

Feeding Hong Kong — Relocation Master FAQ

Updated September 2026

We can't wait to welcome you to our new facility! You may have some questions about the new location, what this means for Feeding Hong Kong and how this affects day-to-day logistics. We hope the following Q&As will help answer your queries. If we can help in any other way, please contact info@feedinghk.org.

1. General & Facility FAQs (All Stakeholders)

Q: What is the address of the new facility?

A: Our new home is located at **R/F, Hutchison Logistics Centre, 18 Container Port Road South, Kwai Chung, New Territories, Hong Kong.**

Q: What is the new Kwai Chung facility and what will it feature?

A: The new facility serves as Feeding Hong Kong's central food bank, primary office and main logistics hub, doubling our ambient storage and tripling our cold chain capacity. Crucially, it will also be our primary venue for individual and corporate volunteer sorting shifts.

Beyond core food rescue and storage, the site also introduces two exciting new community spaces:

- **Community Lounge (Opening Late 2026):** A dedicated community space for Feeding Hong Kong's friends and neighbours.
- **Education Hub (Opening Late 2027):** A specialised learning centre for school workshops, partner capacity building and sustainability education.

Q: What is the Community Lounge and who can use it?

A: The Community Lounge is a dedicated space created to welcome and bring together our Feeding Hong Kong community, volunteers, building neighbours and NGO partners. Opening before the end of the year, it will feature automated vending facilities offering simple hot and cold food, drinks and snacks.

Please note: Due to licensing regulations, access to the lounge is strictly reserved for building tenants and registered friends/supporters of Feeding Hong Kong.

Q: Will there be an official launch event?

A: Yes! We will host a series of special preview and launch events throughout November to celebrate our official opening alongside our 15th Anniversary with our friends, partners and supporters.

2. Location, Directions & Parking

Q: How do I get to the new location via public transport?

A: We strongly encourage all visitors and volunteers to use public transit:

1. Take the Tsuen Wan Line to **Kwai Fong MTR Station (Exit D)**.
2. Board **Green Minibus 87M** (or 87A) directly outside Exit D on Hing Ning Road.
3. Alight at the **Container Terminal 4** stop outside Hutchison Logistics Centre (~8–10 min ride).
4. Take the **covered staircase** into the office lift lobby, then take the lift to **R/F**.

Q: Can I take a Taxi or Uber directly to the building?

A: Yes. Taxis, Ubers and passenger drop-offs can conveniently stop directly outside the main entrance and office lobby of Hutchison Logistics Centre.

Q: Is visitor or volunteer parking available on-site?

A: Select visitor parking is available on-site at Hutchison Logistics Centre, but spaces are limited:

- **Private Vehicles:** All private vehicles **must be pre-registered in advance** with our team to gain building entry. Standard hourly parking rates apply and are payable via Octopus card upon departure.
- **Alternative Nearby Parking:** For open-use parking, Kwai Fong or Lai King Multi-storey Public Car Parks are located nearby and connected via a short taxi ride or minibus (Green Minibus 87M or 87A).

Q: How do group drop-offs work for school or corporate coaches/buses?

A: For groups arranging coaches or buses for volunteer drop-offs, please **contact our team in advance for pre-registration and specific access instructions**. Our team will guide your driver to the dedicated drop-off area designated for Feeding Hong Kong guests.

3. Vehicle & Logistics Access (Deliveries & Pickups)

Q: Can commercial vehicles, food donors or charity partners drive directly to the warehouse?

A: Yes, loading bay access and direct unloading are available. The Kwai Chung facility features a direct warehouse door for pickups and drop-offs with no cargo lifts required.

Q: What is the procedure for vehicle access and loading bay pre-registration?

A: Because our facility is located within a secure terminal at Hutchison Logistics Centre (HLC), **all drivers must be pre-registered with our Operations team prior to arrival:**

- **Pre-Registration:** To ensure smooth access past building security, please register your vehicle details with our Operations team (info@feedinghk.org | Tel 3653 0872 / 3643 0061):
 - **Advance Bookings:** Please provide details as soon as your visit is confirmed.
 - **On-Demand Deliveries (e.g. GoGoVan / Lalamove):** Please notify us with the driver's licence plate number, driver details and estimated arrival time **at least 1 hour prior to arrival.**
- **Security Notice:** Unregistered vehicles will be turned away by HLC building security.

4. Operating Hours & Extreme Weather Protocols

Q: What are Feeding Hong Kong's operating hours?

A: Our general facility and office operating hours at Kwai Chung are:

- **Warehouse & Operations:** Monday – Friday, 8:30am – 5:30pm | Saturday, 9:00am – 1:00pm
- **Volunteer Sessions:** As scheduled per shift booking (please refer to your confirmation email)
- **Sundays & Public Holidays:** Closed

Q: What happens to operations, volunteer shifts and food collections during extreme weather?

A: The safety of our team, volunteers and partners is our top priority. We align our operations with the Hong Kong Observatory's official weather warnings:

- **Typhoon Signal No. 8 (or above) / Black Rainstorm Warning:**
 - **Operations Suspended:** All warehouse operations, food collections, deliveries and volunteer shifts are immediately suspended.
 - **If Signal is Lowered Before 12:00 PM:** Operations and afternoon volunteer shifts will resume 2 hours after the signal is lowered, where safe to do so.
 - **If Signal is Lowered After 12:00 PM:** Facility remains closed for the rest of the day.
- **Typhoon Signal No. 3 / Amber or Red Rainstorm Warning:**
 - Operations and volunteer shifts generally continue as normal. However, outdoor logistics or food collections may be adjusted for safety.

If your volunteer shift or delivery is impacted by extreme weather, our team will send an email/SMS update directly to your registered contact details.

5. Education Hub & School Partners

Q: What is the Education Hub and when does it open?

A: Opening in late 2027, the Education Hub is a dedicated space designed to deepen our community impact through tailored learning:

- **For Schools & Youth:** Interactive educational workshops paired with hands-on sorting activities.
- **For Corporate Partners:** Tailored CSR/ESG sessions covering food waste reduction, urban food security, circular economy practices and practical sustainability.
- **For Charity Partners:** Capacity-building workshops on food safety, date labels and safe handling.
- **For Food Donors:** Industry talks, tours and workshops on surplus food management and best practices.

Q: When will school visits and educational tours begin at the new site?

A: School tours and youth educational programming at Kwai Chung will officially launch in early 2027.

Q: Will the age limit for student volunteers change?

A: Current warehouse sessions remain for students aged 16 and above. However, the new Kwai Chung facility will allow us to gradually introduce new volunteering and learning opportunities for a wider age range starting in 2027.

Q: Can schools still host food drives during the transition?

A: Yes! Food drives continue as normal. Once settled, we will invite schools to drop off collections directly at Kwai Chung so students can see behind the scenes.

6. Volunteers & Community Engagement

Q: Will volunteer activities stop during the relocation?

A: No. Volunteer operations continue at our current site through early October. There will be a short blackout week (w/c October 12) for volunteer activities to allow our team to settle in, test systems and set up the new space. Regular volunteer shifts at Kwai Chung will resume immediately after.

Q: What new volunteer opportunities will be available at Kwai Chung?

A: Our expanded floor space will allow us to host up to 60 volunteers in a single shift! We will also introduce brand-new volunteer activities into our 2027 calendar.

Q: Has the arrival and check-in process changed?

A: Yes. To ensure safety across our expanded warehouse operations, all volunteers will complete a simple digital check-in process upon arrival before their shift begins.

Q: What is happening to the Bread Run?

A: The Bread Run is evolving! We are migrating away from our Yau Tong warehouse drop-off point to a network of convenient micro-hubs across the city. Our first micro-hub has launched in Causeway Bay, with additional locations expanding across Kowloon and the New Territories.

7. Charity Partners & Distribution Network

Q: Will food distribution or charity collections be paused during the move?

A: No. We are committed to maintaining zero downtime for food delivery. Resources are being dynamically reallocated to ensure continuous service to all partner charities.

Q: How does the new warehouse make collections easier for charities?

A: The Kwai Chung facility features a direct warehouse door for pickups with no cargo lifts required, making collections far quicker and more convenient.

Q: Can charities pick up food directly from the new Kwai Chung warehouse?

A: Yes. Collections will transition to Kwai Chung starting in October. Detailed pickup instructions and contact numbers for Kwai Chung will be shared directly with partner coordinators. If you have any questions, please don't hesitate to reach out to your key contact in the Charities Team or email charities@feedinghk.org.

8. Food Donors & Logistics Partners

Q: Can we still deliver food donations during the move?

A: Yes. Food sourcing and deliveries will continue without disruption throughout the entire relocation phase.

Q: How much storage capacity does the new facility have?

A: Our new site doubles our ambient storage and triples our cold storage capacity, providing room for up to 60 pallets of fresh, chilled and frozen food.

Q: Where should food deliveries be dropped off?

A:

- **Up to Saturday October 3, 2026:** Deliveries continue at our current Yau Tong warehouse.
- **From Monday October 5, 2026:** Deliveries should be directed to the Kwai Chung loading bay.

Detailed loading bay access guidelines and delivery procedures will be shared with partner coordinators. If you have any questions, please don't hesitate to reach out to your key contact in the Food Sourcing Team or email foodbank@feedinghk.org.

9. Corporate Partners & Sponsors

Q: Can corporate groups book team-building days during the move?

A: Group volunteer slots are tightly scheduled during the transition phase. We will begin welcoming groups in late autumn 2026, with expanded session times and booking windows opening for our 2027 calendar.

Q: How can our company support the infrastructure costs of the new facility?

A: Building out a high-capacity food bank requires investment in heavy-duty pallet racking, cold storage infrastructure, IT systems, upgraded loading bays and more. If your company is interested in corporate sponsorship, funding our Foundation Fund, or exploring facility naming opportunities, please contact partnerships@feedinghk.org.