

THE FOOD BANK SINGAPORE

Securing Food, Shaping Tomorrow

Volunteer Driver Manual



About Us

Established in 2012, The Food Bank Singapore is the nation's only accredited member of The Global FoodBanking Network (GFN), an organisation which supports food banks in more than 50 countries.

As an IPC-registered charity (non-government funded), we collect surplus food from manufacturers, distributors, retailers, restaurants, and consumers, and channel them to vulnerable communities through our network of beneficiary partners. We also procure food as needed to meet the food support requirements of our beneficiary partners.

Beyond providing vital food support to **improve food security**, we **champion food sustainability** through advocacy, reducing food waste, and driving education programmes that inspire action to reduce food waste and build a more sustainable future.



What does a Volunteer Driver do?

Volunteer Drivers play a crucial role in ensuring food reaches those who need it most by collecting donated food from Food Bank Boxes placed at various locations across Singapore and delivering emergency food rations to beneficiary households.

This role offers flexibility, as deliveries can be carried out on weekdays after working hours or on weekends, as long as they are completed within the week that the collection/delivery information is released. You may choose to commit to Task 1 (Bank Box Food Collection), Task 2 (Emergency Food Ration Delivery), or both, depending on your availability.



Support us

By joining as a Volunteer Driver

Task 1 – Bank Box Food Collection

As a **Bank Box Master**, you will help to collect donated food items from Bank Boxes and transport them to our warehouse.

Step 1: Check the Volunteer Drivers WhatsApp group chat for information about upcoming collections (details are typically released on Tuesdays). Indicate in the group chat if you are interested to take up any of them.

Step 2: Prepare recycling bags for food collection and have the digital authorisation letter (which we will send you) ready on your phone.

Step 3: Proceed to the Bank Box location and show the authorisation letter to the supermarket manager or customer service staff before collecting donations. Transfer all donated items from the boxes. Tip: If the items are too heavy, you may use supermarket trolleys to transport them to your vehicle!



Task 1 – Bank Box Food Collection

Step 4: Deliver collected items to our warehouse (refer to page 8 for directions). Delivery can be carried out from Monday to Sunday, during or after our operating hours. If you are delivering during our operating hours, you can inform your Food Banker liaison when reaching and we will assist with unloading.



Task 2 – Emergency Food Rations Delivery

This task supports households facing urgent food needs. Beneficiaries are referred by Social Service Agencies (SSAs) through their social workers.

Step 1: Check the Volunteer Drivers WhatsApp group chat for information about upcoming deliveries (details are typically released on Tuesdays). Indicate in the group chat if you are interested to take up any of them.

Step 2: Take note of the beneficiary's home address (which we will send to you).

Step 3: Collect the pre-packed food rations from our warehouse (refer to page 8 for directions).

Step 4: Deliver the rations to the address and place them outside the house. Take a photo of the delivered rations as confirmation of task completion and send it to your Food Banker liaison.



Ad-hoc Delivery Support

Beyond the usual Volunteer Driver tasks, there may be occasions where additional delivery support is required based on operational needs.

These may include:

- Delivery of food donations to beneficiary partners
- Delivery of supplies for events, roadshows or programmes
- Support for time-sensitive requests

Ad-hoc tasks are optional and subject to your availability. Details will be shared via the Volunteer Drivers WhatsApp group, where clear instructions and delivery locations will be provided for each task.



Guide to Our Warehouse

DIRECTIONS TO THE FOOD BANK SINGAPORE

for Deliveries & Self-Collections



Getting There

- 📍 Locate the **XPACE building**
- 🚚 Proceed straight to The Food Bank loading bay
- ☎ Call your liaison Foodbanker to begin unloading

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enquiries@foodbank.sg
Weekdays 9.30am to 12.30pm; 2.30pm to 4.30pm



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