

# THE FOOD BANK SINGAPORE

Securing Food, Shaping Tomorrow

Delivery Assistant 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 Delivery Assistant do?

Delivery Assistants support our **Food Support Programme**, which provides food assistance tailored to the unique needs of our beneficiary partners and the communities we serve. To meet these needs, Delivery Assistants, together with our FoodBanker, help transport food surplus and donations in a flexible and responsive manner. This ensures that the food we distribute not only alleviates hunger but also supports food sustainability.

As a Delivery Assistant, you will accompany a FoodBanker in a van or truck to assist with the loading and unloading of food items. Your responsibilities include delivering food rations to our beneficiary partners and collecting food donations from our Food Bank Boxes. In this role, you will represent The Food Bank Singapore and play a key part in ensuring smooth operations and positive experiences for our beneficiary partners.

## Some of our Beneficiary Partners



THYE HUA KWAN  
MORAL CHARITIES



**Support us**

By volunteering as a Delivery Assistant

# Things to note

- Volunteering hours are typically from 10am to 4pm, with a one-hour lunch break. Sessions may end earlier depending on the day's logistics schedule.
- Volunteers must be at least 18 years old and should be physically fit and comfortable with manual labour.
- Attire: Casual, comfortable clothing with covered shoes. Strictly no Crocs, slippers and sandals. Skirts and dresses are highly discouraged.
- Please bring along your own bottled water.



# Steps to become a Delivery Assistant

**Step 1:** Arrive on time at our warehouse (218 Pandan Loop, Level 6, #06-03 XPACE, Singapore 128408) for your volunteering session and meet your FoodBanker liaison at the volunteer room.

**Step 2:** Receive a short briefing from your FoodBanker liaison, who will walk you through the day's delivery flow and safety guidelines.

**Step 3:** Proceed to the loading bay to assist with the loading of food items onto The Food Bank Singapore vehicle.

**Step 4:** Hop into the vehicle and follow along our logistics representative for the day's activities.

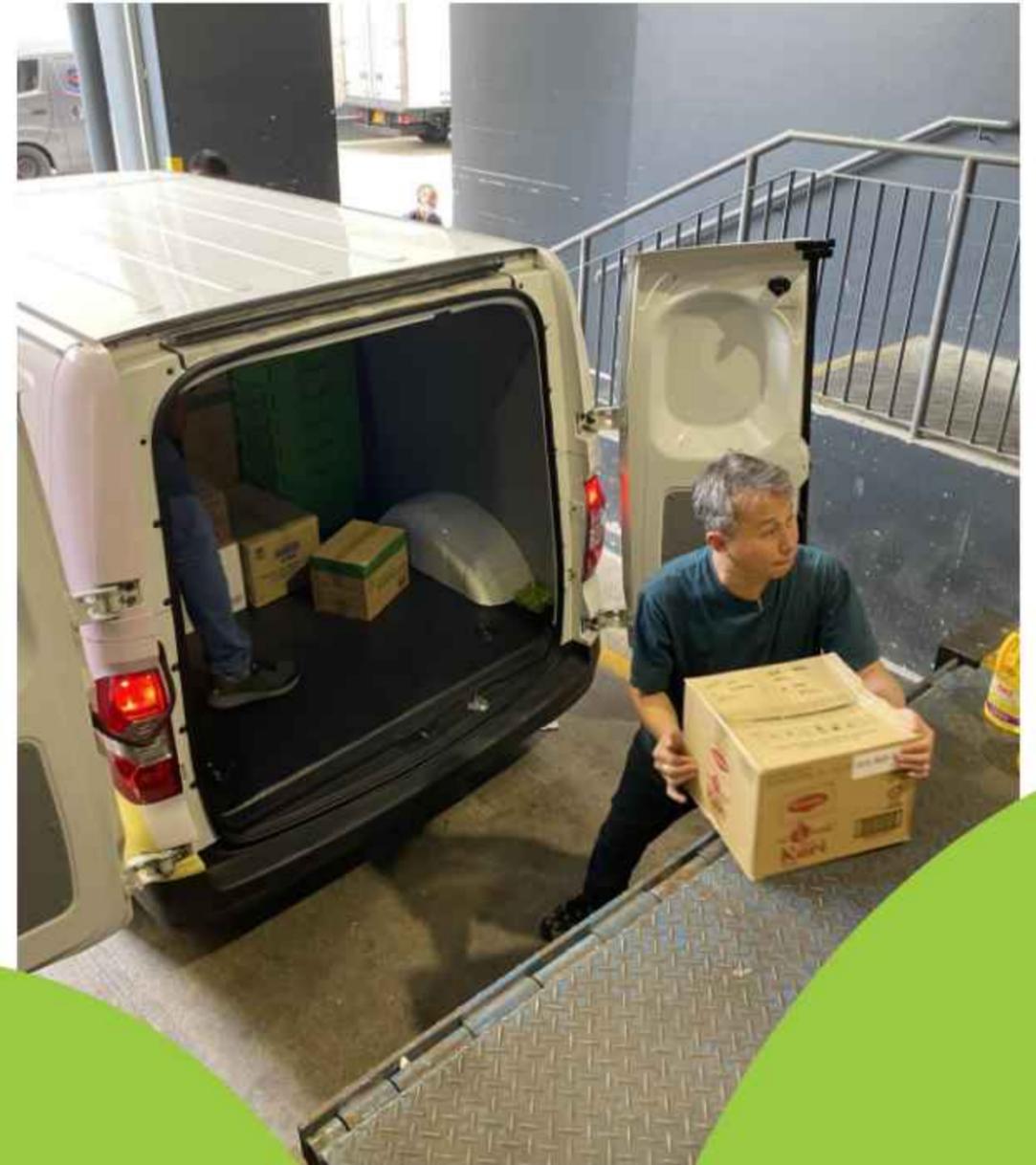


# Steps to become a Delivery Assistant

**Step 5:** Depending on the day's delivery schedule, you may take part in the following activities:

- Unloading food donations at our beneficiary partner centres
- Collecting food donations from our Food Bank Boxes and loading them onto our vehicle
- Unloading food donations back at our warehouse

Bonus: Enjoy great views, good music and even better company while travelling in our vehicle!



# FoodBANK

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