

Serving from the
heart; connecting
through crisis.



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With challenge
comes change...
2020 was a year
like no other

Global Managing Director's Report

As COVID-19 swept the globe and forced the world into isolation, the Rapid Relief Team's (RRT) face-to-face events came to a halt, but the demand for humanitarian support surged. This led us to radically rethink how we serve people in their time of need, in line with the limitations imposed by the global pandemic.

2020 panned out to be a year like no other with individuals, businesses and charities alike facing unique challenges unparalleled in our lifetime.

In some way, shape, or form, COVID-19 has had a profound impact on all our lives. Whether it be the devastating loss of a loved one, financial insecurity or the social restrictions put in place, we have all been forced to adapt to a new way of life. But with every challenge comes opportunity, and for us, this transpired in the exponential growth of the RRT Food Box initiative, a global transformation from physical events to benevolent product offerings and digital innovation to meet the need at hand.

A year of global transformation

Despite the disruptive nature of COVID-19, RRT remained focused on our vision, and committed to our mission to serve people with care and compassion in their time of need. This, complemented by my mantra to run RRT like a business, led the organization to transform our services overnight, shifting from our traditional face-to-face method of support to the contactless delivery of emergency food supplies and essential items.

One of the earliest effects of COVID-19, and perhaps the most prevalent, was the need for basic supplies as many felt the financial pinch of the pandemic, while others simply couldn't access the necessities due to being in self-isolation or quarantine. With an increased demand for food supplies, RRT channelled our efforts by mobilizing our volunteers across the globe, and engaging manufacturers and suppliers to package and deliver RRT Food Boxes across Australia, New Zealand, United Kingdom, the Caribbean, North America, Canada, France, Germany, Sweden and Denmark. The RRT Food Box, which is filled with non-perishable food items, quickly became a beacon of hope for thousands of people facing hardship around the globe.

43,027

Food Boxes packaged, delivered and donated
(+1,264% up on 2019)

1,039,885

meals donated through the Food Box initiative and served in 2020

(Quantity of meals supplied in the Food Boxes varies region from region)

Traditionally, our core measure of success has been quantified by the number of events, volunteer hours gifted and meals served. As COVID-19 restricted face-to-face interactions, our numbers have been skewed, but ultimately our impact has continued to grow and we have been busier than ever delivering support into the depths of society.



21,983
Volunteer Hours



777
Events



95,811
Meals Served F2F

The Food Box initiative has been successful on many fronts, but most notably, its scalable nature and tangible effect captured the attention of governments across the globe, and for the first time in RRT's history, led to government funding in Australia, the United Kingdom, the Caribbean and North America.

A year of digital innovation

As our method of delivery changed, so did our systems, and we quickly realized the power of technology in responding to adversities. In March, we engaged the Universal Business Team (UBT), Phoenix and OutSystems to design and develop a mobile application to help streamline the delivery of Food Boxes. Developed with agility in mind, the Uber Eats style app was designed to protect the health and safety of RRT volunteers and the recipients we serve, while still enabling us to track and deliver thousands of Food Boxes to people impacted by COVID-19.

Launched during the Melbourne, Australia lockdown in September, which was one of the strictest lockdowns seen around the world, the Food Box App sent out push notifications to volunteers nearby, alerting them to a new request for support in their area. The app would then help navigate the volunteer to the recipient's house, where they would complete the delivery and the recipient would be notified via an automated text message. Being our first ever app development, there were a few speed bumps along the way, however, it was all worthwhile in the end as the Food Box App came to the aid of **2,592 people in need** in Melbourne.

2020 also saw us launch a brand new global RRT website, in line with our commitment to unite RRT teams around the globe and operate as a truly global organization. The new, interactive design has brought the website to life, with content automatically changing based on the user's IP address, so wherever you are in the world, you can keep up to date with RRT. Explore: www.rrtglobal.org





A year of uncertainty and unprecedented change

The change in the global landscape stretched us in ways we didn't know were possible, but growth only happens when we're outside our comfort zone. The pandemic forced us to innovate and explore a whole new model of support that we can easily scale without tying up volunteer resources, yet still provide tangible assistance.

One hurdle that we have had to overcome is the dramatic decline in volunteer engagement as events came to an abrupt halt, which saw our iconic red tents retreat to warehouses around the globe and our smiling volunteers retreat with them. But events are slowly coming back on our radar, and we are entering a new season of RRT where we can bring additional support to people in need through our traditional face-to-face method, in unison with benevolent products including the RRT Food Boxes, the Frontline Snack Packs and Smarrt Cookie. You can read more about these initiatives later in this review.

Looking back on the past 12 months, it is empowering to see the resilience of our communities, and how targeted interventions and small acts of kindness can make an impact to the lives of people in need. 2020 was certainly not the year we planned for, but it turned out to be a year of opportunity, growth and exponential support for people in crisis.

Ron Arkcoll, Global Managing Director

RArccoll

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 the 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



GLOBAL

-  **777** Events
-  **21,983** Volunteer Hours
-  **95,811** Meals Served
-  **43,027** Food Boxes Donated
-  **2,042** Frontline Snack Packs Donated

Every day in some small way, RRT volunteers across the globe lend a helping hand to people in need, where and when it is needed most.

From supporting firefighters on the frontline, to people financially impacted by a global pandemic, RRT volunteer's step in to help.

As COVID-19 swept the globe, RRT's face-to-face events ground to a halt, but the demand for benevolent support services soared. RRT quickly shifted focus to meet the rising need for emergency food supplies, and mobilized RRT volunteers around the globe to package and deliver RRT Food Boxes to people financially impacted by the pandemic, or unable to access necessities after being forced into isolation.

Australia

Events = 308
Volunteer Hours = 11,193
Meals Served = 39,253
Food Boxes Donated = 9,585

North America

Events = 131
Volunteer Hours = 1,810
Meals Served = 1,830
Food Boxes Delivered = 8,208
Senior Food Boxes = 767

France

Events = 6
Volunteer Hours = 882
Meals Served = 530
Food Boxes Donated = 1,994
Frontline Snack Packs Donated = 1,366

United Kingdom

Events = 95
Volunteer Hours = 1,558
Meals Served = 11,738
Food Boxes Donated = 10,632

New Zealand

Events = 138
Volunteer Hours = 4,667
Meals Served = 40,578
Food Boxes Donated = 6,364

Germany

Events = 28
Volunteer Hours = 447
Meals Served = 955
Food Boxes Donated = 202
Frontline Snack Packs Donated = 357

Sweden & Denmark

Events = 48
Volunteer Hours = 287
Meals Served = 643
Food Boxes Donated = 293
Frontline Snack Packs = 319

Italy

Food Boxes donated = 80
Volunteer Hours = 500

Caribbean

Events = 15
Volunteer Hours = 489
Meals Served = 284
Food Boxes Donated = 4,850

Netherlands

Events = 8
Volunteer Hours = 150
Food Boxes Donated = 52

Who We Support

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

Emergency & Disaster Relief

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

Youth

RRT has a heart for the youth and RRT volunteers set out to support youth-focused charities that empower young people to grow beyond their adversities.

Homelessness

RRT supports homeless missions across the globe, bringing light into the lives of those who don't have a place to call home by serving meals and donating blankets, RRT Care Kits, RRT Comfort Snack Packs and other essential items.

Health & Disability

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

From assisting charities to raise funds and awareness with free catering services, to supporting people in crisis with RRT designed and led initiatives, RRT delivers hope and relief to desperate situations across the globe.



2020 in Review

2020 will be remembered for generations to come as the COVID-19 pandemic spread across the globe, rapidly changing everyone's way of life. To help curb the spread of the virus, the world was forced into self-isolation and quarantine. Overnight, RRT had to shift from providing support face-to-face to delivering contactless assistance through RRT Food Boxes and other essential items. However, in some circumstances, natural disasters didn't abide by the laws of COVID, and with extreme weather conditions around the globe, RRT continued to respond to disasters as they hit.

- RRT Australia served 50,000 meals to firefighters fighting one of Australia's worst bushfire seasons on record.



- RRT Caribbean met with the honourable Mrs Juliet Holness, the wife of Jamaica's Prime Minister to discuss the RRT Food Box initiative for people in quarantine due to COVID-19.



- RRT's global mascot, Cookie the Kookaburra, turned 1!

JANUARY



FEBRUARY

- RRT New Zealand collaborated with Qizzle to bring vital stationery supplies to kids throughout New Zealand.

MARCH



APRIL

- RRT Germany served 480 burgers and refreshments to firefighters responding to a forest fire in Gummersbach, Strombach.

MAY



Operation Fire Relief

- RRT Sweden donated Frontline Snack Packs to paramedics in Ljungby, Sweden.



- RRT Australia deployed the RRT Food Box App to deliver Food Boxes to 2,592 Victorians during the state's strict COVID-19 lockdown.
- RRT North America donated more than 400 Food Boxes to people displaced by Hurricane Laura, Lake Charles, LA.



- RRT Australia piloted the Smarrt Cookie initiative with the aim of breaking down the hunger barrier for education in primary school aged children.



JUNE

- Cookie flew in to deliver the last of the Operation Fire Relief (OFR) gift vouchers to those who lost their homes to the 2019/20 Australian bushfires.



JULY

- RRT launched the new global website – www.rrtglobal.org
- RRT United Kingdom supported emergency service teams responding to the derailment of a passenger train in Aberdeenshire.

AUGUST



SEPTEMBER

- RRT France donated 20,736 water bottles and 989 Food Boxes to people impacted by Storm Alex.
- RRT Netherlands donated food packs and hot drinks to the homeless in The Hague.

OCTOBER

NOVEMBER

- RRT Global delivered 5,500 special edition Christmas Food Boxes to bring families together for the holiday season.

DECEMBER



RRT Food Box

2020 will be remembered as the year of the Food Box with RRT volunteers across the globe rallying together to package and deliver 43,027 boxes of hope and relief to people affected by COVID-19.

Launched in 2018 in New Zealand, the RRT Food Box initiative gained global traction in 2020, and for the first time, came to the aid of people in need in the Caribbean, North America, Canada, France, Germany, Sweden, Italy and Denmark, in addition to the United Kingdom, Australia and New Zealand.

Addressing the simple but crucial need for food, the Food Box initiative was designed to support families and individuals impacted by domestic violence. However, the increased demand for emergency food supplies due to the effects of COVID-19 led RRT to upscale their support to vulnerable people including those in self-isolation, people financially impacted by the lockdowns, those struggling to access basic food supplies, and the elderly or people living with health impairments.

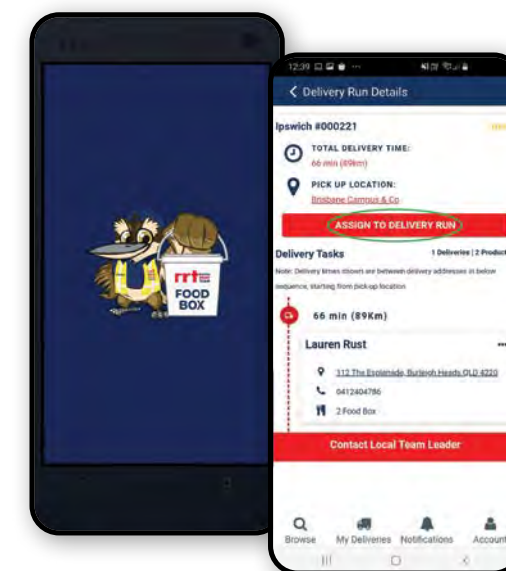
As COVID-19 left many to go without, the simple yet effective Food Box initiative solved a very tangible problem while providing people with dignity in their time of need.

Food Box App

To aid a faster, yet safer delivery of the Food Boxes, RRT collaborated with the Universal Business Team (UBT) and Phoenix to design and develop an Uber Eats style mobile application using OutSystem's low-code technology. The end product resulted in a sleek mobile app that saved volunteer resources in the backend, ensuring more time could be spent out in the field delivering support.

The Food Box App alerted volunteers to new delivery requests in their region through push notifications. This enables the volunteer to then assign themselves to the delivery and use the app to navigate to the recipient's address, deliver the Food Boxes and take a photograph of the boxes at the recipient's front door as proof of delivery. Once the delivery has been completed on a contactless basis, the recipient receives an automated text message notifying them that their Food Box has been delivered.

One of the leading drivers behind the Food Box App development was the need to track the deliveries in real time, ensuring funding partners had oversight to the initiative as it played out. The innovative app tracks all deliveries, and reports on high level statistics such as the number of recipients, number of Food Boxes donated and number of active volunteers.



Bringing families together for Christmas

RRT ended the year on a high note through the Christmas Food Box campaign, which brought a little cheer to families doing it tough after what was a very challenging year. With the aim of bringing families together for the holiday season, RRT donated 5,500 Food Boxes to families across the globe, specifically tailored with ingredients to help put Christmas dinner on the table.

"Someone still cares about others, I'm so moved. It's not only solving hunger, but it is also emotional support."

Juha Park

"As I opened the Food Box, I smiled. That gave me hope and strength to survive in a time like this."

Alfhee Maharjan

"I was genuinely concerned about how I was going to make it to my next payday, so it was a huge help. Thank you RRT."

Neila Canicosa



RRT delivers soap and hope to Kenya

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.

Having access to basic hygiene products, such as soap, is a given for most people in the developed world, but for many people living in poverty, soap is a luxury. RRT is helping break down this barrier through a four way 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 organizations like Hope in the Village who find suitable recipients, and deliver the soap and bibles to people living in Africa.

Recycling soap

Beyond Skin Deep collects discarded soap bars from hotels, utilizing 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.

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

Turning soap into hope

In December 2020, RRT packaged 336 soap cakes into gift boxes with bibles from the Bible and Gospel Trust, and sent them on a journey to Kakamega, Kenya, where Hope in the Village distributed them to people in the local community. A collaboration for the greater good, RRT is fortunate to bring good hygiene practices to the forefront and break down barriers for people in disadvantaged communities.

**336 bars
of soap
delivered**

**338 bibles
donated**

**Beyond
skin deep.**

16.

RRT launches new global website

Launched in August 2020, RRT's new global website embraces the latest technology to deliver a user-friendly, interactive site that unites the work of RRT around the globe.

The refreshed website was launched with a new domain, www.rrtglobal.org, which has been designed to tailor content based on the user's IP address, ensuring wherever you are around the globe, you can stay up to date with the work of RRT in that region.

Whether you're interested in reading up on RRT's charity work around the world, wanting to donate to a particular support stream, or in need of support, the website has incorporated new features to help guide users around the site. The website boasts a fresh new design with interactive animations, shares posts from RRT's social media platforms, is mobile optimized and now gives users the option to purchase RRT Food Boxes for someone they know that needs assistance and RRT will deliver it directly to their door.

To explore the RRT website, visit www.rrtglobal.org



17.



Looking ahead to 2021

Building on the success of the Food Box initiative, RRT has set the wheels in motion to create new global product offerings that align with RRT's purpose and help extend tangible support to more people in need. This has led RRT to think outside the box, and design, develop and pilot two new initiatives; the RRT Snack Packs and the Smarrt Cookie nutritional bar.

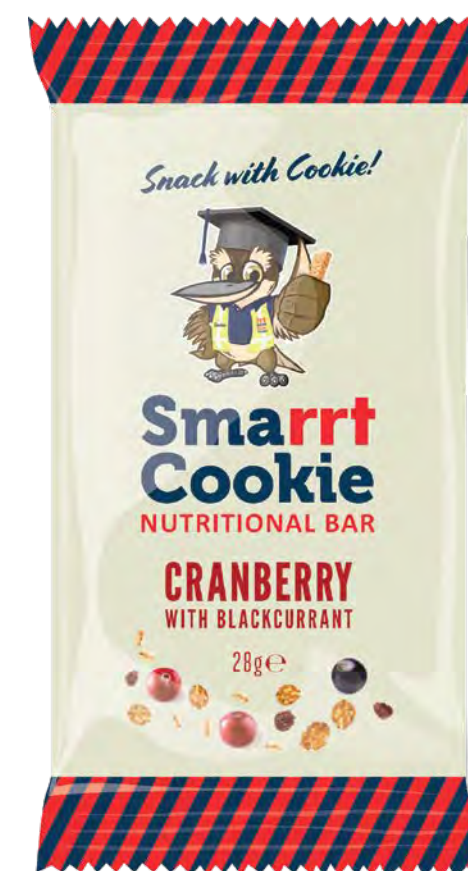


Introducing the RRT Snack Packs

Relieving hunger for people in crisis is at the core of the RRT Snack Packs initiative, which offers two versatile packs; the Frontline Snack Pack and the Comfort Snack Pack.

The Frontline Snack Pack, which was an idea that came out of RRT Sweden, helps fuel emergency services on the run, helping tide them over as they respond to high-pressure situations. The Comfort Snack Pack on the other hand supports people who are homeless, or at risk of becoming homeless, offering a mix of nutritious and comforting snacks to tide them over until they find ongoing, sustainable support.

18.



Introducing the Smarrt Cookie nutritional bar

RRT is helping build bright futures for children through the Smarrt Cookie initiative, which has been designed to release children's potential to learn by overcoming the barrier of hunger.

The Smarrt Cookie bar, which has been developed in collaboration with Cookie Time, a New Zealand based food manufacturing company, is a nutritional option for children who might otherwise go without, gifting them the opportunity to concentrate in class, and not worry about their distracting, rumbling tummy. The Smarrt Cookie bar has all the goodness children need, delivering a nutritional balance of energy, protein, carbohydrates, fats and fibre.

The RRT Snack Packs and the Smarrt Cookie initiatives will officially be launched globally in 2021.





Earl Gracey

General Manager, RRT North America

Looking back at 2020, it's hard to describe the different reality of daily life and what we took for granted such a short time ago. The challenge and surprise only brought out the best in the team and the gift of human resilience to adapt and rebound to a new threat.

Our loyal team of volunteers put in more hours than ever at their own expense, and despite facing challenges of their own as a result of COVID-19, they continued to serve. Whether they were packaging or delivering Food Boxes to people adversely impacted by the pandemic or serving emergency services responding to disasters on the frontline, RRT volunteers put others before themselves, and brought comfort and relief during one of the toughest years in recent history.

20.

RRT North America and the Caribbean

General Manager's Report



Delivering hundreds of thousands of meals to people in crisis

Supporting people in crisis is what we do best, and throughout the year, RRT volunteers came to the aid of people struggling with food insecurity and those unable to buy food due to being forced into isolation. When COVID-19 descended upon us in early 2020, we aptly shifted our support model from serving hot meals to packaging and delivering RRT Food Boxes for the first time in North America and the Caribbean. We had to work fast and find new ways to distribute and work with local and state Government officials to help with food insecurity. We closed off the year having delivered an astounding **8,208 Food Boxes** (15 meals per box) and **767 Senior Food Boxes** (70 meals per box) to people in North America and **4,850 Food Boxes** (40 meals per box) to people in the Caribbean, equating to a donation of **176,810 meals** and **194,000 meals** respectively throughout the year.

Innovating to meet demand

The global pandemic forced us outside of our comfort zone as it hit North America hard, but it led our team to innovate our support services to ensure people received tangible assistance during unprecedented times. In addition to bringing relief through emergency food supplies, RRT North America worked with local and state authorities to deliver hygiene and cleaning products to the doorsteps of those in isolation, delivering a total of **3,230 Hygiene Kits** and **1,531 Home Essential Boxes**. The outpouring of testimonials from recipients showed that the care and compassion of RRT volunteers shone through, despite being unable to physically support people face-to-face. We like to think that despite not being able to give in person, the RRT smile(s) came through regardless.

While considerable effort was invested in supporting people impacted by COVID-19, RRT North America and the Caribbean had a number of highlights throughout the year as our volunteers came to the aid of emergency services as disasters hit, and served the youth, the homeless and those living with disabilities and health impairments throughout 2020. You can read more about our highlights from the year in the following pages.

As we look ahead to 2021, I have no doubt that no matter the season or the challenge, RRT will continue to rise to meet the demand and prove to our very generous donors that their generosity will be multiplied.



NA & CAR 2020 Snapshot

RRT NORTH AMERICA



131
Events
Supported



1,810
Volunteer
Hours



1,830
Meals
Served



8,208
RRT Food Boxes
Donated



767
RRT Senior Food
Donated



1,531
Home Essential
Boxes Donated



3,230
Hygiene Kits
Donated



176,810
Meals donated
through Food
Boxes

RRT CARIBBEAN



15
Events
Supported



489
Volunteer
Hours



4,850
RRT Food Boxes
Donated



284
Meals
Served



194,000
Meals donated
through Food
Boxes

Caring through the COVID-19 Crisis

RRT North America and the Caribbean set out to meet the demand for emergency food supplies in response to the adverse effects of COVID-19, and for the first time, brought the RRT Food Box initiative to people in crisis across the United States, Canada and the Caribbean.



8,208 Food Boxes Donated in North America



4,850 Food Boxes Donated in Caribbean



767 Senior Food Boxes Donated



1,531 Home Essential Boxes Donated



1,453 Men's Hygiene Kits Donated



1,777 Women's Hygiene Kits Donated

Meeting the basic but crucial need for food, the RRT Food Box initiative caught the eye of government officials. RRT North America rapidly grew this initiative beyond food, offering tailored boxes to supply hygiene and cleaning products through an initiative that quickly became known as the **RRT CARES Kits**.

Supporting people in self-isolation or otherwise unable to leave their home, the RRT CARES Kits delivered tangible support across North America, with several iterations available for people in need:

- RRT Food Box supplied emergency food supplies to help people pull through their crisis.
RRT Food Boxes delivered = 8,208
- RRT Senior Food Boxes were tailored to meet the needs of older citizens, ensuring the boxes were light enough for the recipients to carry into their home, but substantial enough to last a couple of weeks.
RRT Senior Food Boxes delivered = 767
- RRT Home Essential Boxes included a variety of home cleaning products, hand sanitiser, toilet paper, a thermometer and much more.
RRT Home Essential Boxes delivered = 1,531
- RRT Hygiene Kits provided tailored products for men and women, including shampoo and conditioner, face masks, band aids, shavers and much more.
RRT Men's Hygiene Kits delivered = 1,453
RRT Women's Hygiene Kits delivered = 1,777

RRT Caribbean also caught the eye of government officials after donating and delivering 4,850 Food Boxes, meeting with the Honourable Juliet Holness, the wife of Jamaica's Prime Minister. Mrs Holness assisted with the packaging of the RRT Food Boxes and helped deliver them to people in quarantine for COVID-19 in the Caribbean.

"Our world is a different time now, knowing that people like you are going out of your way to help me and others is so special. May God bless each and everyone of you."
– Kathryn, RRT CARES Kits Recipient.



Joy during the holiday season

RRT North America and the Caribbean ended the year with a bang, delivering thousands of Christmas themed Food Boxes to lift spirits during the holiday season. For the first time in the history of RRT North America and the Caribbean, all 53 RRT volunteer bases were active at the same time, distributing Christmas Food Boxes to people in need.





From hurricanes to tornadoes to the global emergency that was COVID-19, RRT North America and the Caribbean became a symbol of relief for emergency service personnel and people displaced by disasters throughout 2020.

 **37 Events Supported**
 **1,958 Meals Served**

Emergency Services

Caring for Cookeville tornado volunteers and victims

In March 2020, Cookeville in Putnam County, just 80 miles north of Nashville Tennessee, fell victim to the strongest-rated tornado nationwide in nearly three years. As the extent of the devastation started to show, RRT volunteers stepped in to support those in crisis and delivered hope and relief in the form of a hot breakfast. RRT continued to support the victims and volunteers with hot meals and refreshments as they worked tirelessly in the days after to clean up the aftermath.

Barbados food relief

RRT volunteers from Barbados donated Food Boxes to the Commissioner of Police for the Royal Barbados Police Force Food Outreach Program. COVID-19 only exacerbated the need for food supplies for some people across the Caribbean, but thanks to the efforts of RRT volunteers, these Food Boxes helped feed 65 families who may have gone without.



Food relief for Hurricane Laura victims

Hurricane Laura, one of the strongest storms to ever hit Louisiana, made landfall on August 26, destroying everything in its path. In the early hours of August 27, Hurricane Laura made its way through the city of Lake Charles, ripping apart buildings and even causing a fire at a chemical plant. The level of destruction caused in Lake Charles couldn't be ignored, so RRT volunteers from San Antonio rallied together, and made the five-hour journey to Lake Charles, Louisiana to distribute over 400 Food Boxes to families in need. Beyond supporting in the days following the disaster, RRT contributed to the Westfield Stuff-a-Truck drive, donating 74 Food Boxes, over 60 cases of canned beans and 10 large bags of everyday household necessities for the families impacted.

Youth

Food Boxes and more donated to children in the Caribbean

When RRT Caribbean had the opportunity to donate Food Boxes to the youth, they were excited to take action, and set their sights on supporting children with special needs and those from disadvantaged backgrounds through St. Benedict's Children's School in Georgetown. RRT Food Boxes and Cookie the Kookaburra, RRT's plush toy mascot, came to the aid of these children, supplying essential food supplies while Cookie brought a smile to all involved.



Teaming up for Toys for Tots

Sponsored by the United States Marine Corps, RRT volunteers teamed up to help organize and manage Stamford Toys for Tots, a national toy drive that brings joy to less fortunate children. In the months of November and December, RRT volunteers made themselves useful by gifting their time to sort toys, disinfect all donations and deliver them to local churches to donate on to children in need.

RRT volunteers from North America and the Caribbean gifted their time to serve the youth in 2020, helping empower children beyond their circumstances. From donating toys to toy drives or Food Boxes to children and their families, RRT provided a glimmer of hope for children in their time of need.

 **14 Events Supported**
 **96 Meals Served**





RRT North America and the Caribbean provided tangible support to people living with disabilities and health impairments, and the organizations that support them throughout 2020. Serving more than 40 meals at six events, RRT volunteers supported those who were the most vulnerable to the COVID-19 crisis.

Health & Disability

Supporting people in Bull Bay quarantine

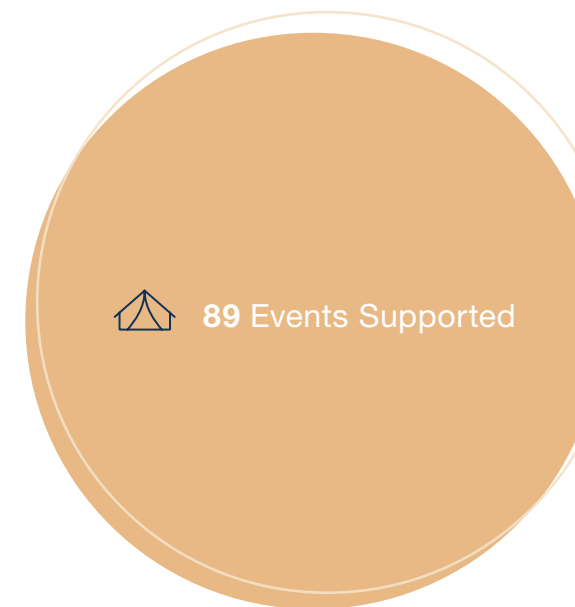
As COVID-19 forced people into quarantine, RRT volunteers quickly set the wheels into motion to package and deliver Food Boxes to people with limited access to food supplies. Coming to the aid of people in quarantine in Bull Bay, RRT's Food Box support caught the attention of the Honourable Juliet Holness, wife of the Jamaican Prime Minister, who shared:

"I am grateful the (Rapid Relief Team in the Caribbean) has come to the aid of people currently under quarantine in Bull Bay, with the Food Box initiative. We are in this fight together to contain COVID-19. Thank you, Rapid Relief Team."



Thanking wounded warriors

RRT volunteers from San Antonio jumped at the opportunity to serve those who put their lives at risk to serve America by donating holiday food bags during the Thanksgiving holiday. The Wounded Warriors Program, which distributed the donated RRT holiday food bags, aims to restore independence to the nation's wounded veterans and supports the families of injured veterans during the recovery process.



2020 was a tough year for many people around the globe, but for those who don't have a place to call home, COVID-19 only exacerbated their circumstances in North America and the Caribbean. RRT volunteers did their bit to support homeless people, or people at risk of becoming homeless, serving at 89 events.

Homelessness

RRT volunteers bring warmth on cold nights

As temperatures dipped below -21 degrees Celsius in February in downtown Winnipeg, RRT volunteers hit the streets to donate 582 cups of hot chocolate over the three-day spell of extreme weather, helping avoid the risk of hypothermia and frostbite for the homeless and other people passing by.

Stepping in to assist The Urban Hope in their event, the Coldest Night of the Year, RRT volunteers from Ontario, Canada, showed their support for people without a place to call home in Cambridge and St. Catharines by managing event registrations and serving hot beverages. In 2020, these two events raised six million dollars nationally to support the homeless.





Dan Alderton
Operations Director,
RRT Australia

There is no denying that 2020 was a challenging year. Looking back, it's surprising to consider how much we experienced as a nation in such a short period. It's easy to forget just how devastating the disasters were that plagued our shores; fires, drought and the all-consuming global pandemic.

When we reflect on the year that has been, COVID-19 is front of mind. But it's important we remind ourselves of the bushfires that were the global crisis at that time, capturing the world's attention as the fires tore through 18.6 million hectares of land, and the enduring drought that had no end in sight as fires fuelled across the country.

Thankfully, the Rapid Relief Team (RRT) were there to support Aussies every step of the way, no matter the crisis at hand. The identity of RRT, and our essence as an emergency support organization is to be present for people in their time of need. Never has this been more relevant than in 2020 as we stepped in to walk alongside Aussies impacted by fires, drought and a global pandemic.

RRT Australia

Operation Director's Report

Fire relief

As we entered the new year, much of Australia's eastern seaboard was blanketed by ash from what is now known as the Black Summer bushfires. While the world watched on and hoped for rain, RRT volunteers rolled up their sleeves to serve tens of thousands of meals and refreshments to firefighters battling the blazes, pump 4.5 million litres of water from inaccessible water sources to the firefront through the Rapid Water Systems (RWS) initiative and gift 612 \$1,000 Eftpos cash cards to families who lost their homes.

Thankfully, rain lifted spirits in February and not only provided relief to firefighters fighting the blazes, but also farmers impacted by Australia's long-standing drought.



Drought relief

While there was rain on the horizon for some regions, the drought was far from broken. RRT set out on a journey to deliver 1,388.5 tonnes of livestock pellets to 1,319 farmers in Cobar, Warren, Goondiwindi, Inverell, Bourke and Walgett. The appreciation these farmers showed at each of these events is indescribable, and it just goes to show how powerful a little care and compassion is in times of crisis.



COVID-19 relief

Like much of the world, COVID-19 descended upon us in March, and our pipeline of events diminished right before our eyes. From supporting 120 events in January, to just one event in June during the peak of COVID-19 restrictions, we knew that we needed to find a contactless solution for our support model. With access to basic necessities becoming an increasing problem, RRT rapidly ramped up our Food Box initiative by 900% on the previous year, coming to the aid of people in isolation or quarantine for COVID-19.

Overall, it was both an incredibly challenging year, but also a deeply rewarding one. What I have outlined here only represents the tip of the iceberg of our efforts throughout 2020, but I hope it encapsulates the heart of our organization, and the approach we endeavor to take to the most pressing issues of the day. Our support spread far and wide throughout the year, and this wouldn't have been possible without the thousands of volunteers who gift their time, generous donors and sideline supporters. Thank you for keeping RRT alive, and for all you do to bring relief to people in need.



RRT AUSTRALIA



308

Events Supported



11,193

Volunteer Hours



39,253

Meals Served



9,585

RRT Food Boxes Donated



230,040

Meals donated through Food Boxes



1,388.5

Tonnes of livestock pellets donated



612

Operation Fire Relief Gift Vouchers

EMERGENCY SERVICES

199

Events Supported

8,761

Volunteer Hours

28,846

Meals Served

HOMELESSNESS

10

Events Supported

344

Volunteer Hours

635

Meals Served

YOUTH

17

Events Supported

681

Volunteer Hours

2,938

Meals Served

HEALTH & DISABILITY

82

Events Supported

1,407

Volunteer Hours

6,834

Meals Served

Australia made international headlines in 2020 as unprecedented natural disasters swept the nation, but it is in times of crisis that the community bands together and the true Aussie spirit shows. Thanks to the generosity of individuals and businesses alike, RRT was gifted the opportunity to rapidly ramp up operations to assist emergency services and people displaced by the Black Summer bushfires, and Aussie farmers affected by the longstanding drought.

-  **199 Events Supported**
-  **8,761 Volunteer Hours**
-  **28,846 Meals Served**
-  **1,388.5 Tonnes of Livestock Pellets Donated**
-  **4.5 million Litres of Water Pumped**
-  **368 Tonnes of Hay Bales Donated**
-  **\$612,000 Donated through Operation Fire Relief Gift Vouchers**

Emergency Services

Fire relief

The 2019/20 bushfire season was the worst on record, with higher than usual temperatures and drought conditions fuelling ferocious fires across the nation's eastern seaboard. Over the course of a few months, 34 people tragically lost their lives, 2,779 homes were destroyed, and 18.6 million hectares of land was burnt. The overwhelming scale of the disaster didn't deter RRT, instead, it spurred RRT volunteers into action to bring relief through the Operation Fire Relief (OFR) initiative to people who lost their homes to the bushfires, and assist firefighting efforts by rapidly pumping water close to the firefront through the Rapid Water Systems (RWS) initiative.

Launched in November 2019, RRT's OFR initiative came to the aid of 612 families throughout 2020, gifting a \$1,000 Eftpos cash card, an RRT Food Box and Cookie the Kookaburra to children affected. Since its inception in 2019, a total of 682 families have welcomed this support.

Finding creative but tangible ways to support the crisis at hand is one of RRT's strengths, and the RWS initiative, which rapidly pumps water close to the firefront from hard-to-reach water sources is one of RRT's most innovative initiatives to date. During the 2019/20 bushfire season, RWS offered a lifeline to firefighters searching for water, pumping a total of 4.5 million litres of water close to the firefront.

As the smoke settled, recovery efforts began, and tributes flowed for those impacted by this crisis. In December 2020, RRT volunteers lent a helping hand at the official opening of the NSW RFS Memorial Playground in Telopea Park, Buxton. Commissioned to honour the sacrifice of local firefighters and their families during the 2019/20 fire season, the firetruck-themed playground also paid tribute to the memory of fallen NSW volunteer firefighters Andrew O'Dwyer and Geoffrey Keaton. On the day, RRT raised \$2,500, and matched this donation dollar for dollar, donating a total of \$5,000 to the Keaton & O'Dwyer families.

Drought relief

With no rain or reprieve on the horizon as the new year began, many farmers impacted by Australia's worst drought in living memory were reaching breaking point. RRT stepped in to support through the Farmers Community Connect (FCC) initiative, setting our sights on Cobar, Warren, Goondiwindi, Inverell, Bourke and Walgett, trucking in a total of **1,388.5 tonnes of livestock pellets to 1,319 farmers** throughout 2020. COVID-19 restrictions led RRT to postpone two FCC events in St George and Roma, which will now take place in early 2021.

"To come in and pick up these pellets today is a great thing for us out here in the West because you generally get forgotten about past the Blue Mountains. To have a coffee and meet up with other people in the area has been really great. I just appreciate everything the Rapid Relief Team has done for us because if we didn't have this help, it'd make life a bit tougher." – FCC Cobar Recipient, Jacinta Cain

And if the drought wasn't enough, farmers on the NSW South Coast watched on as bushfires tore through their land. To help lift their spirits after two devastating natural disasters, RRT teamed up with Rio Tinto to truck in **368 tonnes of donated hay** from Wubin, Western Australia, to farmers affected by drought and fires in Bemboka, Cobargo, Bodalla and Moruya, NSW.

RRT began providing support through Operation Drought Relief in 2018, and through Farmers Community Connect in 2019. In this time, RRT has supported 3,360 farmers, donating a total of 12,524 bales of hay and 2,036 tonnes of livestock pellets.

In times of crisis, communities band together

This support wouldn't have been possible without the generosity of individuals and businesses far and wide. A special thanks goes to the Universal Business Team (UBT) for their generosity with a \$1 million-dollar donation to see this support come to life for fire-affected families and drought-affected farmers.





RRT volunteers have a heart for the youth, and in 2020, RRT Australia supported 17 events, served 2,938 meals and piloted an innovative initiative, Smarrt Cookie, to assist disadvantaged youth across the nation.



17 Events Supported



681 Volunteer Hours



2,938 Meals Served

According to Homelessness Australia, 1 in 200 people sleep rough every night across the nation. RRT volunteers stepped in to support homeless missions throughout the year, serving 635 meals and refreshments at 10 events, with the Griffith Carevan events being the highlight.



Homelessness

Since 2015, RRT volunteers from Leeton have served hot meals and refreshments to those without a place to call home in Griffith and surrounding regions, and in 2020, served lunch and dinner through the Griffith Carevan initiative. The Griffith Carevan, a mobile food van, exists to meet both the mental and physical needs of local individuals and families who are fighting against poverty, hunger and homelessness.

Youth

Breaking down the hunger barrier for education

According to Food Bank Australia’s report, ‘Rumbling Tummies’, 15% of Australia’s youth go to school without a packed lunch or lunch money. These alarming statistics led RRT AU to design, develop and pilot a nutritional bar, Smarrt Cookie, to help children concentrate in class and not be distracted by their rumbling tummy. The pilot was well received, with **87.5%** of recipients saying the bar was aesthetically pleasing, and a majority of pilot schools expressing the importance of an initiative like this. Based on the success of this pilot, RRT will officially launch this initiative in 2021 in primary schools across the globe.

“The teachers have reported students are concentrating better during the morning session. On occasion, students arrive to school without food – the Smarrt Cookie provides a healthy and filling option for them to contribute for the day.” Pip Martins, Local Facilitator, Telopea Public School.

Shining a light on child safety & protection

As longtime supporters of the Daniel Morcombe Foundation, RRT Nambour were more than happy to step in to support their efforts on child safety and protection throughout 2020, serving meals and refreshments at their Build it for the Kids and Walk for Daniel events.

Partnering with Murphy Homes, Harmony by AVID Property Group and Ray White Maroochydore, the Daniel Morcombe Foundation found a creative way to raise funds, building a brand-new house worth \$630,000, with all profits going toward the Foundation.

In October 2020, RRT volunteers blended in among a sea of red at the annual Walk for Daniel event, serving 220 hot meals to participants as they completed the four-kilometre walk to raise funds and awareness for child safety and protection.



10 Events Supported



344 Volunteer Hours



635 Meals Served



Health & Disability



-  82 Events Supported
-  1,407 Volunteer Hours
-  6,834 Meals Served

2020 was a frightening year for people living with health impairments and disabilities, with many left vulnerable due to the heightened health risk imposed by the global pandemic. RRT stepped in to protect and support people impacted in this way, delivering essential food supplies to the doors of the vulnerable and RRT Care Kits to health care workers responding to the pandemic on the frontline.

Ramping up the Food Box initiative by 900%

RRT AU rapidly ramped up their Food Box initiative in 2020, delivering and donating **9,585 Food Boxes** to the elderly, those living with health impairments and disabilities and people in isolation for COVID-19.

27% of RRT's Food Boxes in 2020 went directly to those impacted by Victoria's strict lockdown, with a massive spike in requests coming from international students unable to return home.

Contactless delivery of groceries to the elderly in Molong

RRT Molong volunteers helped their neighbors in need, volunteering their time to deliver groceries to the front door of those at high-risk of COVID-19, such as the elderly and those living with health impairments.



Helping stop the spread of COVID-19 at border checkpoints

RRT volunteers in Western Australia helped authorities prevent the spread of COVID-19, serving breakfast, lunch and dinner to police officers and the Australian Defence Force (ADF) manning the border checkpoint in Wubin.

RRT Care Kits for healthcare heroes

To show our appreciation and thanks for the healthcare heroes keeping our communities safe and healthy from COVID-19, RRT donated hundreds of hygiene kits to the Children's Hospital at Westmead and Sydney Children's Hospital in Randwick.





Cameron Prestidge

General Manager, RRT New Zealand

Like most of the world, 2020 was largely influenced by COVID-19, and while New Zealand on a whole fared well in comparison to other countries, strict and sudden lockdowns left many in our community vulnerable to financial insecurity, family violence and loneliness. Thankfully, RRT volunteers were ready to serve when and where it was needed most.

Throughout the year, we channelled our efforts into two core areas of focus to deliver tangible assistance to New Zealanders in need, in addition to our traditional support offerings. Firstly, we ramped up our RRT Food Box operation by 205% on the previous year, delivering and donating thousands of Food Boxes to people financially and physically impacted by COVID-19. Secondly, we expanded on our support services to further empower the disadvantaged youth of New Zealand through the donation of stationery packs.

In July, COVID-19 lockdown restrictions were eased, allowing RRT to begin events again. It was heartening to see the public's response, and their appreciation for RRT's support.

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RRT New Zealand

General Manager's Report



From a small idea in Papakura to a global emergency relief operation

From our relative comfort here in New Zealand with low infection rates, and life seemingly returning to normal after an initial lockdown, it was humbling to see the RRT Food Box initiative expand its reach to all corners of the globe and come to the aid of people in desperate situations. Pioneered in New Zealand, the RRT Food Box initiative was an idea that came from an RRT volunteer in Papakura, South Auckland, in 2018 to support families affected by domestic violence. Back then, we certainly didn't foresee its application in this global crisis, or the incredible footprint this would have across the globe donating nearly one million meals in 2020.

Here in New Zealand, 6,364 Food Boxes came to the aid of families affected by domestic violence, people forced into isolation and those unable to work or those who lost their jobs due to the pandemic through the Police Force, Civil Defence and welfare support agencies. You can read more about this in the following pages.

Empowering the youth to reach their full potential

In recent years, RRT NZ has invested time and resource into supporting disadvantaged youth, and throughout 2020, we remained committed to our mission to empower them beyond their circumstances, despite the disruptions imposed by COVID-19.

Many children in New Zealand start their schooling year without the essential tools they need to learn. So to kick off the year, RRT NZ, in collaboration with stationery supply company Qizzle, formerly known as Eeny Meeny, donated \$20,000 worth of stationery packs to more than 3,000 students across eight schools. By donating these essential supplies, we're helping ensure children have the best start in life. You can read more about this initiative, and other ways RRT NZ support the youth in the following pages.

While it is hard to truly measure the impact of the support we provided throughout 2020, it is a tremendous boost to our volunteers to know that we played a small part in bringing relief and hope to people impacted by one of the biggest disasters our generation has ever seen. If 2020 has taught us anything, it is that we can't anticipate what the future holds, but as always, our commitment remains to provide rapid relief by focusing on the immediate crisis at hand, regardless of the circumstances.



RRT NEW ZEALAND



138
Events
Supported



4,667
Volunteer
Hours



40,578
Meals
Served



6,364
RRT Food Boxes
Donated



152,736
Meals donated
through Food Boxes

EMERGENCY SERVICES

36
Events
Supported

4,322
Meals
Served

WELFARE SUPPORT

21
Events
Supported

4,875
Meals
Served

YOUTH

27
Events
Supported

11,560
Meals
Served

HEALTH & DISABILITY

54
Events
Supported

19,821
Meals
Served



 **36 Events Supported**
 **4,322 Meals Served**

RRT NZ jumped into action throughout 2020, responding to more emergencies than ever before with volunteers across the country coming to the aid of emergency response teams and those affected by disasters. From sponsoring the work of the West Coast Air Rescue team to serving firefighters responding to blazes in Hawkes Bay, RRT volunteers gifted their time to fuel those that keep the community safe.

Emergency Services

RRT Greymouth makes a lifesaving difference

New Zealand's vast landscapes make for beautiful scenery, but the rugged terrain can be dangerous. Thankfully, Canterbury West Coast Air Rescue offers a lifeline for people who find themselves in need of help. RRT volunteers from Greymouth are big supporters of their lifesaving work and wanted to do their small bit to keep their operations alive by raising funds and awareness through a local community BBQ. Thanks to the generous support of the Greymouth community and a number of local businesses, RRT raised an incredible \$14,800 to ensure their work continues to save lives. The funding was used to purchase a video laryngoscope, exposure sleeping bag, syringe driver and a water rescue survival suit and vest.

"We could not operate the Air Rescue Service without the financial support of organizations like yours and no one appreciates this as much as the patients, families and friends of those involved in the rescue missions we complete each and every day. For many locations, the Rescue Helicopter is a lifeline and your support will enable the Canterbury Westpac Rescue Helicopter and West Coast ROA Mining Rescue Helicopter to be there for all of us in the event of an accident or medical emergency this year. Your donation will help save lives."

- Chief Executive Officer of Canterbury West Coast Air Rescue, Christine Prince

Igniting energy at Hawkes Bay blaze

Throughout the year, RRT NZ volunteers were called out to support firefighters battling blazes. RRT volunteers from Hastings kicked off the year serving firefighters in Hawkes Bay struggling with severe weather conditions as temperatures neared 40 degrees. As exhaustion levels rose amongst the emergency response team, RRT stepped in to provide breakfast, lunch and dinner over two long days, fuelling the team to continue their efforts.

 **27 Events Supported**
 **11,560 Meals Served**

RRT NZ is passionate about empowering the youth and ensuring they have the best start in life. Throughout 2020, RRT turned their passion into action, and donated stationery packs to disadvantaged children, sponsored a school driving program and served the youth at 27 events across the country.

Youth

Empowering education through stationery

Many children go without across the country, with some going to school without the tools they need to learn. RRT collaborated with Qizzle, a stationery supply company, to donate essential stationery items to children, ensuring they have the freedom to learn in class, and to remove the financial burden from families in need.

RRT invested \$20,000 to support children through the School Stationery Program in 2020, which went on to support more than **3,000 students in eight schools** across the country.

"This kind gesture of Eeny Meeny (now known as Qizzle) and RRT has made it possible for us to not charge any of our children for stationery this year. This means more money in the pockets of the parents and care givers." – Deputy Principal for Manurewa West Primary School, Komal Singh



Learning to drive thanks to RRT

Attaining a drivers 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 988 young New Zealanders overcome this barrier through the Driver Training Program, helping students learn to drive and ensure they're 'work ready'. RRT launched this program by donating vehicles to Manurewa High School and Rule Education Trust and continue to cover the costs of the program including the maintenance of the cars.



According to Stats NZ, almost one in four New Zealanders live with a disability or health impairment, so RRT NZ volunteers gifted their time to bring a smile to the faces of those living in these circumstances throughout 2020. From lending a helping hand to the annual Relay for Life event, to spoiling those that volunteer for Riding for the Disabled, RRT volunteers served meals and refreshments at 54 health and disability support events in 2020.

 54 Events Supported
 19,821 Meals Served

Health & Disability

Rallying for the Relay for Life

Cancer has impacted everyone's life in some way, shape, or form. RRT volunteers from Hamilton rallied together with cancer survivors, cancer fighters and their supporters for the Cancer Society's Relay for Life event in Hamilton in March 2020. The annual Relay for Life event celebrates cancer survivors and their carers, remembers loved ones who have lost their battle and raises funds and awareness to support the greater work of the Cancer Society. RRT served the participants throughout the 12-hour event, with all proceeds going toward the Cancer Society in Hamilton. Funds raised from the day support the Cancer Society's services, help fund cancer research and deliver health promotion programs to the community.

Supporting those who support Riding for the Disabled

As a volunteer organization, RRT is always happy to serve those in the community who put others before themselves. Riding for the Disabled wouldn't exist if it weren't for their generous volunteers who gift people with physical, intellectual, emotional and social challenges the opportunity to enjoy horse riding and horse-related activities. RRT volunteers from Kerikeri were pleased to see roles reversed and served the Riding for the Disabled volunteers roast dinner to thank them for their efforts.



 21 Events Supported
 4,875 Meals Served

Welfare Support

Bringing relief during lockdown with RRT Food Boxes

As lockdowns loomed, New Zealanders struggled to source basic food supplies due to lack of access or financial pressure imposed by the pandemic with many suddenly left without work. Thankfully, RRT NZ were ready to fill the gap through the Food Box initiative, ramping up support by **205%** on the previous year, donating and delivering **6,364 Food Boxes** to people in need. Over 4,000 Food Boxes were delivered through the Police Force, more than 2,000 were delivered through the Civil Defence in response to the COVID-19 lockdown and 202 Food Boxes were donated to welfare agencies. The Food Box became a sign of hope for people who fell victim to the impacts of COVID-19, and RRT NZ will continue donating and delivering these vital boxes of food to people in need.



Demand for welfare support services soared during 2020 as New Zealanders were forced into isolation due to COVID-19, leaving many vulnerable to food insecurity, domestic violence and financial pressure. RRT ramped up their support to come to the aid of those in need and delivered emergency food supplies through the donation of **6,364 Food Boxes**, collaborated with White Ribbon to stand up in the fight against domestic violence and supplied RRT Care Kits to those transitioning into permanent housing.



Taking a stand against domestic violence

RRT NZ is a long-time supporter of White Ribbon, an organization that's made it their mission to eliminate domestic violence. In 2020, RRT volunteers served at four events across the country, donning white ribbons to show their stance against family violence.

RRT Care Kits come to the aid of people in need

In 2020, RRT donated 272 RRT Care Kits to the homeless and those at risk of becoming homeless. Working in collaboration with The People's Project in Hamilton and Tauranga, the RRT Care Kits came to the aid of people transitioning from the streets into permanent housing, thanks to the support of this community organization.



Sam Blackledge
General Manager,
RRT United Kingdom

If 2020 taught us anything, it is that we can't plan for everything.

The United Kingdom has been one of the hardest hit regions by COVID-19, however, RRT UK's strong foundations enabled us to nimbly respond to the unfolding pandemic, whilst remaining committed to our mission to serve people with care and compassion in their time of need.

From empowering children through the Early Bird Learning program, to assisting emergency service personnel responding to disasters as they hit, RRT UK continued to come to the aid of people in need throughout 2020.

RRT United Kingdom

General Manager's Report

Releasing children's potential to learn

Launched in 2019, the Early Bird Learning program grew wings and took flight in 2020 and is now established in **six schools** across the UK. Designed to meet the needs of children from disadvantaged backgrounds, the Early Bird Learning program helps empower children to have the best start in life by instilling good habits through education, and ensuring no child goes hungry. You can read more about this initiative in the following pages.



Rapid response where it's needed

While the world was directed to isolate in their homes, frontline workers didn't have the option to do so, and instead risked their lives to care for the community. Throughout the year, RRT UK was called out to serve meals and refreshments to frontline workers at several emergencies, including the derailment of a passenger train in Aberdeenshire. Over the course of four days, RRT volunteers served 1,300 meals alongside snacks and drinks for emergency services and accident investigation personnel. Our thoughts and prayers remain with the families affected.

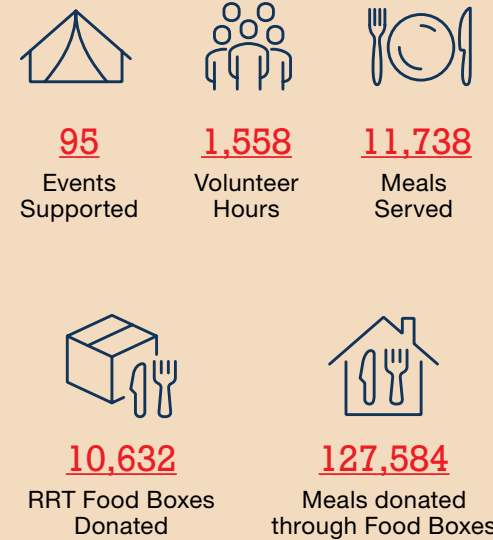
Pandemic response and beyond

As for most RRT regions around the globe, considerable effort went into ramping up Food Box support to assist people impacted by the pandemic. Volunteers far and wide dedicated their days to packaging and delivering Food Boxes, and throughout the year, RRT UK increased our Food Box support from donating 93 Food Boxes in 2019, to 10,632 Food Boxes in 2020. This was only possible thanks to the commitment of volunteers, local authority, government and corporate donations.

In addition to the highlights shared above, RRT volunteers served at **95 events**, **gifted 1,558 hours**, served **11,738 meals** and **donated an additional 127,584 meals** through the Food Box initiative. Despite our event numbers being down due to COVID-19, 2020 was an eventful and busy year for RRT UK. While we don't know what the future holds, we feel humbled to have lent a helping hand to the community during one of history's most tumultuous years.



RRT UNITED KINGDOM



EMERGENCY SERVICES



HOMELESSNESS



YOUTH



HEALTH & DISABILITY





 **57 Events Supported**
 **9,833 Meals Served**

RRT UK rapidly responded to a number of disasters as they occurred throughout 2020, serving **9,833 meals** to emergency service personnel at **57 events**. From two separate train derailments to large wildfires, RRT volunteers were a welcome sight for hungry and tired first responders.

Emergency Services

Stonehaven train derailment

In August 2020, tragedy struck Aberdeenshire when a passenger train derailed after hitting a landslip, where sadly three of the nine people onboard lost their lives. RRT volunteers from Aberdeen stepped in to support the emergency response crews and the accident investigation personnel, and over the course of four days, served 1,300 meals, snacks and drinks to those onsite.

Wareham forest wildfire

As firefighters tackled a wildfire that had travelled more than three kilometres over an area of 190 hectares in May, RRT volunteers worked tirelessly to keep their energy levels high, serving more than 500 meal bags alongside hot and cold refreshments.



"Serving as the focal point of refreshment and respite for multiple agencies at the tragic Stonehaven train derailment incident was a hugely rewarding experience that I will never forget. To be able to greet weary emergency responders with refreshments and a smile after a long shift is incredibly motivating – it is more than just serving a meal; it is also the morale-boosting interactions and camaraderie that are bright spots in an otherwise somber and harrowing environment. The selfless and untiring service that can so often go unnoticed is a credit to all who serve in the emergency services." – Chris Doughty, RRT Local Team Leader (LTL) for Aberdeen

 **4 Events Supported**
 **200 Meals Served**

RRT's league of volunteers supported four youth focused events and served more than 200 meals throughout 2020. In addition to supporting events across the country that assist the youth, RRT UK established its Early Bird Learning program, formerly known as the Flying Start program, in schools across the United Kingdom.

Youth

Early Bird Learning Program

RRT UK has a heart for the youth, and has designed an innovative education program, Early Bird Learning, to help children from disadvantaged backgrounds flourish at school. Cookie the Kookaburra, RRT's global mascot, is at the centre of the program, and champions four key OFSTED principles; healthy eating, physical wellbeing, resilience and confidence.

The Early Bird Learning program is run through breakfast clubs at schools, and offers a range of activities and educational videos for children to learn Cookie's five top tips:

1. Get up early;
2. Have brain food for breakfast;
3. Do the Cookie checklist before leaving the house;
4. Breathe in for 10;
5. Always be positive.

RRT UK looks forward to working with more schools across the country to help ingrain good habits and ensure hunger doesn't get in the way of education.



"I would like to say that I was really impressed with the whole concept and the amazing quality of the resources. I am so pleased that RRT have recognized the real need in the community and have responded in such a great way." – Rebecca Scott, Head Teacher, Stow-on-the-Wold Primary School

46

 10 Events Supported

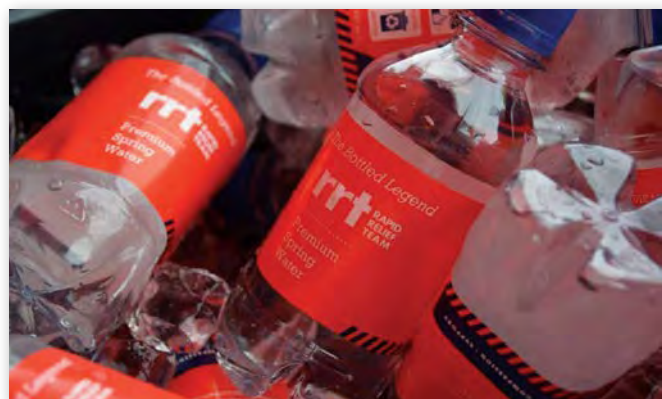
 655 Meals Served

The global pandemic brought unprecedented challenges for health care workers and the 11 million people living in the UK who live with a limiting long-term illness, impairment or disability. For health care workers, it meant risking their lives to continue to serve, while for people living with a disability or health impairment, it posed a serious health threat. RRT UK continued to bring light into the lives of those living with health impairments or disabilities and served **655 meals at 10 events.**

Health & Disability

Hydrating healthcare heroes

National Health Service (NHS) staff were the true heroes during the pandemic, and RRT UK acknowledged their tireless efforts with a donation of 4,000 bottles of RRT premium spring water to the London Ambulance Service headquarters. The bottles were then donated to hydrate the crews and other frontline NHS staff at Accident & Emergency (A&E) departments in London hospitals.



COVID-19 variant disrupts holiday plans

As health concerns grew over a new COVID-19 variant in December, the French Government suspended travel from the UK, and left over 5,000 trucks queuing on the M20 in an attempt to get home for Christmas. RRT supported the Kent Police with 1,000 meals and refreshments to bring a little Christmas cheer.

Homelessness

Food Boxes bring joy to vulnerable people

RRT UK collaborated with local community groups across the country to ensure that the most vulnerable had access to essential food items throughout the COVID-19 crisis. The Food Boxes, which were packaged by volunteers in Coventry, provided essential supplies to people impacted by the pandemic.

"Since being provided with the Rapid Relief Team Food Boxes, we have been able to assist many families in crisis. Providing families with the provisions to feed their children for one to two days gives us the time we need to secure a longer-term solution to the problems they are facing." – Kerri Duncan, Early Help Practitioner, North Early Help Hub.



Rough sleeping supplies bring comfort and warmth to the homeless

RRT Perth donated sleeping bags, bottled water, woolly hats and RRT Care Kits to Churches Action for The Homeless (CATH), to bring comfort and warmth to the homeless in the cooler months. These essential supplies make a massive difference to people who are sleeping rough.

 24 Events Supported

 1,050 Meals Served

Committed to RRT's mission to serve people in their time of need, RRT UK volunteers served **1,050 meals** to people who don't have a place to call home throughout 2020. Beyond serving meals and refreshments, RRT UK volunteers ramped up Food Box donations to vulnerable people and donated other essential items to bring comfort in times of crisis.



Alfred Brusius

General Manager, RRT Europe

On many fronts, 2020 was a challenging year as the global pandemic significantly impacted continental Europe and extreme weather conditions demanded the compassion and support of the Rapid Relief Team (RRT).

Despite the unprecedented challenges faced, and the personal impact this had on RRT volunteers across Europe, we remained true to our name, and rapidly responded to some of humankind's greatest challenges in 2020, most notably, the COVID-19 crisis.

RRT Europe

General Manager's Report

Launching the RRT Food Box initiative in Europe

As an emergency response team, we naturally find strength in adversity, and 2020 was testament to this. Even during a global pandemic, our volunteers were unfailing, and mobilized quickly to expand our support offering.

Demand for emergency food supplies quickly grew as COVID-19 spread across Europe and forced communities into isolation. Thankfully, RRT had the perfect solution at our fingertips to fill this gap, and our volunteers jumped into action to launch the RRT Food Box initiative in Germany, France, Sweden, Italy and the Netherlands.

Due to the alarming situation, RRT volunteers quickly put their compassion for those impacted by the global pandemic into action, and in a matter of days, supply chains had been arranged, bulk food had been ordered and RRT volunteers were ready to roll up their sleeves to package and deliver Food Boxes to people in isolation. Thanks to the efforts of RRT volunteers, **2,621 Food Boxes**, which is equivalent to **62,904 meals**, were delivered across Europe and into the hands of people in dire situations.



Fuelling frontline workers with RRT Snack Packs

For RRT Europe, 2020 won't just be remembered as the year of the global pandemic. During lockdowns, we saw glimpses of business as usual for RRT as we were called in to action to assist emergency services and people displaced by natural disasters.

As face to face events dwindled due to government regulations, RRT Sweden pioneered a new initiative for RRT to deliver support to frontline workers without having to physically serve them face to face. The innovative new initiative, the RRT Frontline Snack Pack, was designed and developed to provide immediate relief to emergency services on the frontline, helping tide them over until the end of their shift. Based on its success across Europe, it has since been launched in other RRT regions around the world, and it is heartening to see this come to the aid of emergency services responding to the need, wherever it may exist.

As I reflect on the year that has been, I can't help but to think of the extraordinary efforts RRT volunteers went to, becoming a true beacon of hope in the midst of a global pandemic. It is hard to express the appreciation I have, not only for the RRT volunteers here in Europe, but those across the globe, who gifted their time, energy and in some cases, risked their health, to bring relief to those who need it most. Thank you to our volunteers near and afar for all you do for others!

EU 2020 Snapshot

RRT EUROPE



90
Events
Supported



2,266
Volunteer
Hours



2,128
Meals
Served



2,621
RRT Food Boxes
Donated



62,904
Meals donated
through Food Boxes

FRANCE SNAPSHOT

6
Events
Supported

882
Volunteer
Hours

530
Meals
Served

1,994
Food Boxes
Donated

1,366
Frontline
Snack Packs

GERMANY SNAPSHOT

28
Events
Supported

447
Volunteer
Hours

955
Meals
Served

202
Food Boxes
Donated

357
Frontline
Snack Packs

SWEDEN & DENMARK SNAPSHOT

48
Events
Supported

287
Volunteer
Hours

643
Meals
Served

293
Food Boxes
Donated

319
Frontline
Snack Packs

ITALY SNAPSHOT

80
Food Boxes
Donated

500
Volunteer
Hours

NETHERLANDS SNAPSHOT

8
Events
Supported

150
Volunteer
Hours

52
Food Boxes
Donated



-  28 Events Supported
-  447 Volunteer Hours
-  955 Meals Served
-  202 Food Boxes Donated
-  357 Frontline Snack Packs

Supporting emergency services and people impacted by disasters is at the core of what RRT does across the globe, and for RRT Germany, emergency response was a key focus for 2020. From assisting people impacted by the global emergency that was COVID-19 with Food Boxes, to serving firefighters battling blazes with RRT Frontline Snack Packs and hot meals and refreshments, RRT volunteers did their bit to help people in need throughout the year.



RRT Germany



Donating Food Boxes to Food Bank

Delivering support to people in crisis is what RRT does best, and in April 2020, just as the adverse effects of COVID-19 were coming to light, RRT Germany donated 25 Food Boxes to the Food Bank in Marburg, who made sure the emergency food supplies made it directly into the hands of families in need. In total, RRT Germany delivered and donated 202 Food Boxes throughout 2020.

Fuelling firefighters on the frontline

RRT Germany was called out to assist emergency services at a number of fire disasters across the country, but the two most notable for 2020 were the Gummersbach forest fire and a factory fire near Siegen.

In late April, a forest fire broke out in Gummersbach, spreading fast due to strong winds. As the fire quickly gained momentum, nearly 400 emergency service personnel were called out to help bring the fire under control. After receiving a request an hour earlier, 25 RRT volunteers were on site at the Strombach Fire Brigade ready to serve the large emergency service crew water, snacks and renowned RRT burgers as the teams expended all their energy fighting the fire. Over a two-day period, RRT volunteers served 630 hot meals to firefighters.

Just before the year closed, RRT volunteers were called out to a factory fire in Freudenberg near Siegen. The team jumped into action to donate RRT Frontline Snack Packs to help fuel emergency services on the run, gifting them nutritious snacks to help tide them over. As the fire spread, RRT volunteers set up the trailer and served hot meals, coffee and other refreshments to the crew responding to the disaster.





From bringing a smile to the children of prison inmates through Cookie the Kookaburra, to supporting the homeless with winter essentials, RRT Sweden came to the aid of people in varying circumstances throughout 2020.

-  48 Events Supported
-  287 Volunteer Hours
-  643 Meals Served
-  293 Food Boxes Donated
-  319 Frontline Snack Packs

RRT Sweden & Denmark

Bringing joy to children for Christmas

In December, RRT volunteers from Sweden set out on a mission to lift children’s spirits in time for Christmas, donating over 100 gift packs to the children of inmates in three separate prisons in Jönköping, Växjö and Kalmar. Collaborating with the local Red Cross branch to deliver this heartwarming support, it was uplifting for RRT to bring joy and a smile to children facing difficult circumstances as their loved ones spent Christmas in prison.



Homeless essentials donated in time for winter

People living on the streets in Sweden don’t have much more than the clothes on their back, and as the winter season approaches, those without a place to call home have a bleak few months ahead with freezing temperatures. RRT teamed up with a centre for the homeless and less fortunate in Gothenburg, and handed out 60 blankets, 25 sleeping bags and 25 RRT Care Kits to help make the winter months a little more bearable.



For RRT France, 2020 will be remembered as the year of RRT Food Boxes and emergency relief as Storm Alex wreaked havoc amongst the country.

-  6 Events Supported
-  882 Volunteer Hours
-  530 Meals Served
-  1,994 Food Boxes Donated
-  1,366 Frontline Snack Packs

RRT France

Responding to devastation caused by Storm Alex

In October 2020, Storm Alex made landfall, wreaking destruction across France and parts of Italy as it delivered a year’s worth of rain in just 10 hours. Flash flooding destroyed dozens of homes, washed away roads and sadly, took the lives of 16 people.

After hearing about the devastation caused, RRT France reached out to rescue teams and those impacted by the disaster to offer emergency food supplies through the Food Box initiative and water bottles. With roads completely cut off to some villages, RRT helicoptered in 989 Food Boxes and 20,736 water bottles to people in desperate need over a 10-day period.



Food Boxes bring relief to French villages

As the community were forced into isolation with COVID-19 quickly spreading amongst France, RRT volunteers stepped into action to produce and donate RRT Food Boxes for the first time in the region. In a matter of days, RRT Food Boxes made their way into the hands of families in need and the elderly and disabled who were most vulnerable to the virus. In total, RRT volunteers delivered and donated a total of 1,994 Food Boxes.

“We’ve been through a lot of difficulties and we greatly appreciated all the help RRT gave us. In difficult times, it’s nice to know we’re supported.”
– RRT Food Box Recipient



Italy was thrust into global news headlines in early 2020 as COVID-19 hit the region hard and fast, and despite RRT volunteers being impacted by the spread of the pandemic themselves, they continued to put others first, and rapidly responded to deliver 80 Food Boxes to people impacted by the virus, whilst continuing to support the good works of the Protezione Civile (Department of Civil Protection).



500 Volunteer Hours



80 Food Boxes Donated

RRT Italy

Donating water bottles to the Department of Protezione Civile

In recent years, RRT Italy has supported the work of Protezione Civile, the department that provides supplies required during disasters such as generators, personnel and equipment. In 2020, RRT Italy donated two pallets of water to the Protezione Civile, who gifted these bottles to emergency services responding to flooding in Rieti and crews at a search and rescue mission in the Lazio region.



RRT Netherlands

Water donation dampens heatwave

Extreme weather conditions impact us all, but for those living on the street in a heatwave, there is no escaping the heat. RRT donated 1,200 water bottles to Straat Consulaat, who jumped on their bikes to deliver them to homeless people, ensuring they remained hydrated.

Essential supplies donated on National Homeless Day

Sleeping bags and RRT Care Kits are a practical way RRT Netherlands supported the homeless in 2020. On National Homeless Day, RRT donated sleeping bags and RRT Care Kits to the Straat Consulaat, bringing support to those living in a temporary COVID shelter for the homeless in The Hague.



8 Events Supported

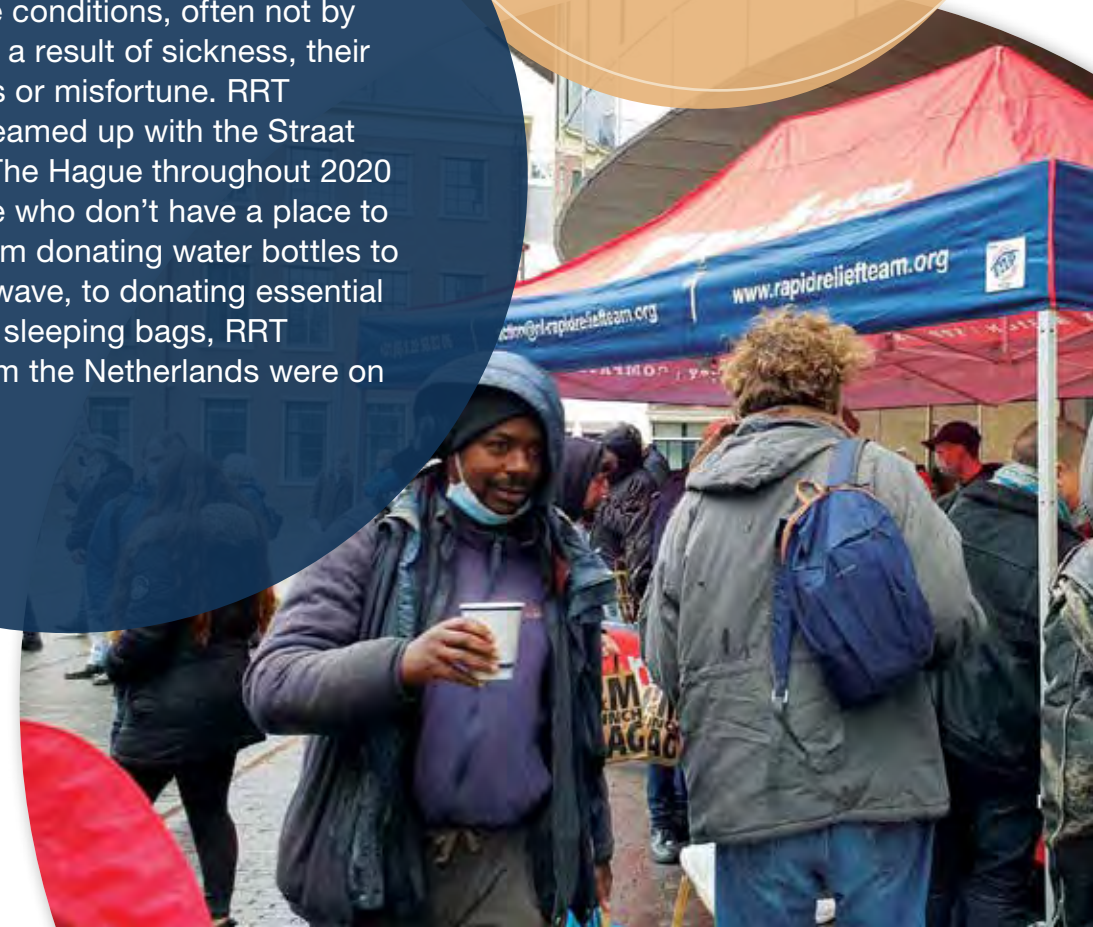


150 Volunteer Hours



52 Food Boxes Donated

Homelessness is an issue that's faced across the globe, and many Europeans live in extreme conditions, often not by choice, but as a result of sickness, their circumstances or misfortune. RRT Netherlands teamed up with the Straat Consulaat in The Hague throughout 2020 to assist those who don't have a place to call home. From donating water bottles to help in a heatwave, to donating essential items such as sleeping bags, RRT volunteers from the Netherlands were on hand to help.



RRT Volunteer Spotlight



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 standout volunteers who go above and beyond, working tirelessly behind the scenes to support communities in need.

Bruno Beech, RRT Regional Team Leader in the UK stood out in 2020 as he stepped up to the challenge and supported people in need through the global pandemic.



1 What inspired you to volunteer for RRT?

I was initially invited by a friend to volunteer at the Field Kitchen event that served the homeless in Manchester, and since then seeing the impact RRT has made in people's lives has made me a dedicated volunteer. The team goes above and beyond to serve not just with food but with compassion in their hearts to provide an engaging and fun atmosphere for people. Seeing the positive impact in people's lives made me decide to volunteer with RRT for as long as I can.

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

The impact that RRT makes in people's lives motivates me to volunteer and give back to the wider community. Often the crisis is sudden and reactive, needing all volunteers' hands on deck. Even through unexpected events, the uplifting culture, values and team spirit of RRT keeps me going.

3 What do you enjoy most about volunteering for RRT?

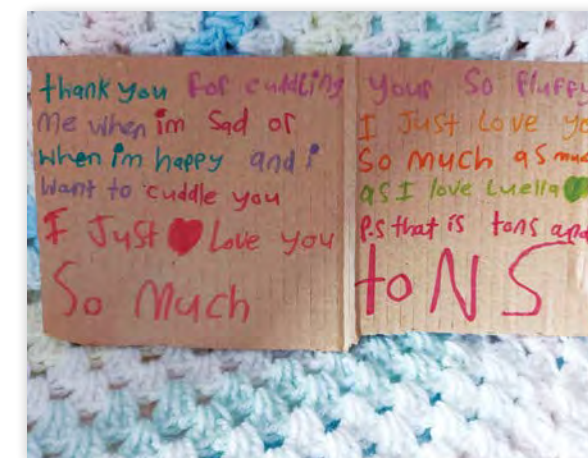
Nothing beats sharing a smile to someone who might not have seen a smile in a long time! Seeing people's faces light up at events is my favourite part of volunteering for RRT. Providing hope by serving food to people who are often in vulnerable situations, there is truly no better feeling than offering great service to someone who least expects it. I am often working in the back end, either clearing bins or taking photos, but the genuine connections I've made with other volunteers and recipients are second to none.

4 What have you learnt from your experiences with RRT?

There are so many things that I have learnt from volunteering for RRT. I've learnt that people are interesting if you take an interest to learn their stories. Through my volunteering, I have grown as an individual, learnt to be patient and listen to people's unique stories. In difficult circumstances, I value how a positive and friendly face can boost morale in people's lives and give them hope. Following the RRT Food Box deliveries, I now also have much better geographical knowledge of Manchester.

5 What was your favourite message of thanks from an RRT recipient?

Out of the many positive responses we receive from recipients, a note from a little girl named Jasmine stands out to me. During peak COVID-19 lockdown when children could not go to school, Jasmine received an Education Relief Box from the Early Bird Learning Program with RRT's mascot Cookie the Kookaburra in it. Jasmine's parents shared that she was occupied for hours creating a home for Cookie, playing with him and reading to him and her cat Luella every night. I was glad to hear that Jasmine was happy and her family was able to breathe a sigh of relief during such a difficult time.



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

I have noticed that people are often reluctant to ask for help and reach out when there's so much support available to them. I would love for them to know that RRT understands their situation and are willing to help with our initiatives and events. We are always humbled to share, so once you receive and are able to help, I hope you can pay it forward and help someone else too!

RRT Financials and Corporate Governance

Financials

As part of the Rapid Relief Team'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.

As a not-for-profit charity, the Rapid Relief Team (RRT) has limited Corporate Governance obligations. However, to reflect our commitment to good Corporate Governance, we voluntarily choose to adopt these principles.

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 organization has the necessary skills, resources and support;
- Identify significant organizational 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 and;
- 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.

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Board of Directors across the globe

Australia

- Ron Arkcoll, *Managing Director*
- Alistair Dent
- Dan Alderton
- John Proctor
- Lance Nipper
- Lloyd Grimshaw
- Rick Grosse
- Rick Salisbury

New Zealand

- Cameron Prestidge, *General Manager*
- Daniel Steele
- Daniel Blampied
- Edward Davis
- Jeffery Wearmouth
- Kingsley Smith
- Matthew Smith
- Milton How
- Ronald Malcolm

United Kingdom

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

United States of America

- Earl Gracey, *General Manager*
- Aaron Holt
- Chester Boyt
- Randy Thomas

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

59.



Community | Compassion | Support

