

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 delivering emergency food rations to beneficiaries and supporting ad-hoc tasks such as delivering food donations to beneficiary partners and collecting food donations from donors and Food Drives.

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 or as indicated. You may choose to take up any task(s) based on your availability.



Support us

By joining as a Volunteer Driver

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 ration bags from the loading bay of 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 FoodBanker 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
- Collection of food donations from donors or Food Drives
- Delivery of supplies for events, roadshows or programmes
- Support for time-sensitive requests

Details will also be shared via the Volunteer Drivers WhatsApp group, where clear instructions and delivery/collection locations will be provided for each task.



Guide to Our Warehouse

DIRECTIONS TO THE FOOD BANK SINGAPORE

for Deliveries & Self-Collections



The Food Bank Singapore Ltd
218 Pandan Loop, Level 6, S(128408)
enquiries@foodbank.sg
Weekdays 9.30am to 12.30pm; 2.30pm to 4.30pm

FoodBANK

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