



Panda Cares

# 2021 ANNUAL REPORT





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.



5

A LETTER FROM OUR FOUNDERS & CO-CEOS

6

2021 AT A GLANCE

8

OUR FOCUS: HEALTH

10

OUR FOCUS: EDUCATION

12

OUR FUNDRAISING PROGRAMS

14

PANDA CARES IN THE COMMUNITY

18

FINANCIAL DATA

19

LOOKING FORWARD





## A LETTER FROM OUR FOUNDERS & CO-CEOS

Dear Friends,

The past couple of years have brought challenges that many of us could not have foreseen. We are very proud that despite these challenges, we have been able to continue to fulfill our mission to bring hope to youth in need. As we recover and rebuild ourselves and the world around us, the need for whole person care has become even more crucial. And it is a privilege to be able to work with each of you to create and support special programs that focus on mental, emotional, physical and spiritual development and well-being.

One of the highlights of last year was coming together with our business partners and associates at the annual Panda Cares Golf Invitational after a year apart for the common goal of raising funds to better the lives of underserved youth. Along with our guests donating every day and our Associate Giving Campaign, we were able to raise \$44.3 Million in 2021 to support underserved youth across the U.S. throughout their health and education journeys. These programs provide the essential resources for every child and student to live fully and thrive joyfully.



Thank you to our Health and Education partners for their hard work and dedication every day to make a difference. Our commitment to you and those we serve remains the same over the past 22 years — we are always here for you no matter the challenges, and we will always rise to the occasion.

In gratitude,  
*Andrew & Peggy Cherng*

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



# 2021 AT A GLANCE

## PANDA CARES FOR THE COMMUNITY



Committed to an **\$8.8M Grant with Boys & Girls Clubs of America**, the largest single-year donation in their history



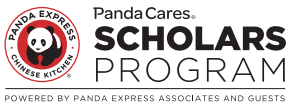
**350 students attended the UNCF Virtual Leadership Summit**, enhancing their career development training through live webinars, mock interviews and opportunities to meet industry professionals



**Launched Panda Cares for our Teachers Program** in recognition of their dedication to educating students



**Launched the Panda Cares Tour**, with the Fortune Cookie Truck traveling the across the nation, spreading good fortune in the communities we serve



**Supported 750 college students** by providing **\$2.75M in scholarships** for the 2021-2022 school year



Committed to support the health, social-emotional, and educational needs of youth via a donation of **\$2.7M to Communities In Schools**

- JAN
- FEB
- MAR
- APR
- MAY
- JUN
- JUL
- AUG
- SEP
- OCT
- NOV
- DEC

### DONORS CHOOSE

**Signed a \$1.15M grant with DonorsChoose** to fund academic classroom projects across the nation, impacting nearly **44,000** students



**Surpassed \$250M raised** since Panda Cares fundraising programs were established in 1999



**Impacted over 100,000 seniors** since 2017 through our partner, College Advising Corps



Celebrated our giving anniversary on **Panda Cares Day, 8/8**, with over **100 Boys & Girls Clubs** across the nation

### 22ND ANNUAL PANDA CARES CHARITY GOLF INVITATIONAL

**Raised a record-breaking \$4M** at our 22nd Annual Panda Cares Charity Golf Invitational in Palm Desert, CA



**Surpassed \$125M raised for Children's Miracle Network Hospitals** since 2003 & opened the 20th Panda Cares Center of Hope



# OUR FOCUS: HEALTH


## HOPE & HEALING



Panda Cares believes that youth need comprehensive, compassionate care to thrive. Through our long-standing partner, Children’s Miracle Network Hospitals (CMN Hospitals), we have impacted millions of patients and families in need since 2003. Funded by donations from Panda associates and guests, we have established 20 Panda Cares Centers of Hope within hospitals across the nation. The Centers of Hope are special spaces designed to provide a safe and comforting place where kids can be kids. Center of Hope programs and services inspire hope & promote healing by addressing 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.

### 2021 HEALTH IMPACT

  
**\$20.9 Million**  
donated

  
**7.7 Million**  
patients helped

  
**131**  
hospitals supported

  
**10**  
new Centers of Hope opened



MENTAL



EMOTIONAL



PHYSICAL



SPIRITUAL



“The playrooms in Geisinger Janet Weis Children’s Hospital have a variety of videos, games, toys and books for children. Crafts and events organized by our Child Life team are done here, as well. Our certified child life specialists assist in the physical, mental and developmental well-being of kids treated at our children’s hospital. The playrooms are “ouchless” rooms, meaning no medical procedures are performed in these spaces. They provide a fun, safe place for kids to be kids during their stay with us.”

**Dr. Paul Bellino**, Pediatric Hospitalist and Chair of Children’s Miracle Network, Geisinger Janet Weis Children’s Hospital

“My daughter, Naomi, was born at 25-weeks gestation and spent 142 days at our local CMN Hospital. Her situation was particularly complicated due to her extremely low birth weight. She is now a happy little six-year-old who must visit the hospital regularly.



When the Panda Cares Center of Hope opened at our hospital in Reno, NV, Naomi was able play in the room with her brother, which created a desire in her to want to go to the hospital! In the past, when I’ve told her she has an appointment, her face immediately reflected concern. Since introducing her to the Center of Hope, she actually looks forward to her hospital visits. The Center of Hope helps keep Naomi active and bouncing around, but most of all, joyfully distracted from the fact that she’s about to go into a medical appointment.

Panda Express has played an integral part in helping redefine the hospital experience for my daughter, and countless other children in our community. Being able to look forward to a hospital visit is priceless to our family.”

**Angela Bakker**, Naomi’s Parent




# OUR FOCUS: EDUCATION

## DEVELOPING FUTURE LEADERS


Panda Cares believes that all students deserve the opportunity to succeed regardless of their family’s socioeconomic status. Panda Cares education programs support 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. Through our dedicated partners, Panda supports students by providing afterschool care and academic support, promoting the development of emotional intelligence and leadership, literacy and critical thinking skills, along with college counseling and scholarships. In 2021, we expanded our partnerships to further support students and help prepare the young leaders of our future.




### 2021 EDUCATION IMPACT




**\$29.7 Million**  
donated




**8,362**  
tutoring sessions  
provided to students




Over  
**168,000**  
books donated



**1,017**  
scholarships granted




**1,907,777**  
students impacted



**213,118**  
students served by  
college advisors






#### CHARACTER BUILDING

“In the wake of the pandemic, inequities were magnified for the students I serve. My students struggled with working independently, missed social connections with friends, and for students with little or no access to laptops and Wi-Fi, had difficulty keeping up with remote instruction. Panda Cares has provided me with incredible opportunities to support my students and families. When students returned back to school in 2021 for in-person learning, I was able to host events such as Fun Fridays, attendance & honor roll Incentives, and themed social/emotional activities to reconnect with students. I am truly grateful for the partnership CISLA has with Panda Cares.”

**Charmeka Dozier, MFT**, Site Director at Mark Twain Middle School, Communities In Schools of Los Angeles (CISLA)






#### COLLEGE ACCESS AND SUCCESS

“My position has allowed me to be an additional support system for all students at Juarez. My role is unique in that I am able to take time to differentiate assistance based on student and family needs and circumstances. I am a reliable source both in the college lab and in senior seminar courses. Whether it be financial aid, hosting workshops, scheduling college rep visits or college applications, I am available and knowledgeable to help students.”

**Monica Gamon**, College Advising Corps Adviser, Juarez High School






#### ACADEMIC SUCCESS

“The Frank Callen Boys & Girls Club is a fun place where I’m able to be myself. I am very thankful to the Club because they have really helped me through the academic success program. Because of the pandemic, I was unable to attend school in-person and this was very hard on me and my parents. My grades began to slip lower and lower and my parents began to lose hours at work to make sure I was on task and doing my schoolwork at home. Then one magical day the Club called to tell my mom that through the Panda Cares donations they were able to fund an E-Learning Program. This meant I had a safe place to go where the staff would make sure I focused on my Zoom classes and they helped me with my school work. I immediately noticed that I focused more being at the Club, which caused my grades to get better.”

**Jacob, Club Member**, The Frank Callen Boys & Girls Club





#### COLLEGE ACCESS AND SUCCESS

“My favorite part about being a Panda Cares Scholar is being in a community of other students that are as ambitious and goal oriented as me. I have had a great time connecting with them and communicating over the chat that we have. I also appreciate the professional development that’s involved in the course modules.”

**Caymen Woods**, Accounting and Business Analytics Student, University of Iowa



# 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. Team Panda led the way in Giving in 2021, **donating \$570,022**. Since the inception of this campaign, Panda associates have donated more than \$5 Million.



Panda team member Miguel Roman is proud to participate in the Associate Giving Campaign. He has seen the difference donations make through his experience with his son Donovan, a patient at Phoenix Children’s Hospital. Donovan was diagnosed with McCune Albright, a rare and incurable disorder. Donovan has had five surgeries and he visits the hospital four times a month and receives physical therapy. Miguel is very thankful for the support from the medical team at Phoenix Children’s Hospital and proud that his work at Panda helps create a happy and caring environment within the hospitals. Miguel stated, *“Panda became a purpose. From a career to a purpose. A purpose for me to pay it forward.”*

**Miguel Roman**, Area Coach of Operations, Panda Express

## ANNUAL CHARITY GOLF INVITATIONAL

One of Panda’s Core Values is Giving, and it is important to get everyone involved. We were thrilled to reunite with Panda’s business partners for our 22nd Annual Golf Tournament, where we raised an astounding **\$4 Million** to benefit local hospitals, the Panda Cares Foundation as well as the music program at Boys & Girls Clubs of America across the country.

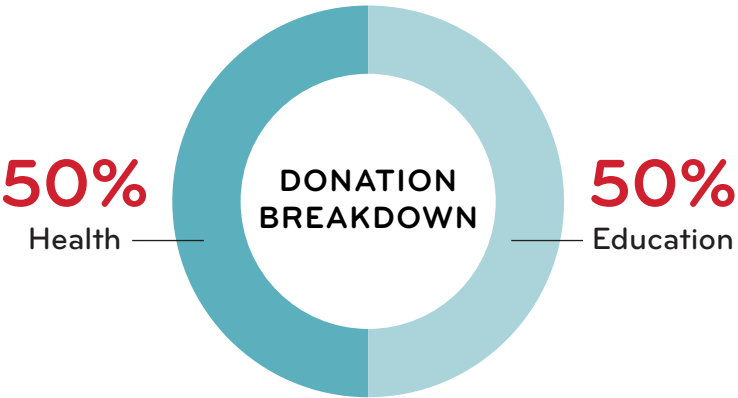


## IN-STORE DONATION PROGRAM

We believe that Your Change Makes a Difference™, and paying it forward to the community that has supported our business is the right thing to do. Through the generosity of Panda Express guests and associates, we raised **\$40 Million** through our year-round In-Store Donation Program. 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.



 **\$40 Million**  
raised in 2021



“When I found out the meaning of ringing the bell, it helped me stay motivated to keep asking guests for donations because it helps the kids in my community and I feel part of that contribution.”

**Destany Penunuri**, Counter Help, Panda Express



# PANDA CARES IN THE COMMUNITY

## GIVING IN ACTION

### FOOD DONATION PROGRAM

The heart of Panda Cares is our food donation program. Since 1999, our Panda associates across the nation have supported local organizations that aid the Health and Education needs of underserved youth by preparing and serving delicious Panda Express meals.



### DISASTER RELIEF EFFORTS

Team Panda steps up to help our communities in need when natural disasters strike by donating hot meals to families, shelters and first responders. In 2021, we supported **5** regional disaster relief efforts by activating **49** food donation events and serving **3,802** meals.



### PANDA CARES FOR OUR TEACHERS

In May of 2021, we launched our Panda Cares for our Teachers Program to show our appreciation to teachers and staff for their dedication to educating students in our communities. Thanks to our frontline restaurant team, we served over **15,108** meals at **221** elementary schools nationwide.





# PANDA CARES IN THE COMMUNITY

## GIVING IN ACTION

### PANDA CARES DAY®, 8/8

We celebrated our Panda Cares giving anniversary on August 8th by giving back and bringing joy to over 10,000 kids at 100 Boys & Girls Clubs nationwide. These celebrations included a donation of new sports equipment for each club, new books for every student, along with Panda swag and a Panda Express meal.

Panda also launched the Panda Cares Tour, with the Fortune Cookie Truck traveling coast-to-coast, spreading good fortune and excitement in the communities we serve and offering gourmet chocolate-covered fortune cookies for a suggested donation, benefiting local Children’s Miracle Network Hospitals and Boys & Girls Clubs.



**100**  
clubs celebrated



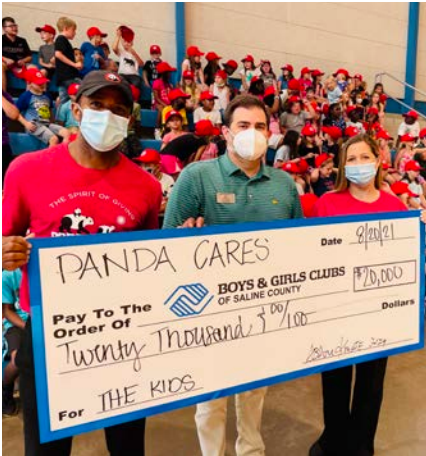
**6**  
hospitals supported



**37,602**  
books donated



**10,000+**  
meals donated



### HOLIDAY CELEBRATION

Every year, Panda Support Center and Local operations associates live into Panda’s value of Giving by sharing their time and resources with the local community. This year, Panda Cares partnered with Wilkerson School in the underserved El Monte City School District to bring holiday joy and smiles to over 400 students at our Panda Cares Holiday Celebration. Through the generosity of our Panda associates, each student received a special holiday gift and a school spirit sweatshirt. Panda associates volunteered to help wrap and distribute gifts at the event where students were also surprised with a Panda Express lunch, take-home books, photos with Mr. & Mrs. Claus and Panda mascot!



**\$20,430**  
donated by  
Panda Associates  
to purchase  
holiday gifts for  
**400+**  
students

“Panda Cares Day has a special place in our hearts, and now in its third year, we are bringing our first month-long celebration to our guests and our communities. The Panda Cares Tour is inspired by Panda Cares’ purpose of bringing smiles and hope to kids everywhere. It’s a fun activity that the whole family can do together, and it’s a ‘thank-you’ to our guests and associates who have joined us in fostering the spirit of kindness and giving over the years.”

**Dr. Peggy Cherng**, Co-Founder and Co-CEO, Panda Restaurant Group

“I was a former student at Wilkerson many years ago. I know growing up there weren’t a lot of resources and growing up in a low-income community there was just a lot of challenges. So, it just feels good to be able to pay it forward and give back to my community.”

**Cindy Painter**, Senior Legal Due Diligence Manager, CFT Developments

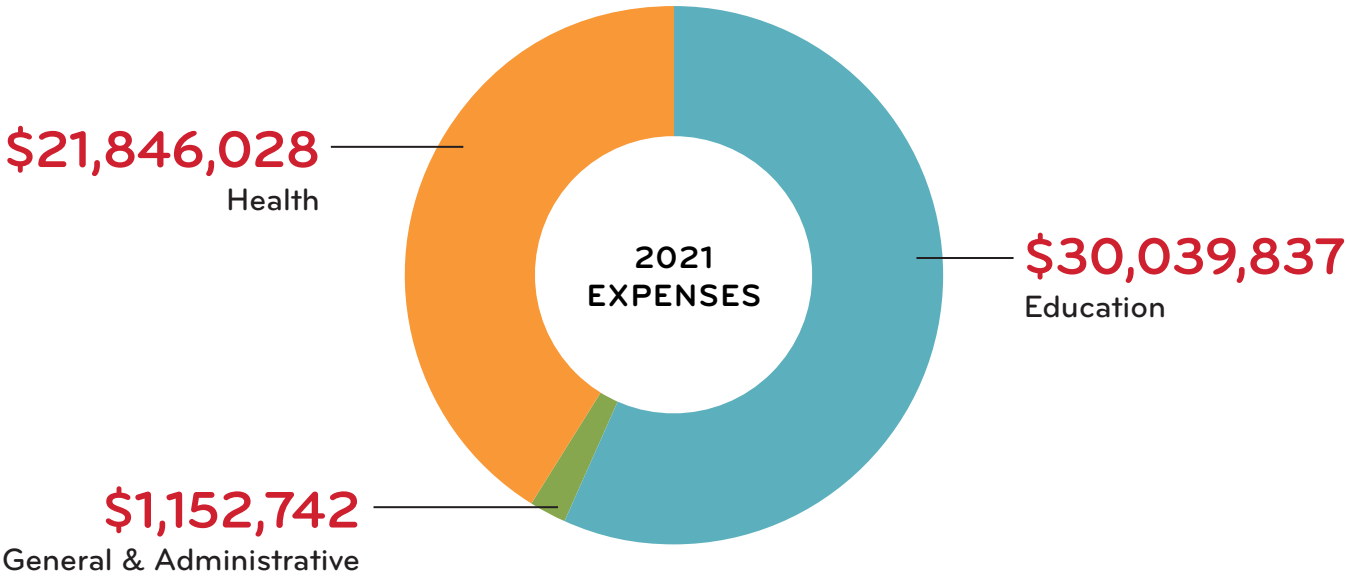
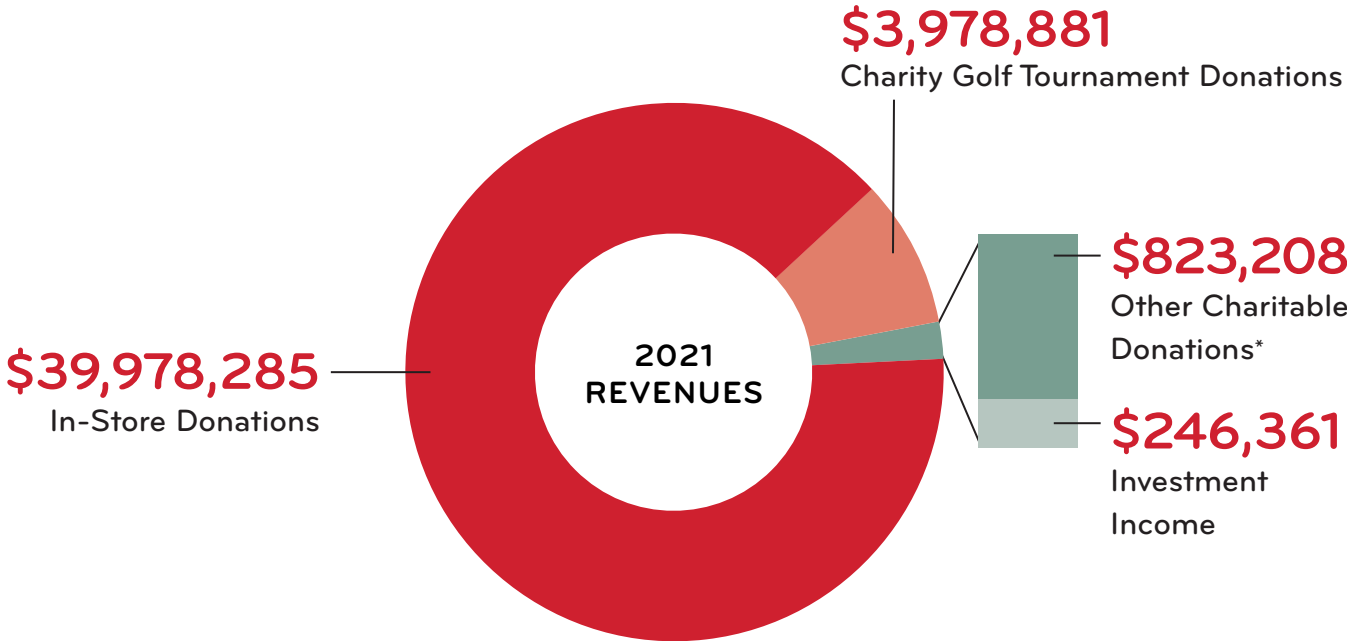
“For our team it makes us feel like we are part of the community, that we are giving back. The community is giving back to us as part of our business, and we give back to them. It gives us a chance to connect, and to connect with the kids as well.”

**Sharleen Siaden**, General Manager, Panda Express



# 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

Panda is committed to empowering youth to learn, lead and thrive for better lives. We will continue to inspire our associates, guests and business partners to share our blessings and pay it forward to our communities in need.

We plan to deepen our impact in 2022 by bringing hope and promoting healing to more patients and families in need by opening the **65th Panda Cares Center of Hope** within the CMN Hospitals Network. Panda also aims to ensure that students have a safe space where they can focus on academics and become their best selves. Through our partnership with Boys & Girls Clubs of America, we will be opening **35 Panda Cares Center of Hope spaces** for club members in 2022. By helping students develop the skills and providing resources they need to succeed, we are creating a better, brighter future for generations to come.

By 2025, we will have donated **1,000,000 books** through our Books to Empower Program and Panda Cares events to help youth develop their literary skills and instill a lifelong passion for reading. The best part? They will get to choose the books that interest them to take home and explore the wonders the world has to offer.

Our associates are looking forward to the time when they can volunteer at Panda Cares events and connect with youth organizations in their local communities again. We are deeply grateful to everyone who has contributed to our mission of inspiring hope and empowering youth. Together, we will always rise above the hardships and create a better tomorrow.





**Panda.**  
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**For more information visit [PandaCares.org](http://PandaCares.org)**