

# THE FOOD BANK SINGAPORE

Securing Food, Shaping **Tomorrow**

**Bundle Assistant/Leader 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.



# Joy in Every Bundle Programme

Bundle Assistants/Bundle Leaders support the facilitation of our Joy in Every Bundle programme, where corporate or individual donors, who have pledged food bundles, pack food items into bundle bags for door-to-door distribution to beneficiaries as part of their Corporate Social Responsibility (CSR) or community engagement efforts.

Bundle activities take place close to any of our beneficiary partners located islandwide.

\*Bundle Assistants/Bundle Leaders are volunteer facilitators supporting The Food Bank Singapore's programme operations and are distinct from the corporate or individual donors participating in the activity.



**Support us**

By volunteering as a Bundle Assistant/Leader

# What does a Bundle Assistant/Leader do?

As a Bundle Assistant, you will support the Bundle Leader or FoodBanker in facilitating activities involving corporate or individual donors who have pledged food bundles.

Your role is to help guide donors through the packing and distribution process, support activity coordination, and ensure the session runs smoothly for both donors and beneficiaries.

Bundle activities are conducted in 3-hour blocks.

- Weekdays: 10am to 1pm and 2pm to 5pm
- Saturdays: 10am to 1pm  
(Excluding public holidays)

There is a commitment level of at least two bundle activities per month, for at least six months.



# What does a Bundle Assistant/Leader do?

Bundle Assistants who are familiar with the process may progress to become Bundle Leaders.

As a Bundle Leader, you will take on a larger facilitation role by briefing donors, coordinating activity flow, guiding volunteers during packing and distribution, and ensuring the overall activity is carried out smoothly and safely.

Bundle Leaders will undergo training by shadowing a FoodBanker until they are confident to run the activity independently.



# Steps to become a Bundle Assistant

**Step 1:** Arrive 30 minutes before your assigned session. Receive a briefing from the Bundle Leader or FoodBanker on the day's activity flow.

**Step 2:** Depending on the activity flow, you may guide and support the corporate/individual donors while assisting to oversee the following tasks:

- Unloading food items from our vehicle
- Packing food items into bundle bags
- Organising completed bundle bags
- Distributing bundle bags to beneficiaries

**Step 3:** Receive a debrief at the end of the session.

Your first session will be a trial session, giving you the opportunity to understand and experience the bundling activity. After the session, we will follow up to see if you are interested in continuing as a Bundle Assistant.



# Steps to become a Bundle Leader

**Step 1:** Arrive 30 minutes before your assigned session to prepare for the activity.

**Step 2:** Approach the beneficiary partner liaison to:

- Receive the list of beneficiary home addresses
- Confirm the space allocated for the bundling activity
- Request pen knives and trolleys, if required

**Step 3:** Prepare the activity flow, including:

- Designated areas for food items, packing of bundle bags and completed bundle bags
- Allocation of corporate/individual donors to each task

**Step 4:** When corporate/individual donors arrive, conduct a briefing to introduce The Food Bank Singapore, the Joy in Every Bundle programme and the activity flow for the session.



# Steps to become a Bundle Leader

**Step 5:** Guide corporate/individual donors to unload boxes from our vehicle after the beneficiary partner's sharing. Check box markings to confirm whether items are for the morning or afternoon session.

**Step 6:** Oversee and support the packing of food items into bundle bags.

**Step 7:** Once all bundle bags are packed, assist corporate/individual donors in taking group photos with the completed bundles.

**Step 8:** Conduct a short briefing on the do's and don'ts for distribution, then assign corporate/individual donors into groups. Each group will be responsible for distributing bundles to a designated number of beneficiaries.

**Step 9:** After corporate/individual donors return from distribution, conduct a debrief to gather feedback and conclude the bundling session.



# FoodBANK

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