



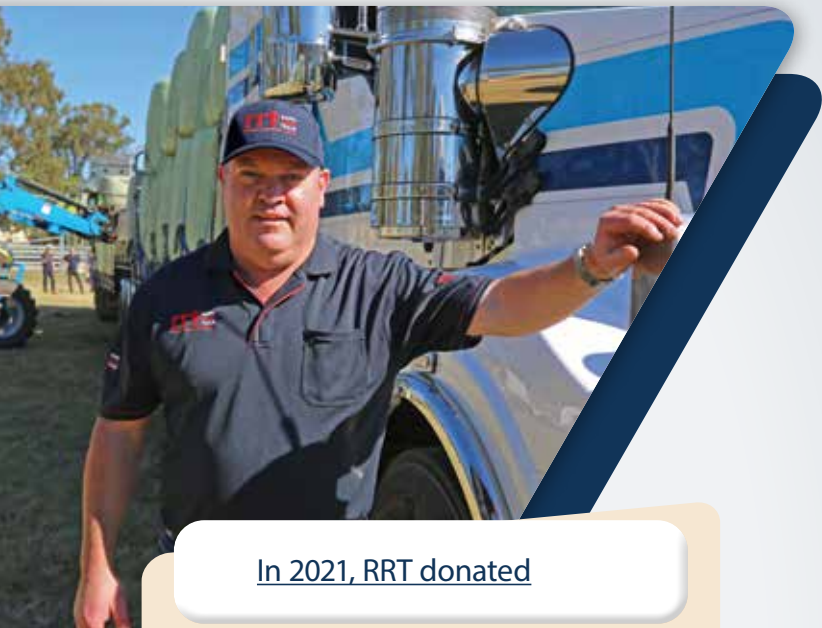
2021 Global RRT Annual Review



We can't predict what the future holds, but we do know that no matter the season, RRT has the foundations in place to **adapt quickly, and serve people with care and compassion, wherever they may be.**

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In 2021, RRT donated

	69,653 Food Box Donations
	1,889,902 Food Box Meals
	13,328 Frontline Snack Packs
	7,364 Comfort Snack Packs
	96,890 Smarrt Cookie Bars
	27,261 Care Kits
	936 Baby Care Kits

Global Managing Director's Report

◀ **RON ARKCOLL**
Global Managing Director

I'm sure many people across the globe, including myself, welcomed 2021 with optimism that the global pandemic would soon be behind us, and that the world would be free of restrictions and mandates. Unfortunately, 2021 wasn't the recovery year we had all hoped for as the COVID-19 crisis lingered and global disasters, both natural and man-made, seemed to be more frequent and more severe. But while these crises proved to be disruptive and challenging, they forced RRT to grow at a rate we didn't know possible and in turn, increased our capabilities to meet the substantial need at hand.

In recognising that disruption was here to stay, we went back to the drawing board to rethink not what we do, but how we do it, to best support people in crisis in this environment.

It is often said that necessity breeds innovation, and this rings true for RRT as we adapted our support in an effort to improve our response times, operate as a truly global organisation and above all, increase our impact for the benefit of those we support.

Faster response, better support

For RRT, one silver lining born out of the pandemic was in the design, development and launch of our suite of core products. Traditionally, our response has been on a case-by-case basis to ensure relevance based on the specific need. What we have found, however, is that there are common needs across all the people we support, no matter the disaster or crisis. After researching and assessing the support required by our prospective recipients, RRT developed a range of strategic products that have broad application, for example, Care Kits, Food Boxes and Comfort Snack Packs. This has been a massive step forward for RRT, as we have products on hand ready to go. This means we can spend less time thinking about how we respond to a disaster, and more time responding.



Throughout the year, we increased our global Food Box donations by 62% to 69,653, which is equivalent to nearly 1.89 million meals gifted.

In 2021, this suite of core products grew to six, with the official launch of the Smarrt Cookie nutritional bar, Frontline Snack Packs, Comfort Snack Packs and the Baby Care Kit. Our first and most popular product, the RRT Food Box, continued to gain global traction and supported more people than ever before with emergency food supplies.

RRT products are now a core part of our approach and are fundamental to how we efficiently and effectively respond to disasters. We are continually on the lookout for new ideas as needs arise.

Global disaster response

Throughout the year, communities across the globe experienced diverse, unexpected and unprecedented disasters. With 14,500 volunteers in 14 regions across the globe, RRT volunteers are never too far away to pitch in and to help out during a disaster response.



In 2021, RRT supported 265 emergencies, or one disaster every 33 hours.

Some significant incidents include:

- La Soufrière volcano eruption, St Vincent and the Grenadines
- Floods, Western Europe, Australia and New Zealand
- Hurricane Ida, New York
- Tornado, Kentucky

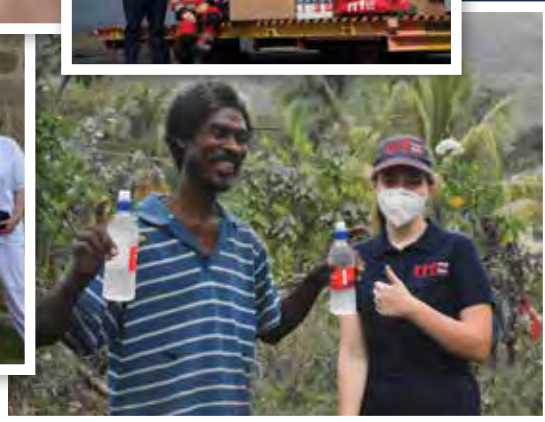
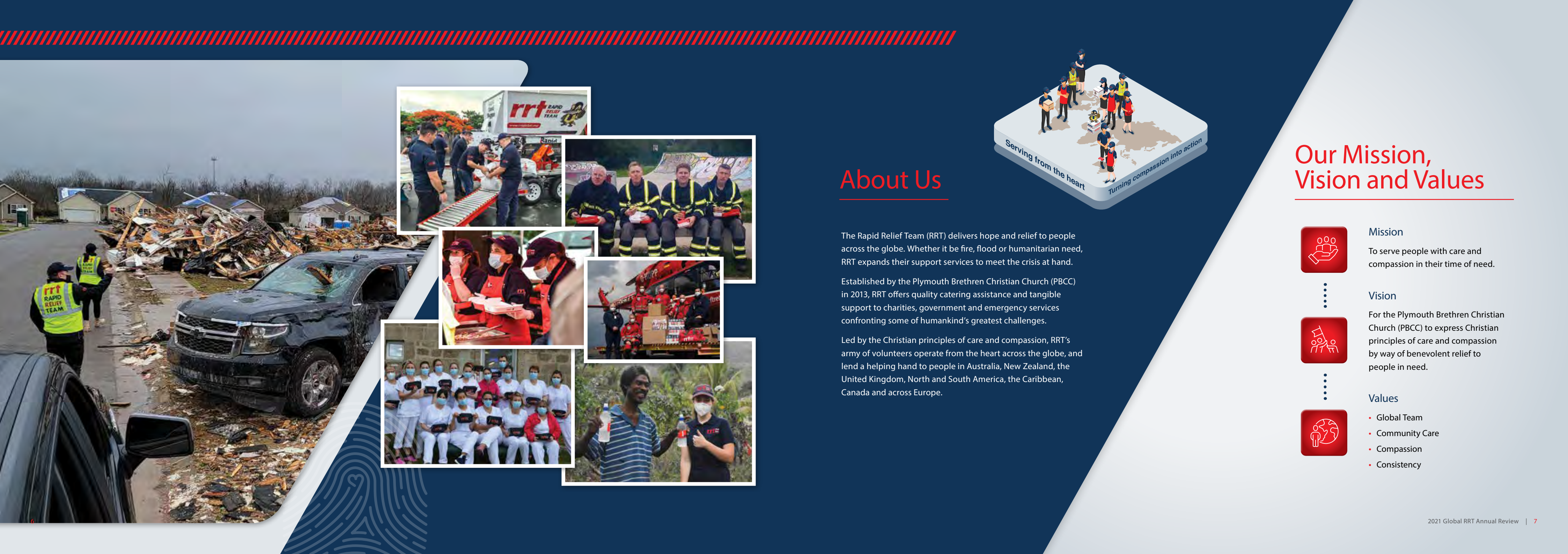
Increasing our impact

In a year characterised by challenges, RRT demonstrated our ability to continually reinvent ourselves, and refine our offering to increase our impact and scale. Each year, RRT goes from strength to strength and it is encouraging to report that all of RRT's success measures, as reflected below, saw an increase in 2021.

-  **878** events (13% increase)
-  **32,237** volunteer hours gifted (46%)
-  **131,355** meals served face-to-face (37%)

When I took on the role of Managing Director a few years ago, I could have never predicted how this journey would play out. I must say how humbled I am to see that after a global pandemic and unprecedented disasters, RRT has come out stronger than ever before. While the past few years haven't been short of a challenge, it has accelerated RRT's growth into the organisation that we are today, where we are genuinely equipped to provide timely, tangible and significant support, no matter the crisis.

As I wrapped up my report last year, I'd like to reiterate that we can't predict what the future holds, but we do know that no matter the season, RRT has the foundations in place to adapt quickly, and serve people with care and compassion, wherever they may be.



About Us

The Rapid Relief Team (RRT) delivers hope and relief to people across the globe. Whether it be fire, flood or humanitarian need, RRT expands their support services to meet the crisis at hand.

Established by the Plymouth Brethren Christian Church (PBCC) in 2013, RRT offers quality catering assistance and tangible support to charities, government and emergency services confronting some of humankind's greatest challenges.

Led by the Christian principles of care and compassion, RRT's army of volunteers operate from the heart across the globe, and lend a helping hand to people in Australia, New Zealand, the United Kingdom, North and South America, the Caribbean, Canada and across Europe.

Our Mission, Vision and Values



Mission

To serve people with care and compassion in their time of need.



Vision

For the Plymouth Brethren Christian Church (PBCC) to express Christian principles of care and compassion by way of benevolent relief to people in need.



Values

- Global Team
- Community Care
- Compassion
- Consistency

RRT's Global Footprint



Every day in some small way, RRT volunteers across the globe lend a helping hand to people in need. From empowering children through the Smarrt Cookie nutritional bar, to serving hot meals and refreshments in the wake of a disaster, RRT volunteers are always on hand to pitch in and to help out.

While 2021 wasn't without a challenge as COVID-19 restrictions continued to disrupt face-to-face events, but RRT didn't let this deter their benevolent support. Global food shortages and mounting financial pressure from the pandemic led RRT to donate a record-breaking number of Food Boxes and harnessed the opportunity to launch innovative new products to meet the growing demand for essential supplies.



GLOBAL STATISTICS

-  878 Events
-  32,237 Volunteer Hours
-  131,355 Meals Served Face-to-Face
-  69,653 Food Boxes
-  1,889,902 Food Box Meals
-  13,328 Frontline Snack Packs
-  7,364 Comfort Snack Packs
-  27,261 Care Kits
-  936 Baby Care Kits
-  96,890 Smarrt Cookie Bars



Australia

Events = 187
Volunteer Hours = 12,386
Meals Served = 41,945
Food Boxes = 8,812

New Zealand

Events = 191
Volunteer Hours = 5,585
Meals Served = 48,953
Food Boxes = 18,226

Germany

Events = 37
Volunteer Hours = 1,333
Meals Served = 5,724
Food Boxes = 513

Netherlands

Events = 8
Volunteer Hours = 250
Meals Served = 220
Food Boxes = 50

North America

Events = 196
Volunteer Hours = 1,193
Meals Served = 5,366
Food Boxes = 7,856

France

Events = 54
Volunteer Hours = 1,009
Meals Served = 1,310
Food Boxes = 1,605

United Kingdom

Events = 186
Volunteer Hours = 9,443
Meals Served = 26,888
Food Boxes = 14,286

Sweden

Events = 6
Volunteer Hours = 234
Meals Served = 774
Food Boxes = 243

Caribbean

Events = 12
Volunteer Hours = 478
Food Boxes = 17,823

Italy

Volunteer Hours = 200
Food Boxes = 100

Denmark

Events = 1
Volunteer Hours = 126
Meals Served = 175
Food Boxes = 139

Who We Support



RRT's support spans across four key areas:
**emergency and disaster relief; youth;
 homelessness, poverty and hardship; and
 health and disability.**

Emergency & Disaster Relief

When disaster strikes, you can count on RRT to jump into action, and serve emergency services on the frontline with quality food and refreshments. We provide tangible support to those displaced through RRT designed and operated initiatives.

Youth

RRT has a heart for the youth and empowers young people to grow beyond their adversities through the Smarrt Cookie initiative - we also support youth-focused charities with quality catering and refreshments.

Health & Disability

When it comes to health and disability, RRT steps in to support government-based organisations and charities to raise funds and awareness about cancer research, carer support and much more.

Homelessness, Poverty & Hardship

RRT supports homeless missions across the globe and brings light into the lives of those facing poverty and hardship through hot meals, Care Kits filled with personal care products, emergency Food Boxes and other essential items.



2021 in Review

While 2021 didn't pan out to be the recovery year the world had hoped for, RRT didn't let the lingering pandemic get in the way of spreading joy and hope across the globe.

2021 Global Highlights



JANUARY

- In collaboration with stationery supply company Qizzle, RRT NZ donated thousands of stationery packs to children across the country to kickstart their education.

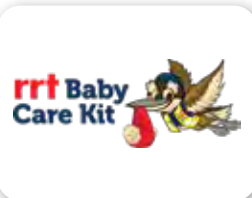


- RRT Food Boxes made their way to Denmark, with the first batch of 50 being donated in the country.

FEBRUARY



- RRT UK launched the Baby Care Kit initiative, supplying new parents the essentials they need to care for their baby.
- RRT AU responded to the floods sweeping across NSW by filling and donating sandbags, and serving emergency services on the frontline.



MARCH

- RRT Caribbean supported the extensive emergency response and recovery operation surrounding the devastating La Soufrière volcano eruption, which sparked a mass evacuation on the small island of St. Vincent.
- RRT Global launched the Smarrt Cookie initiative, donating nutritional bars to release children's potential to learn in the classroom.



APRIL



- RRT's global mascot, Cookie the Kookaburra, turned 2!
- RRT Australia trucked in 1,379 bales of hay to 135 flood affected farmers on the NSW Mid North Coast.



MAY



- RRT NZ supported the supply of five new ICU cots to Starship Children's Hospital.
- RRT France donated Care Kits filled with personal care products to emergency health care workers on the frontline.



JUNE



- Volunteers in Germany came to the aid of emergency services and people displaced by a 'once in a generation flood' that swept across Western Europe, taking the lives of hundreds of people.
- RRT Food Boxes made their way to Argentina for the first time, where local volunteers donated them to people impacted by the pandemic.

JULY



- RRT NZ trucked in 400 bales of hay to support farmers affected by floods in Ashburton and Westport.
- As France battled the worst wildfires of the summer in the Var region, RRT volunteers supported emergency staff and firefighters in Saint-Tropez with over 300 hot meals and 300 Frontline Snack Packs.

AUGUST



- Hurricane Ida tore through the New York City region, wreaking havoc and destroying everything in its path. RRT volunteers in North America supplied 500 Food Boxes and served 640 hot meals to those impacted.



SEPTEMBER



- A tornado ripped through the small town of Armidale, NSW, damaging homes and infrastructure in its path. RRT stepped in to serve over 600 meals to emergency services and locals impacted and filled 3,000 sandbags to help protect homes.

OCTOBER



- World leaders gathered to help tackle climate change at the COP26 summit in Glasgow, where 73 RRT UK volunteers gifted their time to support the extensive police operation surrounding the summit, donating 13,000 RRT Care Kits filled with personal care products.



NOVEMBER

- RRT volunteers from across the US mid-west and beyond came together to provide support to Kentucky communities devastated by a powerful tornado in Bowling Green.
- RRT Sweden gifted Christmas Prison Packs to inmates around Sweden filled with holiday sweets, plush toy Cookie the Kookaburra and an empty Christmas card for the inmate to fill in and send to their children for Christmas.



DECEMBER



RRT Food Box

In 2021, RRT Food Boxes came to the aid of more people than ever before, with RRT volunteers rallying around the globe to package and donate 69,653 Food Boxes, which equates to 1.89 million meals gifted.

Born out of an idea from an RRT volunteer in Papakura, New Zealand back in 2018, the RRT Food Box has grown to support people in all corners of the globe, providing emergency food supplies to individuals and families in crisis. Addressing the simple but crucial need for food, the Food Box initiative was designed to support people impacted by domestic violence. Fast forward to today, and the RRT Food Box supports people impacted by COVID-19, those living below the poverty line, the elderly and people living with health impairments.

For the first time, RRT Food Boxes landed in the hands of Argentinians impacted by the COVID-19 crisis, marking the 14th country to launch the RRT Food Box initiative.



Spreading holiday cheer through the Food Box

As the year came to a close and everyone settled into the holiday season, RRT ramped up operations to ensure families didn't go without over the holiday season. From New Zealand to Sweden, RRT volunteers hit the streets to deliver Food Boxes filled with special treats to help put dinner on the table.

"Someone still cares about others. I'm so moved – I was starving and I haven't eaten chocolate for a very long time. I am emotionally filled - thank you for your warm heart. It's not only solved my hunger but also provided emotional support. Thanks for your smile."

– Food Box recipient, Australia



"This is our second Thanksgiving spent at Ronald McDonald House in Philly due to my son's treatment. You always do a wonderful job making it special. Thank you for the holiday Food Boxes. Lots to be grateful for!"

– Food Box recipient, North America

RRT Helps Children Become Smarrt Cookies



RRT has made it their mission to empower the youth beyond their adversities. In April 2021, RRT launched the Smarrt Cookie initiative to help release children's potential to learn in the classroom.

Designed to help break down the barrier hunger has to education, RRT's Smarrt Cookie nutritional bar made its way into the hands of primary school aged children across Australia and the United Kingdom.

Engineered to deliver all the nutritional goodness children need to start their day, the Smarrt Cookie nutritional bar aims to unleash children's potential to learn and ensures their rumbling tummy doesn't distract them in the classroom. Full of flavour and perfect for children on the run, the bar is designed to deliver a nutritional balance of energy, protein, carbohydrates, fats and fibre in equal proportions of daily intake values.

Alarming statistics from Food Bank Australia's report, Rumbling Tummies, showed that more than one in five Australian children have experienced food insecurity in the last 12 months, with 18% of children going to school hungry at least once a week, and 15% going to school without a packed lunch or lunch money. These alarming statistics led RRT to develop the Smarrt Cookie nutritional bar to help build bright futures for the generation of tomorrow.

A national survey of participating schools in Australia found that the bars were helping plug student's hunger gap, with 93% of respondents claiming that the initiative is 'very important'. Feedback shared in the survey highlighted that the Smarrt Cookie bar is improving attendance, increasing students' concentration in class and helping teachers build trust so that they can seek additional support for students.

The Smarrt Cookie initiative will extend to more children in 2022, with RRT regions in North America and Europe launching the simple yet effective initiative.

"We find that due to the popularity of the cookies, our vulnerable families and students feel less of a stigma around asking for food from staff both at the Primary and High School. This has helped to build trust, especially with the younger students and has translated in them feeling that they can ask for help in other areas including emotional and social supports."

– Burpengary State School

"The Smarrt Cookie has helped many children self-regulate when angry. The cookies have helped kids re-focus and remain calm while addressing their hunger."

– Mount Gambier North School

"Recently we had a situation where the recess bell rang and all the students ran from the classroom excitedly while one student walked slowly, visually slumped. He picked up his empty bag, he double checked to see if there was lunch packed for him but sadly, he had nothing. I discretely gave him some Smarrt Cookie bars. It was the perfect solution to help lift his spirits so he could enjoy lunch with his peers."

– Telopea Public School



RRT Snack Packs



Pioneered by volunteers in Sweden in 2020, the RRT Snack Packs initiative took flight in 2021, with RRT Australia, Caribbean, North America, United Kingdom and European regions launching the initiative to fuel emergency workers and relieve hunger for people doing it tough.

The Snack Packs initiative, which was born out of a desire to better support emergency services on the frontline and assist people facing financial hardship, came to the aid of thousands of people across the globe in 2021. RRT volunteers put their compassion into action and donated 13,328 Frontline Snack Packs to fuel emergency services on the frontline, and 7,364 Comfort Snack Packs brought relief to people facing financial hardship.



GLOBAL STATISTICS

 13,328 Frontline Snack Packs

 7,364 Comfort Snack Packs

“I have cried on my way home from work almost every night for a year, but tonight I cried because I was happy. Today I received a Frontline Snack Pack and a care pack when I got to work. I have to say it’s made my week. Thank you for supporting us and for not forgetting that we are still working around the clock to treat and vaccinate the public. We were clapped every Thursday for a while and then it felt like the world forgot. I’ve lost colleagues and friends during this crisis and it’s not over yet. Thank you so much.”

– Healthcare worker and Frontline Snack Pack recipient



RRT Delivers Soap and Hope



Each year, thousands of tonnes of used and discarded soap bars from hotels are wasted. RRT has teamed up with Beyond Skin Deep, a New Zealand based hotel supply company, to ensure soap doesn’t end up in landfill, but instead, ends up in the hands of those who need it most.

While having access to basic hygiene products such as soap is a given for most people in the developed world, soap is often a luxury for those living in poverty. RRT is helping break down this barrier through a collaboration with Beyond Skin Deep who recycle the soap, the Bible and Gospel Trust who donate bibles to be gifted with the soap, and various organisations like Days for Girls who find suitable recipients. In 2021, the recycled soap was gifted to people living in the Northern Territory, Australia and the Pacific Islands.

Recycling the soap

Beyond Skin Deep collects discarded soap bars from hotels, utilising a specialist facility to clean and filter the soap before shredding, heating and remoulding the waste to create new, hygienic bars for distribution. This process results in zero waste.



**Beyond
skin deep.**

To learn more about Beyond Skin Deep, visit www.beyondskindeep.co.nz

Looking Ahead to 2022

RRT’s suite of core products continued to gain traction in 2021 and provide tangible support to people in all corners of the globe. The success and impact of these initiatives have set the wheels in motion for RRT to create a new global product, the RRT Essentials Box.

Introducing the RRT Essentials Box

Designed to extend a helping hand to people in crisis, the RRT Essentials Box is filled with all the basics people need in the wake of a disaster from comforting food items to personal care products to blankets. Whatever the disaster may be, whether it’s fire, flood or a hurricane, RRT’s Essentials Box brings hope and relief to people who have lost their home and belongings.





RRT Australia 2021 Snapshot



187 Events



12,386 Volunteer Hours



41,945 Meals Served Face-to-Face



8,812 Food Boxes



211,488 Food Box Meals



2,577 Frontline Snack Packs



5,949 Comfort Snack Packs



510 Care Kits



54,990 Smarrt Cookie Bars



RRT AU Report

KEN EARL
General Manager, RRT Australia

In a diverse multifaceted year for RRT Australia, 2021 brought with it frequent natural disasters and humanitarian crises that demanded our compassion and support. It is often said that Australia is a land of extremes, and this was certainly evident in the nature of our work throughout the year. Of course, COVID-19 remained a challenge which RRT continued to assist, but Australia was also plagued by a number of significant disasters that stretched our 4,500 volunteers from the west to the east, and everywhere in between.

Diverse disasters

After years of sustained drought that subsequently fuelled catastrophic bushfires, RRT switched gears in 2021, responding to devastating floods, a powerful cyclone and in a first for RRT Australia, a tornado. The fast-paced media cycle keeping daily COVID-19 numbers

and government mandates front of mind meant that both longer term challenges and emergencies were often quickly forgotten. Thankfully, RRT volunteers were on hand to continue to support wherever the need was.

Since 2018, RRT has delivered hope in the form of hay bales and livestock pellets to drought affected farmers. In 2021, RRT continued this support through five Farmers Community Connect events for drought affected farmers in Roma, St George and Barcaldine in Queensland: and at the other end of the extreme, flood affected farmers in Kempsey and Wingham in New South Wales.

This wasn't the only time RRT extended a helping hand to flood affected communities. Multiple bouts of wild weather battered the east coast of Australia throughout the year, leading RRT volunteers to produce thousands of sandbags and serve first responders and people displaced with hot meals and refreshments.

While RRT volunteers were busy sandbagging in the east, volunteers in the west were serving firefighters on the frontline battling blazes and airlifting emergency food supplies to people displaced by cyclone Seroja. You can read more about RRT's disaster response in the following pages.



Expanding our emergency response fleet

As part of our ongoing commitment to excellence and state of readiness, RRT continues to expand our fleet of assets to best serve the community. In 2021, we invested in a Rapid Sandbagger after hearing reports of an imminent La Niña weather event, which for those who don't know, is a much wetter season than normal. This is one of the best decisions we've made, and since launching this asset late last year, it has gone on to produce more than tens of thousands of sandbags.

It wasn't all disaster response for 2021 with our volunteers continuing to serve healthcare heroes at the coal face of the pandemic, release children's potential to learn through the Smarrt Cookie bar, help raise funds for cancer research and much more. In total, our committed volunteers supported 187 events, gifted 12,386 hours of their time and served 41,945 meals.

As always, the achievements laid out above and illustrated in the following pages wouldn't have been possible without our volunteers who serve from the heart and turn their compassion into action. I look forward to seeing what we can achieve in 2022, together with the support of the community, our incredible volunteers and our generous donors.



In a diverse multifaceted year for RRT Australia, 2021 brought with it frequent natural disasters and humanitarian crises that demanded our compassion and support.

Emergency Services

In 2021, Australia was not short of natural disasters. We experienced a mice plague, multiple floods, ferocious fires, a relentless drought, a powerful cyclone and a tornado, just to name a few. RRT responded quickly as these disasters unfolded, serving at 82 emergency events throughout the year.

Fodder for disaster struck farmers

Parts of Central West Queensland experienced drought like conditions for nearly a decade. While the farmers began to see the light at the end of the tunnel in 2021, the lasting effects of the drought will linger for years to come. To ensure the farmers were not forgotten in their plight, RRT loaded trucks with 541 tonnes of livestock pellets, and headed to Roma, St George and Barcaldine in QLD to support 418 drought affected farmers.

While farmers up north felt the brunt of the drought, farmers on the Mid North Coast of NSW watched on as flood waters swept away their fodder and livestock. Again, RRT jumped into support and organised Farmers Community Connect events in Wingham and Kempsey, gifting 1,379 bales of hay to 135 flood affected farmers.



Emergency flood relief

As severe weather conditions swept across NSW in March, RRT established a drive-through sandbag station in Penrith and Windsor where locals collected sandbags to protect their homes and businesses. Committed to supporting people impacted by this crisis, RRT volunteers began delivering sandbags directly to flood-affected locals in Wollondilly and Picton, understanding that not everyone has access to a vehicle, or may be sick or elderly. In just 72 hours, RRT filled and donated 17,000 sandbags with 450 tonnes of sand.

The deluge of water swept away roads and stranded the small town of Yerranderie, cutting off their access to supplies. RRT teamed up with the NSW Rural Fire Service to helicopter in 10 Food Boxes to help tide over the residents as they waited for the road to be repaired.

Tornado tears through Armidale

In a first for RRT Australia, volunteers responded to an unexpected tornado that tore through Armidale in October, pitching in with more than 600 meals and 3,000 sandbags as part of the ongoing clean-up.

Western Australia support for bushfires and a tropical cyclone

While wet weather battered the east coast of Australia, the west coast battled severe bushfires. In January, RRT deployed a bulk water tanker under the Rapid Water Systems initiative to fill aerial bombers with an estimated 70,000 litres of water to assist the firefighting efforts. As the fires spread across WA, RRT jumped into action again to serve those forced to evacuate their homes, and the emergency services working hard to bring the fires under control. RRT teamed up with Coles in Swan View to package evacuation care bags with goodies to lift spirits and gift the essentials people need while away from their home. After serving more than 3,000 hot meals to firefighters and evacuees and gifting 400 Frontline Snack Packs to fuel frontline workers on the run, the fires in WA were brought under control. In one last attempt to support fire affected families, RRT reignited Operation Fire Relief (OFR) to bring hope to 72 families who lost their homes in the devastating Wooroloo bushfires with \$1,000 Eftpos cash cards.

In April, category three tropical cyclone Seroja made landfall in Kalbarri, WA, damaging up to 70% of the regions homes and buildings and cutting off power to more than 31,000 dwellings. Situated 580 kilometres north of RRT’s volunteer base in Perth, we air lifted emergency food supplies to the region and served those displaced in an evacuation centre with hot meals and refreshments.

“RRT are involved in supporting hundreds of flood, fire, drought and rescue efforts each year, but it’s been sometime since we have seen an event like this tornado”

– RRT’s Armidale Local Team Leader, Peter Sargeant.



EMERGENCY SERVICES

-  82 Events
-  6,850 Volunteer Hours
-  15,883 Meals Served Face-to-Face
-  541 tonnes of livestock pellets
Livestock Pellets Donated
-  1,379 bales of hay
Hay Bales Donated
-  553 Farmers Supported
-  17,000 Sandbags Donated

Youth

Bringing a smile to young ones inspires RRT volunteers to support charities and government at youth focused events in addition to empowering children in the classroom with RRT Smarrt Cookie bars. In 2021, RRT supported 39 youth focused events and donated 54,990 Smarrt Cookie bars to disadvantaged children.

No child should go to school hungry, so RRT launched the Smarrt Cookie initiative to help curb this issue across the nation. There are now 90 proud Smarrt Cookie schools who receive fresh batches of the nutritional bars at the beginning of each school term to ensure hunger isn't a barrier to student's education.

"The Smarrt Cookie bars have been hugely supportive. Our students will come and see us and politely ask for a cookie. It's given us a chance to connect with students on a different level."

– Leeton High School

Beyond supporting children through the Smarrt Cookie initiative, RRT hosted the youth at events across Australia. One highlight event for the year was the Bike 4 Burns event. In its 14th year, the annual event raises funds and awareness for the treatment and scar prevention of kids with burns injuries. RRT volunteers from Gympie kicked off the seven-day cycle tour by serving meals to dedicated Queensland firefighters.



YOUTH



39 Events



1,181 Volunteer Hours



5,646 Meals Served Face-to-Face

Health & Disability

We experienced another challenging year in 2021 as the global pandemic brought unprecedented challenges for healthcare workers and the one in six Australian's who live with a disability or health impairment. RRT's league of volunteers gifted 3,102 hours of their time to host at 43 events in this space and donate supplies to healthcare workers.

RRT gifts Snack Packs to thank healthcare heroes

Throughout the year, RRT donated Snack Packs to healthcare workers to celebrate and recognise their tireless efforts. Supporting the likes of Castlemaine Health, the Royal Melbourne and COVID-19 testing clinics across the nation, the Snack Packs helped energise the staff through their demanding shifts. To wrap up the year, RRT volunteers from Perth embarked on a road trip from Mandurah to Midland to deliver 3,000 Snack Packs to 35 hubs under the Child and Adolescent Health Service (CAHS).



Magic for Molly

RRT volunteers from Wagga Wagga pitched in with fellow members of the Riverina community to support young Junee local, Molly Halliburton. Just eight months before the event in March, four-year-old Molly was at preschool complaining of a sore ankle, and a trip to the doctor discovered cancer. The event raised funds to help Molly's fight with leukemia and RRT supported the worthy cause by selling thousands of dollars of food and beverages on the day, with all proceeds going to the Halliburton family.

HEALTH & DISABILITY



43 Events



3,102 Volunteer Hours



14,510 Meals Served Face-to-Face

RRT Australia



Homelessness, Poverty & Hardship

HOMELESSNESS, POVERTY & HARDSHIP



23 Events



1,202 Volunteer Hours



5,894 Meals Served Face-to-Face

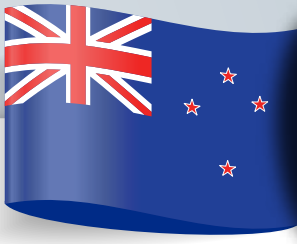
Committed to RRT's mission to serve people in their time of need, RRT volunteers across Australia served 5,894 meals to people who don't have a place to call home, those living under the poverty line and facing financial hardship.

Boxes of hope for Aussies in need

8,812 RRT Food Boxes made their way into the hands of people across the nation throughout the year, supporting people from all walks of life facing varying circumstances. Equivalent to 211,488 meals, the Food Boxes are filled with non-perishable, long-life food that can feed a family of four for up to 48 hours.

Sleeping out to raise funds for homelessness

RRT joined forces with Vinnies Australia to support six CEO Sleepout events in Sydney, Wollongong, Newcastle, Launceston, Brisbane and Perth, serving thousands of meals and coffee to help raise funds and awareness for people who are sleeping rough. The event sees CEO's sleep out in the elements to experience a night on the street, while raising funds and awareness for St Vincent de Paul's homeless missions.



RRT New Zealand 2021 Snapshot



191 Events



5,585 Volunteer Hours



48,953 Meals Served Face-to-Face



18,226 Food Boxes



437,424 Food Box Meals



6,214 Care Kits



322 Baby Care Kits

RRT NZ Report

CAMERON PRESTIDGE
Director, RRT New Zealand



Every year, RRT NZ sets out on a mission to grow our footprint across the country and serve more people with care, compassion and support. In 2021, RRT and our volunteers worked together to increase the breadth and scale of our benevolence across the country, with the ultimate goal of lifting New Zealanders out of challenging circumstances.



This year provided us the opportunity to more effectively productise our support and approach. This has translated in greater efficiencies, and greater impact, ensuring we get the right support, to the right people, in the best possible way.

Broadening our support for the young

A core focus for RRT NZ for many years has been on the youth, and over time, we've designed innovative initiatives to help empower our next generation. COVID-19 has had an adverse effect on supply-chains and the rising cost of living, leaving many families in dire need and children at a disadvantage. To this effect, RRT has stepped into support the youth impacted in this way by donating stationery supplies to schools, vehicles to help teach high school students how to drive, and our new

FreshStarrt Care Kit program which gifts students personal care supplies. Wanting to broaden our impact, and recognising a clear need, we started supporting newborns through the donation of specialised neonatal cots to the Starship Children's Hospital and piloted the Baby Care Kit initiative. Both have the same goal, and that is to ensure children have the best start in life.

We know all too well that the demands and pressures faced by families over the past couple of years have had a compounding effect on the younger generation, so we're glad to do our small bit to help children flourish. You can read more about how we support the youth in the following pages.

Caring through the COVID-19 crisis

The pandemic, and the subsequent restrictions and lockdowns, have only exacerbated the vulnerability of New Zealanders, meaning many are experiencing financial insecurity, and some being forced to live below the poverty line. In this context, it is no surprise that demand for our Food Boxes soared. Throughout the year, RRT volunteers came to the aid of tens of thousands of New Zealanders struggling to make ends meet, donating a total of 18,226 Food Boxes, which equates to more than 437,424 meals. That is an increase of 186% from the previous year.

We were also humbled to see our friends in Argentina gift Food Boxes to people impacted by the pandemic for the first time. It is astounding to think that the Food Box, which started as a small idea in New Zealand, has grown to support hundreds of thousands of people in all corners of the globe.

Supporting flood affected communities

Like many other parts of the world, 2021 was a crazy year for weather in NZ. Wild weather battered Ashburton in May, and Westport in July. RRT volunteers swiftly responded to the floods, donning their red aprons to serve emergency services and people displaced by the crisis. In the weeks following, RRT organised truckloads of hay to be delivered to flood affected farmers and donated Food Boxes filled with comfort items to people recovering from the crisis.

While it hasn't been an easy year, in writing this review, it's given me the opportunity to take a step back and truly reflect on how far we've come as an organisation over the past year. It is humbling to see the power of our work laid out in the following pages, which is all thanks to RRT volunteers and our generous donors who have enabled us to have a greater impact than ever before. I'm sure 2022 will see us progress even further in our support of New Zealander's up and down the country.



This year provided us the opportunity to more effectively productise our support and approach. This has translated in greater efficiencies, and greater impact, ensuring we get the right support, to the right people, in the best possible way.



Emergency Services

Throughout the year, RRT volunteers across New Zealand gifted their time to fuel emergency services on the frontline and help lift the spirits of disaster struck communities. From supporting flood affected Kiwis in Ashburton and Westport to helping save lives at sea through a sponsorship with Papakura Coastguard, RRT volunteers chipped in and helped out.

Supporting flood affected New Zealanders

Floods swept across Ashburton in May and Westport in July, isolating towns and damaging homes. In response to the record-breaking floods, RRT stepped in to support in more ways than one. The team banded together to serve over 1,200 meals to fuel emergency service response efforts, donated over 200 Food Boxes filled with special treats to help tide over displaced families and trucked in 400 bales of hay to support flood affected farmers.



Saving lives at sea

A day at sea is a day well spent, but when it doesn't go to plan, locals in South Auckland call on the Papakura Volunteer Coastguard for emergency assistance. RRT sponsors the good work of the Papakura Coastguard, helping them continue saving lives at sea. Through this sponsorship, Papakura Coastguard can train rescue personnel and help bring about a safe and enjoyable environment at sea.



“Thanks guys, we really appreciate your continued support, without you we couldn't do what we do on the water.”

– Papakura Coastguard crew member

A helping hand for farmers

Farmers were amongst the hardest hit by the wild weather in Ashburton, Westport and surrounding regions as flood waters claimed livestock, fodder and machinery just before the cooler months. To help boost their winter feed stocks and lift their spirits, RRT supported local farmers with truckloads of baleage and a free BBQ lunch. The donation of hay was made possible by generous farmers across the North and South Island.



“Four hundred bales will go a long way for these farmers who are having a rough time, and will help lighten the load.”

– Bruce Mascull, RRT Local Team Leader (LTL) for Ashburton



EMERGENCY SERVICES



38 Events



705 Volunteer Hours



3,672 Meals Served Face-to-Face



Youth

Supporting the youth is at the core of RRT’s work in New Zealand, and in 2021, the team expanded their suite of innovative initiatives to assist Kiwis from birth right through to adolescence, in addition to serving at 41 youth focused events.

Helping newborns have the best start in life

A call out for support from a desperate mother spurred RRT into action as Starship Children’s Hospital faced critical bed shortages. As the national children’s hospital for New Zealand, and the only hospital to offer a dedicated children’s intensive care unit, RRT joined forces with the National Assistance Fund (NAF) to purchase 5 state-of-the-art hospital cots helping children access the critical support they need.



RRT also stepped in to support newborns through the development and pilot of the Baby Care Kit initiative which gifts baby blankets, grow-suits, body wash, baby powder, shampoo, nappies and wipes.



“Thank you so much for your kind donation, the cots were checked and out in use within the hour. Your timing could not have been better.”
– Dawn Tucker, Nurse Unit Manager of Starship Children’s Hospital



Empowering young adults to drive and thrive

Attaining a driver’s license can be an expensive exercise, and sadly, a large barrier to employment for the youth in New Zealand is their inability to drive. Since 2018, RRT has helped 2,800 New Zealanders overcome this barrier through sponsoring vehicles for the Driver Training Program, which helps students learn to drive and ensure they’re ‘work ready’. In 2021, RRT expanded this program, purchasing four new vehicles, with one being donated to Kainga Pasifika Services. English is often a second language for the Pasifika community, and as a result, some young people across New Zealand require driving lessons in their native language. This is where Kainga Pasifika Services come in to break down barriers, so RRT was thrilled to help out with the supply of a dedicated training vehicle.



Gifting goods to school students

RRT’s FreshStarrt Care Kit initiative and School Stationery Program is meeting the simple but crucial need for stationery and hygiene supplies amongst school aged students. In 2021, RRT donated 6,214 kits filled with personal care products to help increase student’s confidence in the classroom, giving them the tools they need to care for themselves. Limited access to stationery supplies also has a detrimental effect on student’s education, and unfortunately, many students go without the essentials they need. Thankfully, RRT’s School Stationery Program, which was launched in 2020, is here to help. Having supported over 5,500 students and counting, the School Stationery Program has been designed in collaboration with Qizzle to relieve the pressure of stationery costs to families.



YOUTH



41 Events



844 Volunteer Hours



9,444 Meals Served Face-to-Face

Health & Disability

The global pandemic and the subsequent health risks only intensified the challenges faced by people living with health impairments and disabilities, and the frontline staff that support them. RRT volunteers across Aotearoa ramped up assistance for people impacted in this way, serving at 107 health and disability focused events while gifting their time to serve healthcare workers undertaking the marathon effort to vaccinate and protect the community.

Connecting the community after COVID-19

On the back of nearly two years of strict and sudden lockdowns, RRT NZ helped lift community spirits over a free breakfast and lunch as healthcare workers faced one of their biggest days yet: Super Saturday. Supporting 19 regions from Kerikeri to Invercargill, RRT volunteers offered hot meals and refreshments to both hardworking healthcare workers working around the clock to vaccinate and protect the community from COVID-19 and those being vaccinated. In total, the teams served 11,723 meals and 10,992 water bottles on Saturday 16 October.



HEALTH & DISABILITY

-  107 Events
-  3,862 Volunteer Hours
-  33,727 Meals Served Face-to-Face

Homelessness, Poverty & Hardship

Demand for emergency food supplies soared in 2021 as COVID-19 lockdowns forced people to retreat to their homes, restricting their access to supplies. As part of RRT NZ's commitment to serve people in their time of need, the team ramped up support to ensure New Zealanders didn't go without and provided comfort in crisis through the Food Box initiative.

437,424 meals delivered to New Zealanders in lockdown

New Zealand regions were again plunged into lockdowns as sporadic outbreaks of COVID-19 swept across the country. As experienced in 2020, lockdowns continued to place immense pressure on food supplies due to lack of access or increased financial pressure imposed by the pandemic. RRT NZ delivered comfort in crisis, ramping up support by 186% on the previous year, donating and delivering 18,226 Food Boxes to people in need.

Increasing efficiencies to increase impact

With the increase in demand for Food Boxes, RRT set out on a mission to increase efficiencies on the production line to ensure people in need got support when it was needed most. With a bit of creative thinking and ingenuity, RRT NZ set up a simple production line which tripled the speed of packing.



RRT New Zealand



HOMELESSNESS, POVERTY & HARDSHIP

-  5 Events
-  174 Volunteer Hours
-  2,110 Meals Served Face-to-Face



RRT United Kingdom 2021 Snapshot



186 Events



9,443 Volunteer Hours



26,888 Meals Served Face-to-Face



14,286 Food Boxes



171,432 Food Box Meals



4,016 Frontline Snack Packs



1,064 Comfort Snack Packs



18,978 Care Kits



336 Baby Care Kits



41,900 Smartt Cookie Bars



RRT UK Report

SAM BLACKLEDGE
General Manager, RRT United Kingdom

The lingering COVID-19 crisis continued to impact the UK throughout the year, but we didn't let lockdowns or restrictions stand in the way of doing what we do best, and that's serving people with care and compassion in their time of need.

Thanks to the tremendous efforts of our volunteers, RRT UK ramped up our support in 2021 and assisted 186 events, served 26,888 hot meals and donated 14,286 Food Boxes.

Throughout the year, our support was far reaching with teams coming to the aid of refugees fleeing Afghanistan, helping empower new parents through the launch of the Baby Care Kit initiative and supporting the extensive police operation surrounding the UN's climate summit COP26, just to highlight a few.



It is humbling to look back on the year that has been, and to reflect on all that was achieved, as highlighted in the following pages. What stands out to me the most though, is the progress we made with our Early Bird Learning Program, which was pioneered by RRT UK back in 2020 to help children have a flying start to their education. It is widely known that hunger is an issue faced by many UK school aged children, resulting in a lack of focus in the classroom. COVID-19, and the subsequent lockdowns, has only intensified this issue, restricting children's access to breakfast programs or school support. In response to this, RRT UK designed a bespoke offering, Education Relief Boxes, which were filled with activity books, education modules and nutritional bars and delivered directly to children from challenging backgrounds. This innovative initiative received positive feedback and ensured children didn't fall behind in the classroom. You can read more about this initiative in the following pages.

It was 2020 that equipped us with the skills and experience we needed to operate effectively and efficiently during a global pandemic, and throughout 2021, we applied these learnings to great effect. Looking ahead to 2022, and there is no doubt we will face new and unexpected challenges, especially as the cost of living rises, and many people find themselves more vulnerable than they were before.

As always, RRT will keep our finger on the pulse to ensure we step in and provide tangible support wherever it is needed. Our volunteers right across the UK are on standby and no matter the challenge, we will rally together and turn our compassion into action.



The lingering COVID-19 crisis continued to impact the UK throughout the year, **but we didn't let lockdowns or restrictions stand in the way of doing what we do best, and that's serving people with care and compassion in their time of need.**



Emergency Services

In line with the rapid, reactive nature of RRT, teams across the UK adapted quickly to meet the changing crisis at hand. From serving police officers responding to a terrorist attack to coming to the aid of people seeking refuge in the UK, RRT volunteers supported 63 emergency and disaster relief events in 2021.

Donating the essentials to Afghan refugees

Political unrest in Afghanistan led hundreds of thousands of residents to seek asylum, with up to 15,000 making their way to the United Kingdom. In the weeks that followed, RRT UK donated Baby Care Kits filled with the essentials parents need to care for their babies, and blankets, thermal socks and beanies to those who arrived with not much more than the clothes on their back. In the months that followed, RRT continued to provide support through Food Box donations.

Helping tackle the climate crisis

World leaders gathered in Glasgow to help tackle climate change as part of the COP26 summit in November, and RRT donated 13,000 Care Kits filled with personal care products to support the extensive police operation surrounding the summit.

Serving police officers responding to an explosion

In November, an explosion, which was later deemed a terrorist attack, occurred at the Liverpool Women's Hospital. RRT volunteers stepped in to serve hot meals and refreshments to the police force responding to the explosion.



EMERGENCY SERVICES



63 Events



4781 Volunteer Hours



8,687 Meals Served Face-to-Face

Youth

RRT UK elevated their support for the youth in 2021, expanding the footprint of the Early Bird Learning program, launching the Smarrt Cookie and Baby Care Kit initiatives and hosting the first ever Youth Community Connect Day.

Early Bird Learning Program

The Early Bird Learning Program took flight in 2021 and is now established in 102 schools across the UK, helping students have a flying start to their education. Aimed at supporting children from disadvantaged backgrounds, the Early Bird Learning Program champions four key OFSTED principles: healthy eating, physical wellbeing, resilience and confidence. The program is run through breakfast clubs and equips schools with activity booklets, educational resources, stationery supplies and a range of props such as a quality toy Cookie the Kookaburra. To date, RRT has gifted 375 Early Bird Learning packs to classrooms and donated 1,394 Education Relief Boxes to ensure children didn't fall behind during COVID-19 lockdowns.



Giving the gift of a nutritional breakfast

Working hand in hand with the Early Bird Learning Program, RRT UK collaborated with a local manufacturer to design a nutritional bar for students across the UK. In 2021, the team donated 41,900 Smarrt Bars to Early Bird Learning schools, helping overcome the barrier hunger has to education.

Relief for new parents facing hardship

In March, RRT UK launched the Baby Care Kit initiative to provide new parents facing financial hardship the essentials they need to care for their baby. The Baby Care Kit gifts disposable nappies, baby wipes and care products.

Connecting the youth after lockdowns

In a first for RRT, the team organised and funded a 'Youth Community Connect Day' to engage the youth and to provide a safe place for them to connect with their friends after months of lockdowns and restrictions. The day offered locals free food, drinks, live entertainment and fun activities.

RRT United Kingdom



"Thank you so much for last Wednesday, we've had positive feedback from families and staff who attended. It was so lovely to see our families relaxed and happy enjoying a fun day with their children when I know how hard it can be for them."

– Liz Johnson, Family Liaison Officer of Delamere School



YOUTH



22 Events



801 Volunteer Hours



2,106 Meals Served Face-to-Face

Health & Disability

Health care workers continued to face challenging conditions in 2021, as they worked around the clock administering vaccinations whilst simultaneously managing a surge in COVID-19 cases. This led RRT UK to support more events in this area than ever before, serving 13,671 meals at 64 events in addition to gifting RRT products as a token of appreciation.

Responding to the COVID-19 crisis

RRT UK made it their mission to bring joy to those at the coal face of the COVID-19 crisis and kicked off the year supporting Operation Barton in Maidstone, where 10,000 COVID-19 tests were delivered to residents. The frontline staff pushed through challenging weather conditions to support the community, and RRT’s offer of hot meals and refreshments were well received.

In appreciation for all the healthcare staff have done to protect the community against COVID-19, RRT UK gifted Care Kits filled with personal care products to the London Ambulance Service, donated 700 hampers to Cambridge University Hospitals NHS Foundation Trust, handed out Frontline Snack Packs to Bedford Hospital and donated water bottles to Stoke Mandeville Vaccine Centre for Staff and Community, just to name a few.



 64 Events

 2,980 Volunteer Hours

 13,671 Meals Served Face-to-Face

Homelessness, Poverty & Hardship

The pandemic has only exacerbated the issues faced by those who are homeless, living under the poverty line or facing financial hardship. With continued food shortages and restricted access to essential supplies due to isolation mandates, RRT UK ramped up their Food Box support by 34% on the previous year and assisted charities to raise funds for those sleeping rough through sleep out events.

Meeting the demand for emergency food supplies

A total of 14,286 Food Boxes, which is equivalent to 171,432 meals, ended up in the hands of those who needed it most in 2021. RRT UK was humbled to support 385 organisations with Food Box donations, but two highlights include the distribution of 500 Food Boxes through Families in Need (FINN) who offer a lifeline to people experiencing poverty and 400 Food Boxes to the Peter McVerry Trust who are committed to reducing homelessness in Ireland.

Sleeping rough to raise funds

Thousands of people are doing their bit for the homeless, or those at risk of becoming homeless by sleeping on the streets in tough conditions to raise funds and awareness for the growing issue. Throughout the year, RRT supported 13 Sleep Out events to help charities raise funds to curb homelessness.



HOMELESSNESS,
POVERTY & HARDSHIP

 37 Events

 881 Volunteer Hours

 2,424 Meals Served Face-to-Face



RRT Europe 2021 Snapshot

-  106 Events
-  3,152 Volunteer Hours
-  8,203 Meals Served Face-to-Face
-  2,650 Food Boxes
-  40,106 Food Box Meals
-  4,600 Frontline Snack Packs
-  300 Comfort Snack Packs
-  1,384 Care Kits



RRT EU Report

ALFRED BRUSIUS
Director, RRT Europe

It was a pivotal year for RRT Europe as we expanded our offering to more people in need through the establishment of the RRT Care Kits, delivered emergency food supplies through the well-known Food Box initiative and remained on standby to serve as disasters struck.

Throughout the year, RRT volunteers rolled up their sleeves to serve 8,203 meals and donate 2,650 Food Boxes to people in their time of need in Denmark, France, Germany, Italy, the Netherlands and Sweden.

As I reflect on the past year, many memorable moments come to mind but two events helped shape 2021 into the successful year it was. These were our response to the catastrophic floods that swept across Western Europe and our investment in growing and expanding our support through RRT products.



Rapidly responding to record-breaking floods

A 'once-in-a-generation' flood swept across Western Europe as record rainfall burst riverbanks and tragically claimed the lives of 243 people, including a devastating toll of 196 in Germany. RRT volunteers quickly put their hands up to assist, and as flood waters wreaked havoc across communities, RRT BBQ trailers quickly became a sight of comfort and refreshment for emergency services and people forced to evacuate their homes. It is always humbling to see the impact RRT can have in times of crisis, and in all my years with RRT, this was one undertaking that truly made a difference.



Growing our support to meet demand

Motivated to provide tangible support to more people in need, RRT volunteers set out to grow the Food Box initiative and expand our suite of core products throughout the year. It is well known that COVID-19 and its subsequent restrictions continued to disrupt Europe in 2021, and the vulnerable communities we serve. RRT volunteers across Europe were humbled to deliver 2,650 Food Boxes, which equates to 40,106 meals, 4,900 Snack Packs and 1,384 Care Kits to people impacted by the pandemic, those living below the poverty line and emergency services on the frontline.

It is easy to look at numbers and statistics and lose sight of the individuals represented, but each of these touch points represents a person in need of care, compassion and support. What I often hear from our volunteers is that the most rewarding part of their job is gifting an RRT Food Box or other item and seeing the smile this evokes.

All in all, our support spread far and wide throughout the year, and this wouldn't have been possible without the volunteers who gift their time, our generous donors and our faithful sideline supporters. Thank you for keeping RRT alive and for all you do to bring a smile to someone's face.



It was a pivotal year for RRT Europe as we expanded our offering to more people in need through the establishment of the RRT Care Kits, delivered emergency food supplies through the well-known Food Box initiative and remained on standby to serve as disasters struck.

RRT Germany

It was a year marked by emergency response for RRT Germany in 2021, as volunteers across the country threw on their red aprons, loaded the trailers and hit the road to support emergency services responding to disasters and the people displaced by them. Alongside disaster response, the team continued to deliver hope to the youth and those who don't have a place to call home through donations of Food Boxes, Snack Packs, blankets and more.

Record-breaking floods spur RRT into action

In July, flash flooding hit the United Kingdom before wild weather swept across Western Europe, bursting riverbanks, claiming lives and causing mass destructions across Austria, Belgium, Croatia, Germany, Italy, Luxembourg, the Netherlands and Switzerland. Germany was amongst one of the hardest hit regions, spurring 102 RRT volunteers into action. In just 72 hours, the team served over 5,000 hot meals and refreshments and donated 2,000 Frontline Snack Packs to the army who were enlisted to support with rescue operations and evacuations across 10 provinces.

"I couldn't sit by and turn a blind eye as the floods devastated parts of Europe. In my whole life, I have never seen a disaster quite like this, and we know that disasters of this scale take months, if not years to recover from."

– RRT Director for Europe, Alfred Brusius

A heart for the homeless

As temperatures dipped below freezing in the winter months, RRT hit the streets of Endbach, Düsseldorf and Gummersbach to support those who don't have a place to call home with hot coffees, blankets, beanies and essential food supplies. With more support needed, RRT Germany collaborated with Streetwork Café Mobile, an organisation that offers free breakfast to people in need. The team stepped in to support over a four-week period, serving breakfast and connecting with the community. Volunteers wrapped up support having donated 12,800 grams of cocoa, 18,000 grams of cereal, 18,000 grams of honey wheat, 200 litres of milk and 24,000 grams of coffee.



GERMANY STATISTICS

-  **37** Events
-  **1,333** Volunteer Hours
-  **5,724** Meals Served Face-to-Face
-  **513** Food Boxes
-  **5,130** Food Box Meals
-  **3,252** Snack Packs

RRT Sweden

With a focus on supporting the youth, RRT volunteers in Sweden helped spread holiday cheer to children of prison inmates, brought joy to sick children through Cookie the Kookaburra and donated 4,188 meals through the RRT Food Box initiative in 2021.

Prison packs spread holiday cheer

A total of 200 Prison Packs filled with sweet treats, a Cookie the Kookaburra plush toy and a blank Christmas card made their way to inmates and detainees who gifted them on to their children in time for the holiday season. With the aim of strengthening their bond and ensuring children don't go without over the holiday season, the Prison Packs have brought a smile since 2020 and will continue to spread cheer for years to come.



Cookie brings comfort to sick children

Cookie, RRT's furry mascot, has mastered the skill of spreading joy and bringing comfort across the globe, and in 2021, he spread his wings and landed in the hands of children facing health adversities in Sweden. It wasn't only Cookie who brought a smile to children of the Ronald McDonald House, with teams delivering taco meal kits to lift spirits amongst the children and their families. One recipient shared - "Thank you very much for the taco meal kit, it really cheered me up after being under anesthesia at the hospital again. Many thanks."

Further supporting the youth, RRT sponsored a 'Walk for Hope' in Smålandsstenar, Gothenburg and Kungälv, helping raise funds for Barncancerfonden, the Childhood Cancer Foundation. The team served RRT's famous burger, as well as hot and cold drinks.



SWEDEN STATISTICS

-  **6** Events
-  **234** Volunteer Hours
-  **774** Meals Served Face-to-Face
-  **243** Food Boxes
-  **2,916** Food Box Meals
-  **490** Snack Packs
-  **60** Care Kits

RRT Europe



RRT France

Emergency service personnel, healthcare workers and people struggling to make ends meet during the holidays were amongst those who welcomed the support of RRT France volunteers in 2021. Throughout the year, the team served at 54 events, served 1,310 meals and donated 1,605 Food Boxes.

Fuelling emergency services responding to a building collapse

A building collapse in Sanary-Sur-Mer, Southern France, prompted a large search and rescue response as people were trapped under the rubble, tragically taking the lives of three people. With an extensive operation surrounding the clean-up and rescue efforts, RRT jumped in to serve hot meals and refreshments to the hard-working emergency service personnel, fuelling them as they served the community.

Honouring healthcare heroes

There is no denying the last few years have been challenging for people on the frontline. RRT volunteers in France expressed their heartfelt thanks for healthcare workers through donations of 860 Care Kits filled with personal care products and 558 Frontline Snack Packs filled with nutritious and delicious treats.

Tour de Food Box

The year was not short of a challenge, so the team set out on a tour of France to deliver hope through the RRT Food Boxes. Motivated to lift spirits in time for the holiday season, 42 RRT volunteers spent several days packing 1,000 Food Boxes, donated to Restaurants due Cœur in the Ardèche county one week before Christmas. The team wrapped up the year having donated a total of 1,605 Food Boxes, which is approximately 25,680 meals.

FRANCE STATISTICS

-  54 Events
-  1,009 Volunteer Hours
-  1,310 Meals Served Face-to-Face
-  1,605 Food Boxes
-  25,680 Food Box Meals
-  558 Snack Packs
-  870 Care Kits



RRT Italy

With a desire to support more people in need, 2021 was all about ramping up support through the Food Box, Comfort Snack Packs and Frontline Snack Packs for RRT Italy. In total, the team donated 200 Food Boxes and 600 Snack Packs throughout the year.

Setting up base to support more people in Italy

Since the launch of the Food Box and Snack Packs, RRT Italy has sourced ready-produced products from RRT in the United Kingdom. The team took their support to the next level in 2021, establishing a local warehouse where RRT volunteers now assemble Food Boxes and Snack Packs locally.

This change gifted RRT Italy greater freedom and allowed the team to donate more products than ever before. From donating Snack Packs to the Emergency Services of Zagarolo to being welcomed by the Honourable Mayor, Anna Gentili, for a donation of Food Boxes to the Rocco Priora region, RRT Italy had many highlights throughout the year.



ITALY STATISTICS

-  200 Volunteer Hours
-  100 Food Boxes

RRT Netherlands

It was a pivotal year for RRT Netherlands as the team welcomed their very first RRT trailer in 2021. With the foundations now in place to serve, RRT volunteers supported the annual summer festival in Westerhonk, donated Easter treats to children in hospital and supported those less fortunate with Food Boxes and Care Kits.

COVID-19 restrictions affected people in different ways, but for children in hospital, the restrictions were particularly isolating. RRT volunteers wanted to do something special for those spending Easter in hospital, so the team packed gift bags filled with plush toy Cookie the Kookaburras, Easter eggs and a postcard. Volunteers donated 100 Easter gift bags to Sophia Children's Hospital and 36 for the Reinier de Graaf Hospital.

Providing an enjoyable day out, RRT volunteers served over 250 meals to the disability service staff and patients in Westerhonk at the annual summer festival. We saw the Netherlands team come to the aid of the homeless, donating 150 Care Kits to gift essential hygiene supplies to people who don't have a place to call home.



NETHERLANDS STATISTICS

-  8 Events
-  250 Volunteer Hours
-  220 Meals Served Face-to-Face
-  50 Food Boxes
-  400 Care Kits

RRT Denmark

From donating Food Boxes to people most in need to serving delicious burgers to the Stop Food Wastage event in Ballerup, RRT Denmark came to the aid of people in varying circumstances in 2021.

Throughout the year, RRT volunteers in Denmark worked alongside Stop Waste Ballerup, which support locals struggling to afford basic necessities. RRT Denmark donated Food Boxes and supported their inauguration day, where RRT was humbled to serve hot meals and refreshments on the day, even serving the local Mayor.



RRT Europe



DENMARK STATISTICS

-  1 Event
-  126 Volunteer Hours
-  175 Meals Served Face-to-Face
-  139 Food Boxes
-  2,780 Food Box Meals
-  54 Care Kits



RRT North America 2021 Snapshot



196 Events



1,193 Volunteer Hours



5,366 Meals Served Face-to-Face



7,856 Food Boxes



260 Senior Food Boxes



1,597 Early Start Food Boxes



316,532 Food Box Meals



2,387 Home Essential Boxes



1,335 Frontline Snack Packs



51 Comfort Snack Packs



175 Care Kits



RRT Caribbean 2021 Snapshot



12 Events



478 Volunteer Hours



17,823 Food Boxes



712,920 Food Box Meals

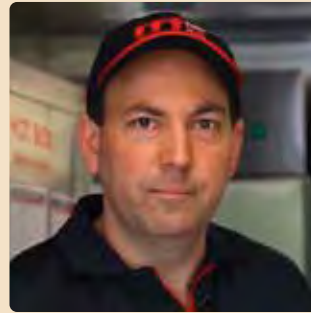


800 Frontline Snack Packs



600 Baby Care Kits

RRT North America & Caribbean



RRT NA Report

LANCE HOLMES
General Manager, RRT North America

There is no refuting that 2021 was another challenging year as the pandemic continued to sweep across North America whilst unparalleled disasters threatened people's livelihoods. Thankfully, RRT volunteers across Canada, the Caribbean and the United States of America were there to serve every step of the way.

Disaster relief delivers hope

From hurricanes to tornadoes to volcanic eruptions, the frequency and force of natural disasters throughout the year was unlike anything we've ever seen before. One of RRT's biggest undertakings in 2021 was the team's response to the La Soufrière volcanic eruption, which forced more than 16,000 people to evacuate their homes and cut off essential supplies to the small island of St. Vincent. Volunteers from Jamaica, Barbados, Trinidad and even as far afield as the United States showed the power of team work,



and worked together to deliver essential support to thousands of people impacted by this disaster. Moving from a volcanic eruption to a deadly hurricane, RRT volunteers in the United States jumped in to assist the clean-up efforts after Hurricane Ida hit. RRT volunteers were humbled to deliver hope in the wake of this disaster, donating essential food supplies to people displaced.

Increased support yields increased impact

Year on year, RRT grows to support more people in need and 2021 was no different. Teams worked tirelessly to support more events than ever before with a 40% increase on the previous year, launching the Snack Packs initiative and instigating the development of a brand-new product, the RRT Essentials Box. By growing our suite of products here in North America, we can assist more people in crisis with tailored support that meets their immediate needs.

Looking back, 2020 forced us to be agile as COVID-19 turned the world on its head, but this stood us in good stead in 2021 as we pivoted quickly to meet the rising demand for support, as expressed above and outlined in the following pages. Looking ahead to 2022, and while we don't know what the year will bring, we are grateful to our generous donors and forever faithful volunteers who will be on standby to support, no matter the crisis at hand.



There is no refuting that 2021 was another challenging year as the pandemic continued to sweep across North America whilst unparalleled disasters threatened people's livelihoods. **Thankfully, RRT volunteers across Canada, the Caribbean and the United States of America were there to serve every step of the way.**

Emergency Services

Throughout 2021, RRT North America were called on more than ever before to assist disaster relief efforts as forceful hurricanes and tornadoes made landfall, and a volcanic eruption in St. Vincent displaced thousands of people. In these trying times, RRT volunteers became a symbol of hope for emergency service personnel and people displaced.

Volcanic eruption cuts off essential supplies to St. Vincent

“Thank you RRT, thank you for not forgetting us” – RRT Food Box recipient.

For the first time in 42 years, the La Soufrière Volcano erupted on the small island of St. Vincent, forcing more than 16,000 locals to evacuate their homes and seek shelter in one of the 120 dedicated evacuation centres. As ash quickly coated the island, RRT teamed up with the National Emergency Management Office (NEMO) and volunteers from Barbados, Jamaica and Trinidad banded together to pack and donate thousands of emergency Food Boxes, Baby Care Kits and bottled water.

The volcanic eruption sent a plume of ash 8,000 meters into the air. With a thick layer of ash hovering the island for months on end, planes and other services were unable to transport essential supplies, placing immense pressure and demand on food and sanitary items. Shortly after the first eruption, RRT shipped in vital supplies on the Bequia Express III, and in total, donated 2,563 Food Boxes, 600 Baby Care Kits and over 14,000 bottles of water.

RRT’s support didn’t stop there. The volcanic eruption threatened local farmers livelihoods as the ash destroyed crops and their livestock. In collaboration with the Ministry of Agriculture, RRT sourced and donated six water tanks to farmers affected by this disaster.

“The agricultural impact of the La Soufrière disaster is immeasurable, and farmers are amongst those who have been hardest hit by the eruption. These water tanks will go a long way in supporting local farmers,” said Mark Decasseres, General Manager, Caribbean.



Hurricane Ida wreaks havoc across Louisiana

Marked as the second-most damaging and intense hurricane to make landfall in the U.S. state of Louisiana, Hurricane Ida claimed lives, destroyed homes and caused destruction across the state. In the wake of the disaster, RRT stepped in to assist displaced communities, the charities that serve them and emergency services responding to the storm. In the weeks and months following, RRT hosted pop-up events across the state to lift the community spirits by serving hot meals, refreshments and donating Food Boxes to those displaced.

“Food brings comradery and comfort and so for people who needed help from Ida, it was a great time for them to meet with agencies and get some food and just sit and chat with other people. I really appreciate RRT being here – thank you so much for going out of your way!” – Tim Wolf, Director of the Pioneer Family Success Centre.

RRT delivers hope in tornado-struck Kentucky

RRT volunteers across the US mid-west and beyond came together to provide support to Kentucky locals who faced homelessness, as well as food, water and power shortages in the wake of a powerful tornado that hit in December. With more than 15,000 homes and buildings destroyed, RRT travelled to Bowling Green, Kentucky to host a large community event to bring the locals together. RRT served hot meals, donated emergency food supplies and walked door-to-door to gift locals Snack Packs. RRT also brought a smile to children affected, donating soft toys of Cookie the Kookaburra, RRT’s ever friendly mascot, in time for the holiday season.

“A gentleman that we gave an RRT Snack Pack to told us about hunkering down in the bathroom with his family as his home had no basement. As the winds screamed around them and they prayed, suddenly the entire roof went up two feet and then fell back down on the house with a crash” said Kevin Traun, RRT Local Team Leader for Knoxville, Tennessee.

Rockton chemical plant explosion threatens jobs and surrounding area

In June, a major fire broke out at Rockton Chemical Plant in Illinois, forcing everyone within a one-mile radius to evacuate. The blaze continued for several days, with help enlisted from firefighters from 80 different fire brigades across Illinois and neighbouring states. RRT volunteers from Chicago jumped in to serve breakfast to the firefighters on the frontline. By lunchtime, the word had spread through the small town of Rockton and RRT began serving families who had suddenly lost their jobs due to the explosion. The team returned to the grills for dinner and provided hot meals to the Red Cross to help feed displaced families taking refuge in a nearby shelter.



RRT North America & Caribbean



NORTH AMERICA STATISTICS

- 56 Events
- 2,027 Volunteer Hours
- 3,188 Meals Served Face-to-Face

CARIBBEAN STATISTICS

- 9 Events
- 364 Volunteer Hours

Youth

RRT believes that every child deserves the right to grow up safe, happy and healthy and in 2021, RRT volunteers helped empower children to grow at 23 youth-focused events. With food insecurity becoming a massive issue due to COVID-19-induced pressures, RRT focused their efforts on supporting children and their families with donations of RRT Food Boxes.

Food Boxes provide a glimmer of hope for children in need

Many families don't qualify for federal food relief programs, so sadly, more than 12,000 children in Knox County face food insecurity every day. FISH Hospitality Pantries assist children with consistent, healthy and nutritious meals, and RRT Knoxville pitched in to support, handing out free Food Boxes to families in need.

Protecting children through Project Harmony

Project Harmony has one goal, and that is to end the cycle of child abuse and neglect in the community. As a child advocacy centre, Project Harmony supports children in challenging circumstances, so RRT donated a fresh batch of Food Boxes to aid in their response and preventative services.



NORTH AMERICA STATISTICS

-  23 Events
-  242 Volunteer Hours
-  66 Meals Served Face-to-Face
-  1,597 Early Start Food Boxes

Health & Disability

Throughout 2021, RRT volunteers across North America and the Caribbean gifted their time to provide tangible support to people living with disabilities and health impairments and went above and beyond to thank the healthcare workers who have all made sacrifices to serve over the past couple of years.

RRT donates hospital beds to alleviate COVID-19-induced pressure

As COVID-19 cases peaked in Jamaica in April, so too did the need for medical care. RRT teamed up with DFL Importers to purchase specialised hospital beds and mattresses and transported them to Jamaica where they were donated to the Ministry of Health and Wellness.

“As the Jamaican community feels our way through the COVID-19 crisis, every little bit of support helps, and these hospital beds will take the pressure off local health services, enabling hospitals to comfortably care for more patients,”

– Mark Decasseres, RRT Caribbean General Manager



NORTH AMERICA STATISTICS

-  14 Events
-  189 Volunteer Hours
-  120 Meals Served Face-to-Face

RRT North America & Caribbean



Empowering inclusivity in sports

RRT Redwood Falls volunteers were more than happy to cheer on contestants at the Special Olympics of Minnesota, serving chilled water and refreshments as the youth tackled challenges on the sports field. Special Olympics offers quality training through Unified Sports, allowing people with and without disabilities to play together.

Spreading holiday cheer to the elderly

RRT was engaged by A&O Support Services, a non-profit organisation that provides specialised services for older Manitobans across the province, to assemble and donate Holiday Gift Boxes to seniors in the Winnipeg area. RRT volunteers were all too willing to help and rallied together to build 1,929 gift boxes filled with hygiene supplies, colouring books, games, scarfs, gloves and much more.



Homelessness, Poverty & Hardship

According to End Homelessness, 17 out of every 10,000 people experience homelessness on any given night across the US. The pandemic has only exacerbated the circumstances of vulnerable people living in North America and the Caribbean, so RRT rose to meet the demand in support, serving at 106 events and donating more than one-million meals through the RRT Food Box initiative.

Donating 712,920 meals in the Caribbean

It was a milestone year for RRT Caribbean, as the team donated a staggering 17,823 Food Boxes, which equates to more than 712,920 meals. The Food Boxes, which came to the aid of vulnerable people impacted by the COVID-19 crisis and those displaced by the volcanic eruption and other disasters, were partly funded through the Government, which is a first in RRT Caribbean's history.

RRT gives the gift of hope during the holiday season

RRT volunteers brought some holiday cheer from November to December, giving the gift of a holiday meal to people facing challenging circumstances. For the first time, RRT designed a special edition 'Thanksgiving' Food Box that was welcomed by a number of welfare support agencies including the Indiana Coalition Against Domestic Violence. In the Caribbean, RRT volunteers donated special holiday editions of the Food Boxes to the St. Vincent Coast Guard who gifted them to local families doing it tough after a year plagued by volcanic eruptions and COVID-19.



NORTH AMERICA STATISTICS

- 103 Events
- 1,668 Volunteer Hours
- 1,992 Meals Served Face-to-Face

CARIBBEAN STATISTICS

- 3 Events
- 114 Volunteer Hours



RRT Volunteer Spotlight

BRUCE EMTAGE, North America



This year's Volunteer Spotlight is on Bruce Emtage from North America. Bruce is known for his 'boots on the ground' approach and ability to build rapport with key emergency services and government contacts. It is because of these contacts that RRT has been called upon to support on numerous occasions, including in the wake of Hurricane Ida.

RRT's league of volunteers, all 14,500 of them, are a beacon of hope for people in their time of need. From serving burgers and refreshments with a smile, to comforting someone who is going through a challenging time, RRT volunteers bring a little cheer to those who need it most. Across the globe, RRT has a number of outstanding volunteers who go above and beyond, working tirelessly behind the scenes to support communities in need.

This year's Volunteer Spotlight is on Bruce Emtage from North America.

1 What inspired you to volunteer for RRT?

Seeing the positive impact that RRT has had in other regions, I was glad to join the team when RRT started in North America. I really enjoy building a positive relationship with those in government around our locality and working with a team that is there to support when needs arise.

2 What keeps you going when the demands of life, work and RRT volunteering come into play?

Recognising how RRT is becoming so well-known and counted on to come to the aid of people in need, especially when an organisation starts coming back repeatedly for us to help them out. They often refer to the quality of volunteers that come to their event, and that inspires us to keep delivering with organisations at that same level.

3 What do you enjoy most about volunteering for RRT?

The most enjoyable parts of RRT is delivering a level of service that recipients have maybe not been used to in the past, and showing them that we can make the difference and fill in some gaps where there is an outstanding need. The initiatives and variety of events keep coming from the leadership team globally at RRT and its always refreshing to pull off events in line with that vision.

4 What have you learnt from your experiences with RRT?

Each event it is very noticeable how a simple smile and positive spirit can have such an effect on those experiencing difficult circumstances. It seems to give them hope that there are those that will take time and interest in them and truly care about creating some positive outcome to what they are going through.

The other thing I've learned is to make sure you have a good team where they are positioned to draw out their strengths. We couldn't do it without the whole team and everyone knowing their swim lanes, yet no one holds back from stepping up to fill in where needed. I enjoy the experience of true team work.

5 What was your favourite message of thanks from recipients?

The below is one of my favourites. It was a follow up to one of our events at the time of the terrible flooding in 2021, from a County employee. It was encouraging to know that all the attributes RRT stands for was radiating off the team.

"First - I want to tell you how much everyone at the event - including me - loved what you provided. I talked with several clients after the fact and the one thing that everyone raved about is the food and more importantly - the love and generosity that it represented at a time when the world feels very cruel. You have an awesome team who serves with grace and kindness and I can't tell you how grateful we are to you for your willingness to partner with us."

– Message of thanks from RRT recipient



6 If there was one thing you could say to the recipients you supported or volunteers you work alongside, what would it be?

I'd love to encourage the team to continue to find time in our lives to give back. If you can't give financially to a good cause, there is nothing like seeing your passion come out in liberal giving of your time instead! It will come back in ways you never expected.

RRT Financials and Corporate Governance

Financials

As part of RRT's commitment to good governance, RRT regions across the globe where RRT is a registered charity produce and publish a financial review, transparently sharing the charity's financial standing for the previous financial year.

To view a detailed financial review, please visit www.rrtglobal.org/compliance

Corporate Governance

RRT views Corporate Governance as an essential part of ensuring our Directors around the globe address their corporate, legal, financial and audit responsibilities, and exercise reasonable care, skills and diligence in carrying out their duties.

RRT as a charity takes its responsibilities and Corporate Governance obligations seriously.

All RRT Directors are aware of their responsibilities and ensure RRT abides by its Constitution. RRT's Board's primary responsibilities are to:

- Establish long-term goals and approve strategic plans to achieve these goals and monitor achievements.
- Ensure the appropriate separation of authorities and balance of responsibilities between the Board and management.
- Review and approve annual budgets, monitor management and financial performance, and ensure that the organisation has the necessary skills, resources and support.
- Identify significant organisational risks and ensure effective strategies are in place to manage these risks and ensure that there are adequate

systems of internal control, together with appropriate monitoring of compliance activities.

- Review and approve major strategies, financial objectives and plans, including capital expenditures.

Further, the Board promotes ethical and responsible decision making by ensuring that RRT conducts its business to the highest standards of honesty, integrity, respect and fairness when dealing with members of the community and both internal and external stakeholders.



Board of Directors Across the Globe

Australia

- Ron Arkcoll, Managing Director
- Alistair Dent
- Dan Alderton
- John Proctor
- Lester Sharples
- Lloyd Grimshaw
- Rick Grosse
- Rick Salisbury

New Zealand

- Cameron Prestidge, General Manager
- Daniel Steele
- Daniel Blampied
- Edward Davis
- Jeffrey Wearmouth
- Kingsley Smith
- Matthew Smith
- Ronald Malcolm

United Kingdom

- Sam Blackledge, General Manager
- Rod Buckley
- Murray Robertson
- Andy Turner
- Dave Brown
- Ben Napthine
- Russell Lynes

United States of America

- Lance Holmes, General Manager
- Aaron Holt
- Chester Boyt
- Randy Thomas
- Greg Cornell
- Chris Samuels
- Greg Johnstone

Canada

- Chris Samuels
- Greg Johnstone
- Greg Cornell

Caribbean

- Mark DeCasseres, General Manager

France

- Kenny Bartolomei
- Jérôme Barthélémy
- Clément Courbis
- Guillaume Gounon
- Roméo Barthélémy

Germany

- Alfred Brusius, General Manager
- Christoph Menn
- Dirk Klein
- Erik Pfeiffer

Denmark

- Niels Webb

Netherlands

- Simon Maak
- Mark Besley
- Jimmy Burk

Sweden

- David Klingenberg
- Benny Nykvist
- Gary Worsley

Argentina

- Peter Hellberg

Switzerland

- Loren Hazell



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www.rrtglobal.org

rrt **RAPID
RELIEF
TEAM**