, Panda Cares helps prepare the young leaders of our future.




2020 EDUCATION IMPACT




\$15.8 Million
donated




14,667
tutoring sessions
provided to students




496,340
books donated



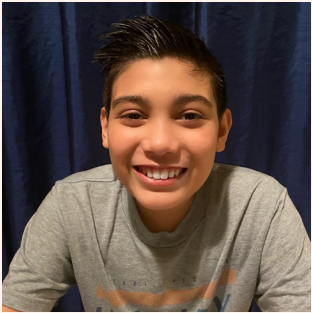
1,417
scholarships granted




1,773,766
students impacted



206,238
students served by
college advisors






CHARACTER BUILDING

“Learning the Leader in Me habits has impacted me for the better. One of my favorite 7 Habits is ‘Seek First to Understand.’ This habit helps me pay attention in class and ask questions to understand the subject and solve problems. Another one of my favorite habits is ‘Think Win-Win.’ This habit gives me a constant reminder that there is always a situation where everyone can win. For example, when me and my brother both want to use the computer, we have a Think Win-Win attitude. We decide to compromise and take turns using the computer.”

Maddox Martinez, 6th Grade Student, Wright School






ACADEMIC SUCCESS

“Reading Partners is a literacy intervention program and believes all students deserve the opportunity to succeed in school and in life. With support of partners like Panda Express, we can support our students through weekly one-on-one tutoring, helping them become proficient readers and catch up to grade level. In these unprecedented times and unmitigated teaching loss, strong partners are critical for Reading Partners to provide much needed programming to our young learners.”

Laura Zachar, Senior Executive Director, Reading Partners





COLLEGE ACCESS AND SUCCESS

“The Panda Cares Scholarship Program is so much more than a scholarship. It is a community and experience. The possibilities that I gained in this cohort continues to drive my passions today. Having this opportunity to interact with current and future students passionate about creating meaningful change has been invaluable. This network of smart and talented people genuinely wanting to impact their community and the ability to access tools to achieve this common goal is what makes Panda Cares an experience I will never forget.”

Priscilla Foreman, Panda Cares Scholar, Class of 2023



“We believe every student deserves a post-secondary opportunity, and that many schools need additional resources to ensure all students have the support needed to succeed and continue their education. We are excited about our partnership with Panda because we are working towards increasing the college-going rates in our schools. Through providing access to college advisers, we have helped students receive scholarships, financial aid, and enroll in schools that will serve them well. We’re in communities together, we care about students together, we care about creating opportunities together.”

Nicole F. Hurd, Ph.D., Founder and CEO, College Advising Corps

OUR FUNDRAISING PROGRAMS

PANDA ASSOCIATE GIVING CAMPAIGN

At Panda, we believe that giving back begins with us. Our annual Associate Giving Campaign provides an opportunity for Panda associates to donate a portion of their paycheck to support their local CMN Hospital.

The COVID-19 pandemic brought economic uncertainties to many. Yet, our Panda value of Giving shined through with our associates generously donating **\$392,109** in 2020.



When Danielle began working at Panda Express, she didn’t think twice about participating in her store’s fundraising efforts for CMN Hospitals. In 2018, her newborn son, Benjamin, was diagnosed with severe heart defects. Tragically, despite all the efforts of Benjamin’s care team, Benjamin did not survive. Danielle is thankful for the extraordinary compassion and care she received from the hospital staff and her work family at Panda. Danielle proudly donates \$10 from every paycheck to her local hospital through the Associate Giving Campaign. “I get to be part of something extraordinary when we raise money for CMN Hospitals. What matters is that we are making a difference — a difference in the lives of families.”

Danielle Kraft, Assistant Manager, Panda Express at Auburn Hills, MI



ANNUAL CHARITY GOLF INVITATIONAL

Our annual golf tournament is an opportunity for our business partners to join Panda in giving back to the community. Although our 22nd Annual Golf Tournament was postponed, Panda remained steadfast to our beneficiaries and donated **\$1.2 million** to Children’s Hospital Los Angeles, pediatric divisions of City of Hope, Huntington Hospital and Methodist Hospital.

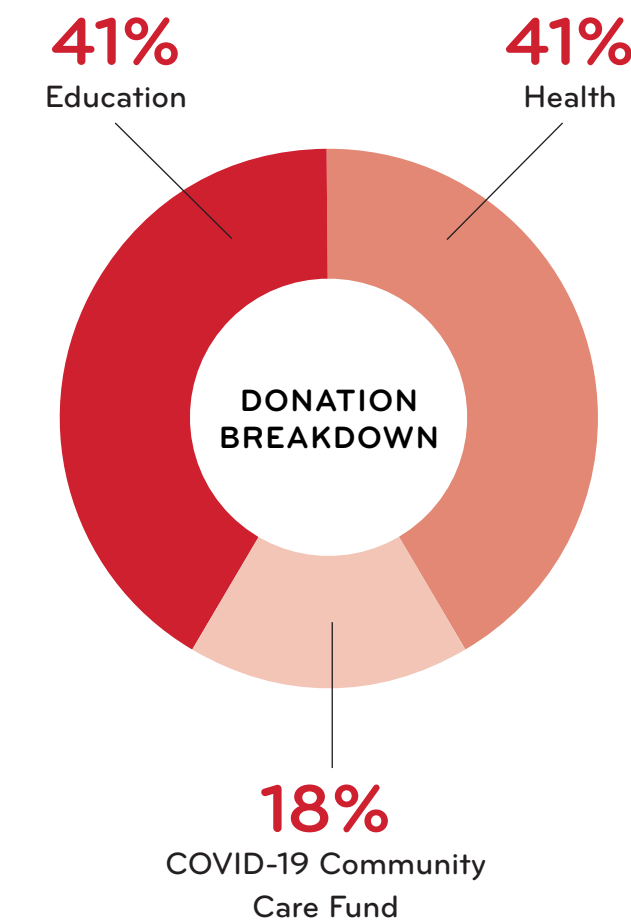
“This has been a difficult year for so many—and on a multitude of levels. Despite all, the Cherngs and the Panda family have been extraordinary leaders setting the model for generosity, kindness, wisdom, love and tenacity. We are so very grateful.”

Sharon A. Joyce, Vice President, Transformative Philanthropy and National Volunteer Leadership, City of Hope

IN-STORE DONATION PROGRAM

We believe that Your Change Makes a Difference,™ and giving back to the community that has supported our business is the right thing to do. With the generosity of Panda Express guests and associates, we raised **\$40 million** through our year-round In-Store Donation Program. Panda Cares uses all funds raised to invest in programs that benefit the Health and Education needs of underserved youth, and disaster relief efforts during times of need. In March, we pivoted donations to establish the COVID-19 Community Care Fund to support relief efforts.

 **\$40 Million**
raised in 2020



PANDA CARES

IN THE COMMUNITY

PANDA CARES DAY, 8/8

Panda Cares celebrated its anniversary on August 8th and brought joy to kids at 80 Boys & Girls Clubs and eight CMN Hospitals across the country through the gift of books, hot Panda Express meals, and Panda reusable face masks. Panda also partnered with actor and children’s advocate Dakota Fanning to host a virtual story time. Dakota surprised the children with a book reading along with a video message filled with words of encouragement.

 **88**
clubs supported

 **8**
hospitals supported


 **88,000**
books donated

 **8,957**
meals donated



HOLIDAY EVENT

It is Panda tradition to celebrate the holidays with an organization local to our Support Center in Rosemead, CA. This year, we brought holiday cheer to over 400 students at Cortada School in the El Monte City School District. With the generosity of our Panda associates, each student received a special holiday gift and a school branded sweatshirt. We also provided over 1,300 delicious Panda Express take-home meals.

 **\$20,028**
donated by Panda Associates to purchase holiday gifts for **400+** students



“When you see the brand of Panda, you see a relationship that has history and longevity. For our kids to see that Panda is investing into the community through local organizations like the Boys & Girls Club, you’re seeing a future. Panda has been an amazing partner that we can count on, and today’s Panda Cares Day has been the summation of that.”

JR Dzubak, CEO, Boys & Girls Clubs of West San Gabriel Valley & Eastside

“The spirit of giving has always been part of Panda’s culture. This year we have been able to give despite the challenges going on in the world today. Panda’s value of giving provides a platform for us to help our communities and it’s embedded in our nature to give back. It really ties in well with the spirit of the holiday season.”

Andrew-Ted Fernandez, Senior Operations Innovation Engineer, Panda Restaurant Group

PANDA CARES

IN THE COMMUNITY

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 local organizations that aid the Health and Education needs of underserved youth by preparing and serving delicious Panda Express meals.

- 

83,000
meals donated
- 

495
food donations supported
- 

\$304,809
worth of in-kind food donated
- 

432
partnerships with organizations



DISASTER RELIEF EFFORTS

When a natural disaster strikes, we share our time and resources to care for those impacted. Panda donated over 4,000 meals to first responders and shelters affected by the fires in Washington, Oregon, Colorado and various cities across California.



“I am honored to be a part of a company that gives back to the community, especially in times of hardship. With COVID-19 spikes and the largest wildfires recorded in Colorado history, we went through difficult weeks together.

In the spirit of PANDA STRONG and GIVING, the Rocky Mountain Panda Express team donated over 1,200 meals to our heroic firefighters and fire evacuees at 13 shelters. When I saw the smiles and gratitude from the evacuees’ eyes, my heart melted.

Go TEAM Panda — together we achieve more!”

Gig McGrath, Area Coach of Operations, Panda Express – Rocky Mountain Region

PANDA CARES IN THE COMMUNITY

OUR RESPONSE TO COVID-19

Amid this public health crisis, Panda remains committed to the mission of supporting the health and well-being of our communities more than ever. With the support of Panda’s Guests and Associates, Panda Express has provided hope and relief across the country by feeding families, distributing protective equipment and hot meals for frontline medical workers, and supporting the development of treatment and testing for COVID-19. We allocated donations raised through our In-Store Donation Program from March 25-June 13 to create a COVID-19 Community Care Fund and support our COVID-19 relief efforts. Founders and Co-CEOs Andrew and Peggy Cherng have personally donated to the Community Care Fund.



FOOD INSECURITIES FOR FAMILIES

Panda Cares donated **\$2.25 Million** to Feeding America and Boys & Girls Clubs of America to help alleviate the issue of food insecurity across the country.



PERSONAL PROTECTIVE EQUIPMENT

As COVID-19 escalated in the U.S., it became more difficult for medical workers to obtain proper protective gear, making it increasingly hard to treat those in need in their communities. Panda Cares donated **5 Million life-saving masks** to hospitals in 50 states, Puerto Rico and Guam.



TREATMENT & TESTING FOR COVID-19

Panda Cares established the **Panda Cares Coronavirus Research Fund** by donating **\$4.2 Million** to support the development of treatment and testing for COVID-19 under the direction of Dr. David Ho at Columbia University.



FOOD FOR FRONTLINE WORKERS

Through our Panda Cares Food Donation Program, our Panda Associates brought comfort to medical workers and first responders who are on the frontline of caring for the community by preparing and donating over **60,000 hot meals**.

“We are very grateful for this opportunity to show our appreciation to those frontline heroes. We are in this together. Panda has your back!”

Lara Lee, Multi-Unit Manager, Panda Express – Northeast South Region



“This donation is vital for the safety of our physicians, staff, patients and visitors. We are extremely grateful and continue to be astounded by the blessings provided to our team from the generosity of the Kern County community. Our dedicated team remains committed to caring for your loved ones through this critical time. We will get through this together!”

Ken Keller, President & CEO, Dignity Health Memorial Hospital, San Bernardino

“Thank you to Panda Express for supporting our healthcare heroes during the pandemic. When COVID-19 cases were at their highest in New York, your donation of more than 75,000 masks helped to ensure that our team had the highest level of protection while providing lifesaving care to those in need. At the same time, the meals you provided to many frontline team members helped lift spirits when our hospitals needed it most. Thank you for supporting the Northwell team.”

Brian T. Lally, Senior Vice President and Chief Development Officer, Northwell Health

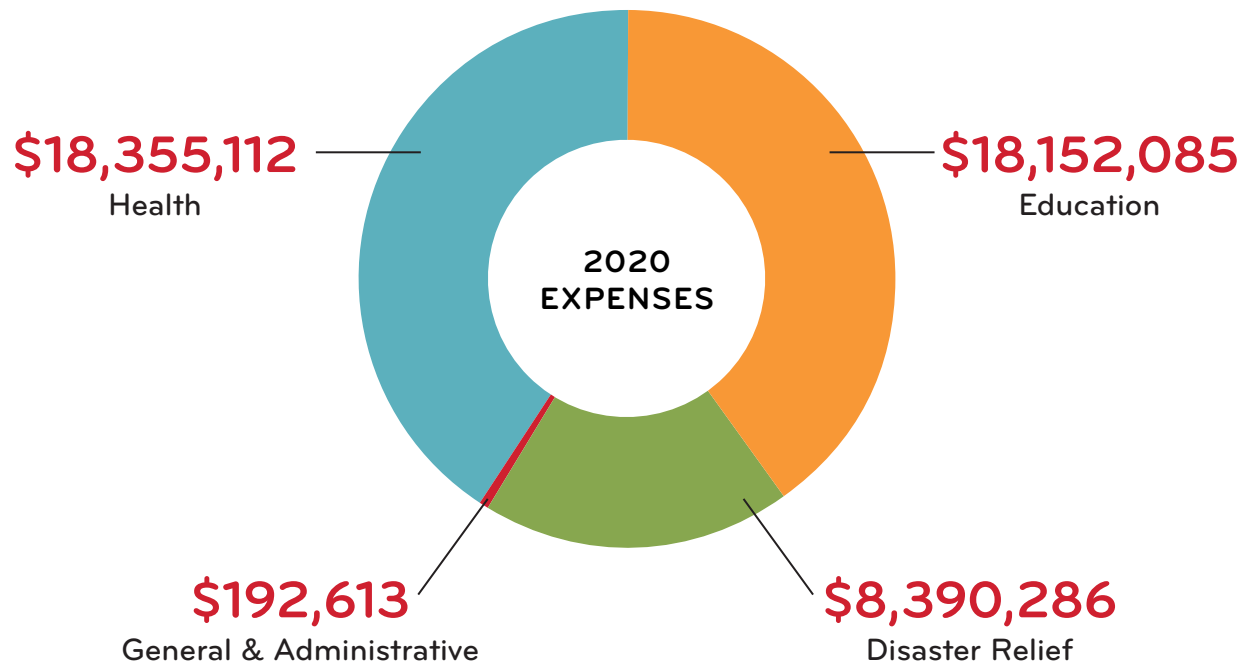
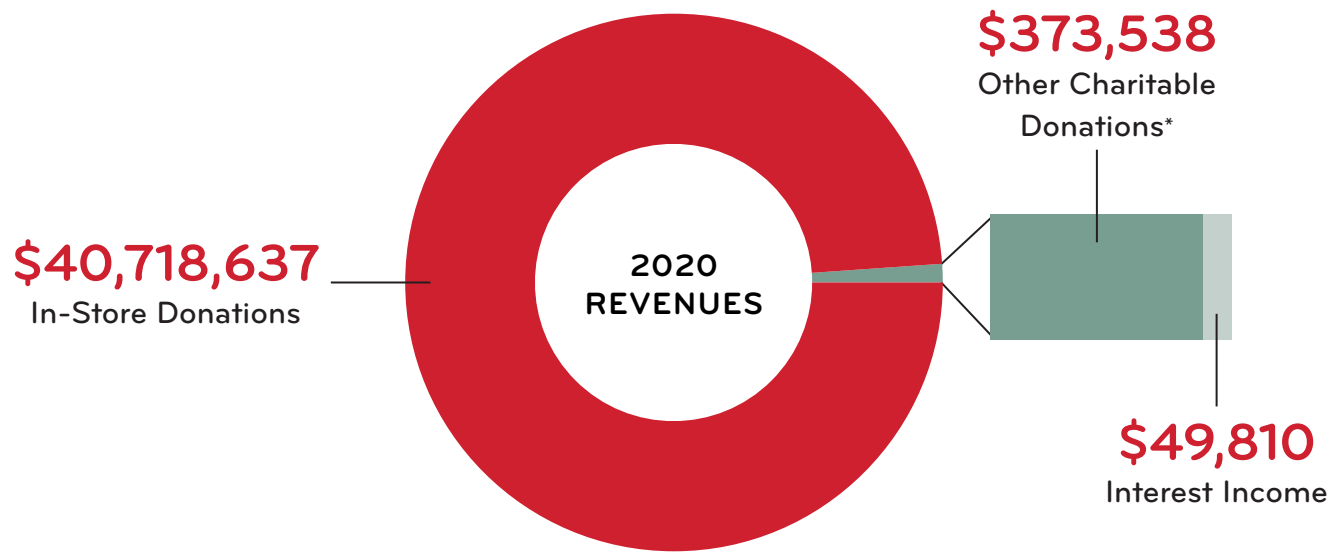
“Panda has been a strong supporter of Guam Memorial Hospital Authority. The 27 pediatric infusion pumps we received in January 2020, have truly made a difference in the services we offer and the quality of care we provide, and today is no different. The 40,000 masks and meals to feed 200 workers are blessings of nourishment and protection for our dedicated workers who are responding around the clock to care for our patients. We are overjoyed with gratitude and are truly blessed to experience the ‘Panda Spirit of Giving.’”

Lillian Perez-Posadas, Administrator, Guam Memorial Hospital Authority



FINANCIAL

DATA FOR PANDA CARES FOUNDATION



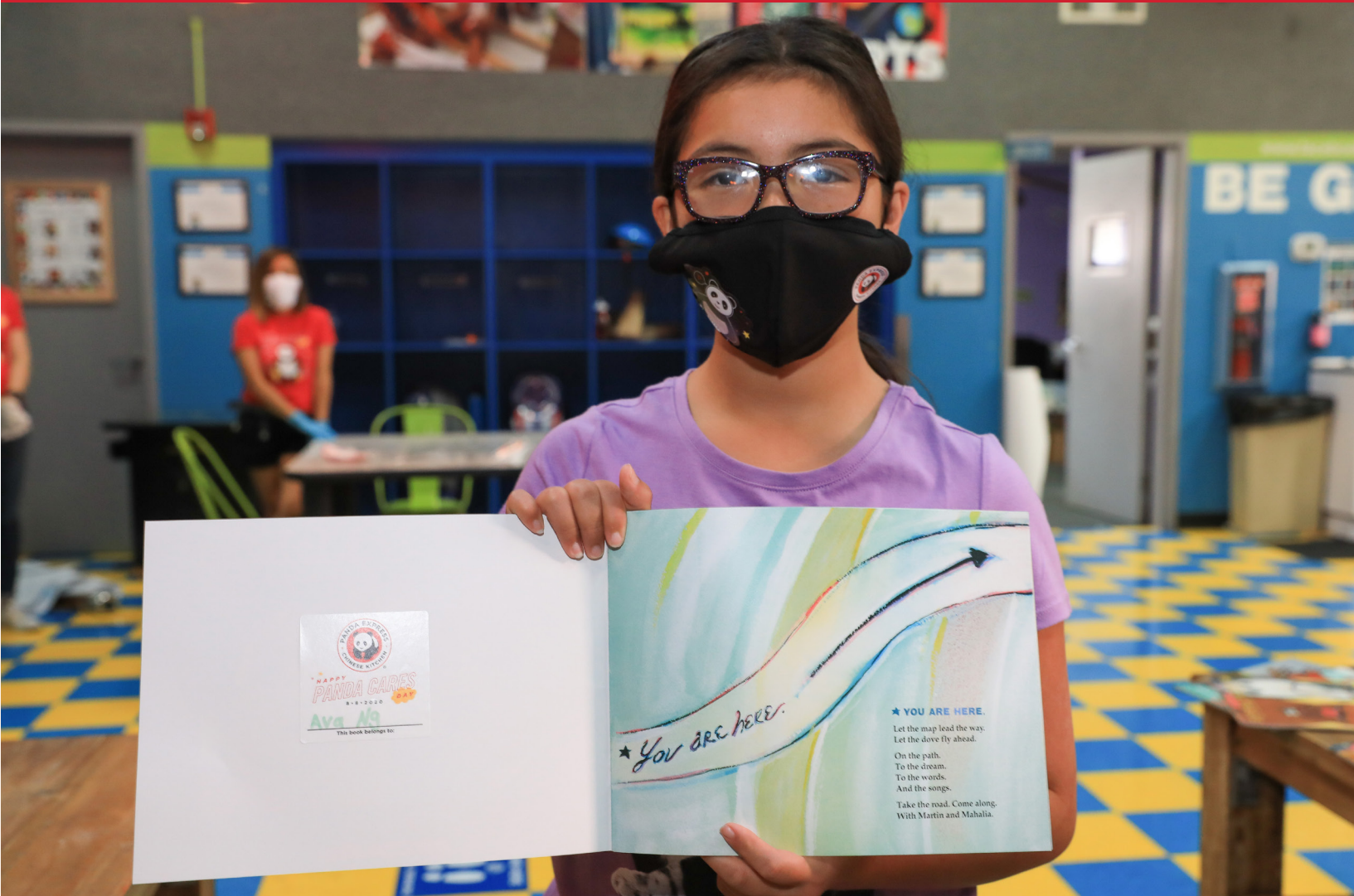
Panda Cares Foundation’s financial statements are audited annually and are available upon request.

*Other charitable donations include contributions from Panda Restaurant Group and other charitable organizations. The contributions from Panda Restaurant Group and the interest income cover all general and administrative costs of Panda Cares Foundation, so 100% of the in-store donations go back to the community.

LOOKING FORWARD

AS WE CLOSED OUT 2020, PANDA REMINISCED ON THE WAYS WE MADE A POSITIVE IMPACT IN OUR COMMUNITIES AS WELL AS THE LOVING CARE THAT THE MEMBERS OF OUR COMMUNITIES DEMONSTRATED IN SUPPORTING ONE ANOTHER TO STAY STRONG AND KEEP HEALTHY. THROUGH THE SUPPORT OF OUR ASSOCIATES AND GUESTS, WE WERE ABLE TO ASSIST OUR COMMUNITY WHEN THEY NEEDED US MOST. THANK YOU TO EACH ONE OF YOU WHO PLAYED A PART IN OUR 2020 GIVING STORY. TOGETHER, WE ARE PANDA CARES.

PANDA REMAINS COMMITTED TO MAKING A DIFFERENCE IN THE LIVES OF UNDERSERVED YOUTH IN HOPES OF INSPIRING A BRIGHTER FUTURE.



Panda

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For more information, visit PandaCares.org

