



## Video transcript

### Food Angel Volunteer – Joyce Chong Video

**Speaker: Joyce Chong (HSBC Volunteer)**

**[Joyce Chong]** Some hot soup and a hot meal not only bring warmth to those in need, but also make them feel accepted.

In particular, during the pandemic, they could feel supported at some of the most difficult times.

I'm Joyce, I have been volunteering for 16, 17 years. I first started volunteering because I was away from Hong Kong for an extended period of time. Upon my return, I wanted to reconnect with society as soon as possible.

In particular, I wanted to help the elderly who live alone, those with chronic illnesses, impaired mobility, and those who might require assistance to leave home.

**[Text on screen]** Supported by The Hongkong Bank Foundation, Food Angel runs a central food processing centre called Harvest Mill, where Hong Kong's edible surplus food is turned into nutritious free meals for the elderly and underprivileged.

**[Joyce Chong]** I still remember my first volunteer trip to Food Angel. Many volunteers were working together in this compact kitchen.

In a matter of hours, we produced over 7,000 meal boxes. I was stunned by this achievement.

**[Text on screen]** During the COVID-19 pandemic, Food Angel adopted a cook-chill technology to produce meals that have a five-day shelf life, providing an important safety net for people in need. More than 5.2 million cook-chill meals were served between 2019 and 2022.

**[Joyce Chong]** My greatest gain from volunteering, other than happiness, is that it helps me relax.

I think it is difficult to put into words the sense of accomplishment I feel when I can help others.

Volunteering is not a one-off effort, it's a continuous endeavour. I hope to continue and make an impact in the community.