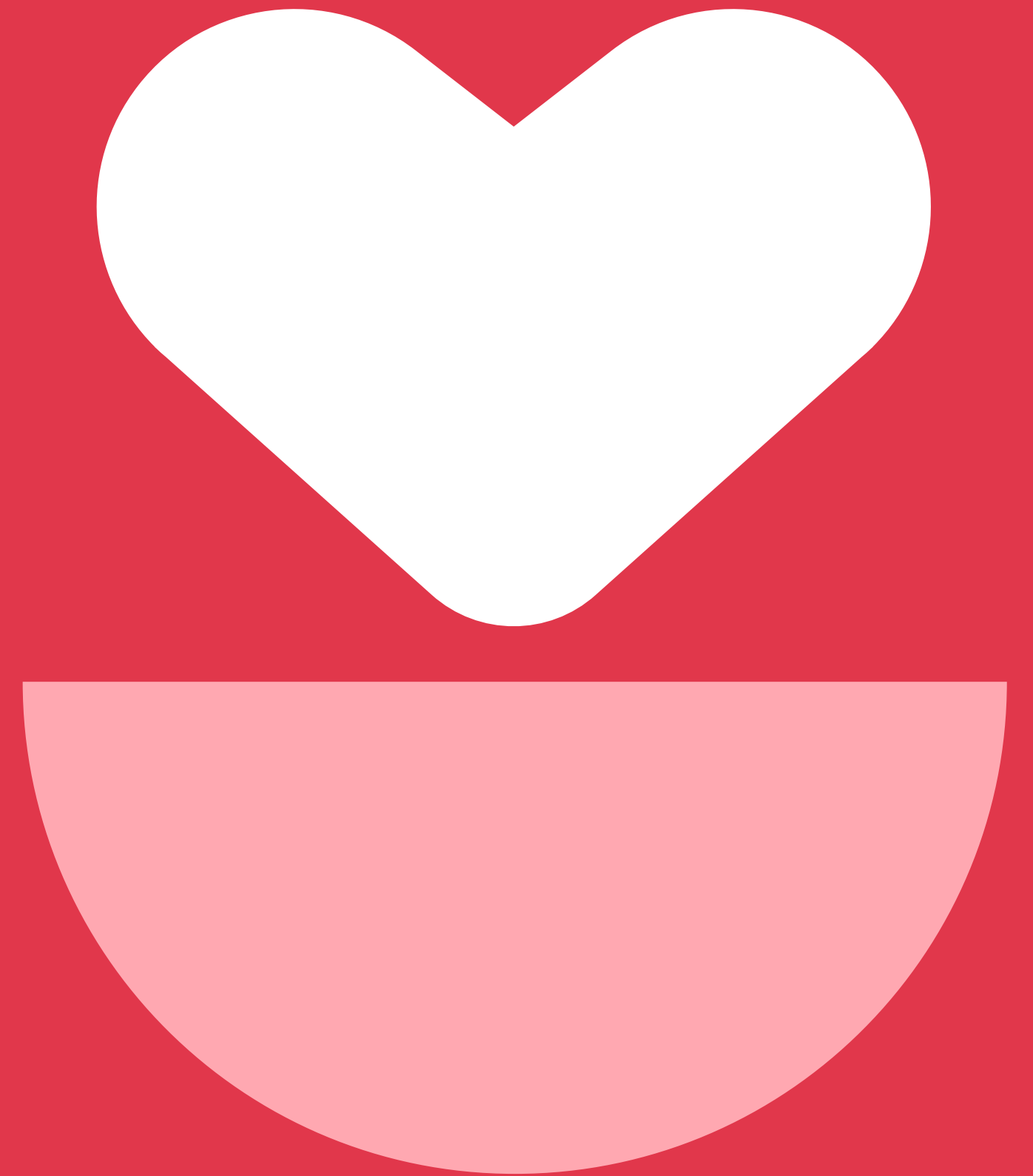


# DOOR-TO-DOOR FOOD PACK DELIVERY TOOLKIT



**SHARING HOPE.  
NOURISHING LIVES.**





# 21 YEARS OF ALLEVIATING HUNGER IN SINGAPORE

- Food from the Heart is an IPC status charity
- Established in 2003
- Relies mainly on private donations from corporates and individuals to fund our programmes
- More about FFTH [here](#)



**FOOD FROM  
THE HEART**

## 2023 IMPACT

**\$7,418,000**  
WORTH OF FOOD DISTRIBUTED

**59,300**  
BENEFICIARIES  
SUPPORTED

**136,917**  
FOOD PACKS DISTRIBUTED

**335**  
FOOD DISTRIBUTION  
POINTS

**33,937**  
HOT MEALS PROVIDED

**27,973**  
VOLUNTEER ACTIVITY  
SIGN-UPS

**457**  
FOOD DONATION  
DRIVES ORGANISED

## CORPORATE VOLUNTEERING OPPORTUNITIES

# DOOR-TO-DOOR DELIVERY

Collect food packs from Food from the Heart's warehouse, deliver to our beneficiaries

- Commitment: Half a day
- Weekday collections are at 10am or 3pm
- **Requirements:**
  - **Your own vehicles** to collect and send the food packs to the beneficiaries (12 - 20kg each)
  - **3 - 10 cars** (Preferably 1 driver and 2 passengers)
- Locations are varied, all over Singapore
- FFTH will provide a planned route of **4 - 8 addresses** within the same area

PHOTO CREDIT: VOLVO



# DOOR-TO-DOOR DELIVERY

**LET'S GET STARTED**

**1**

Decide on the scale of your participation (e.g. company-wide or department-wide), and share these information with Amanda or Sasi from FFTH:

- Name of organisation
- Which month are you planning to have the activity?
- Which dates are you looking at? (Weekdays only)
- Which session: 10am or 3pm?
- How many cars? (Min. 3, max 10)
- Contact person's full name, mobile number and email address

**2**

Let people in your organisation know about the volunteer opportunity to gather sign-ups

**3**

Show up on the confirmed date punctually for a short briefing

Dress comfortably

**4**

Load the correct food packs into the vehicles, and make sure each car has an assigned route and contact list

**ON THE ROAD:  
Drive safely &  
stay hydrated!**

# DOOR-TO-DOOR DELIVERY STEP-BY-STEP



## 1 COLLECT & LOAD

Collect the correct food packs to load into your vehicle, and a print-out of your list of beneficiaries

## 2 DRIVE & DELIVER

Follow your designated route to deliver the 4 - 8 units you have been assigned to

## 3 TAKE A PHOTO & UPLOAD

- Take a photo of the unit number for every delivery (even if the beneficiary is at home).
- Upload the photo to the Google Drive link provided on the address list given by FFTH Staff via QR code.
  - Please label the photos in this format: [Postal code]\_[unit-number]  
E.g. 570123\_01-20

**NOTE: DO NOT TAKE PHOTOS OF THE BENEFICIARY.**

Only the unit number and the food pack is needed in the photo.

# REFERENCE



## COMMUNITY FOOD PACK



A full set of Community Food Pack for NKF Patients, consists of the following:

- 1x Food Pack of 10 - 12 non-perishable food items
- 1x bag of Fruits and Vegetables
- A bottle of oil
- 1x bag containing a tray of 10 eggs

Each set of Community Food Pack weighs between **12 - 15kg**

## SCHOOL GOODIE BAG



A full set of School Goodie Bag consists of the following **THREE** bags:

- 1x Large Red food pack
- 1x White bag containing 2 packets of milk and 1 packet of rice
- 1x Small Red bag containing a tray of 10 eggs

Each set of School Goodie Bag weighs between **18 - 20kg**



## SCENARIO 1

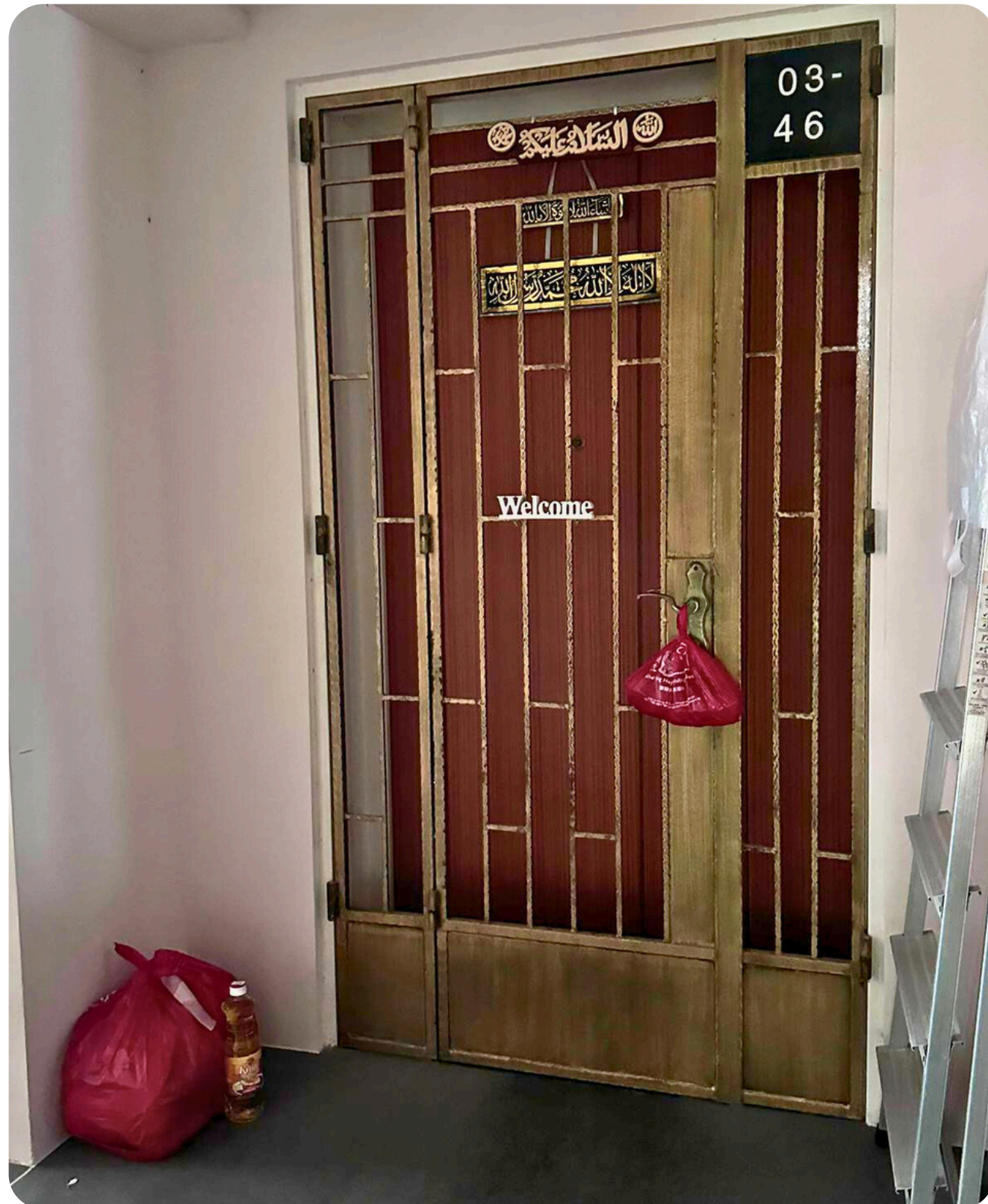
# BENEFICIARY IS AT HOME



- **Recommended approach:**
  - a. Knock at the door
  - b. Greet the person who comes to the door
  - c. Introduce yourself
  - d. Supply the bags
- **Take a photo of the unit** before or upon delivery
- Save the photo file name as [postal code]\_[unit number]  
e.g, 310123\_02-677

## SCENARIO 2

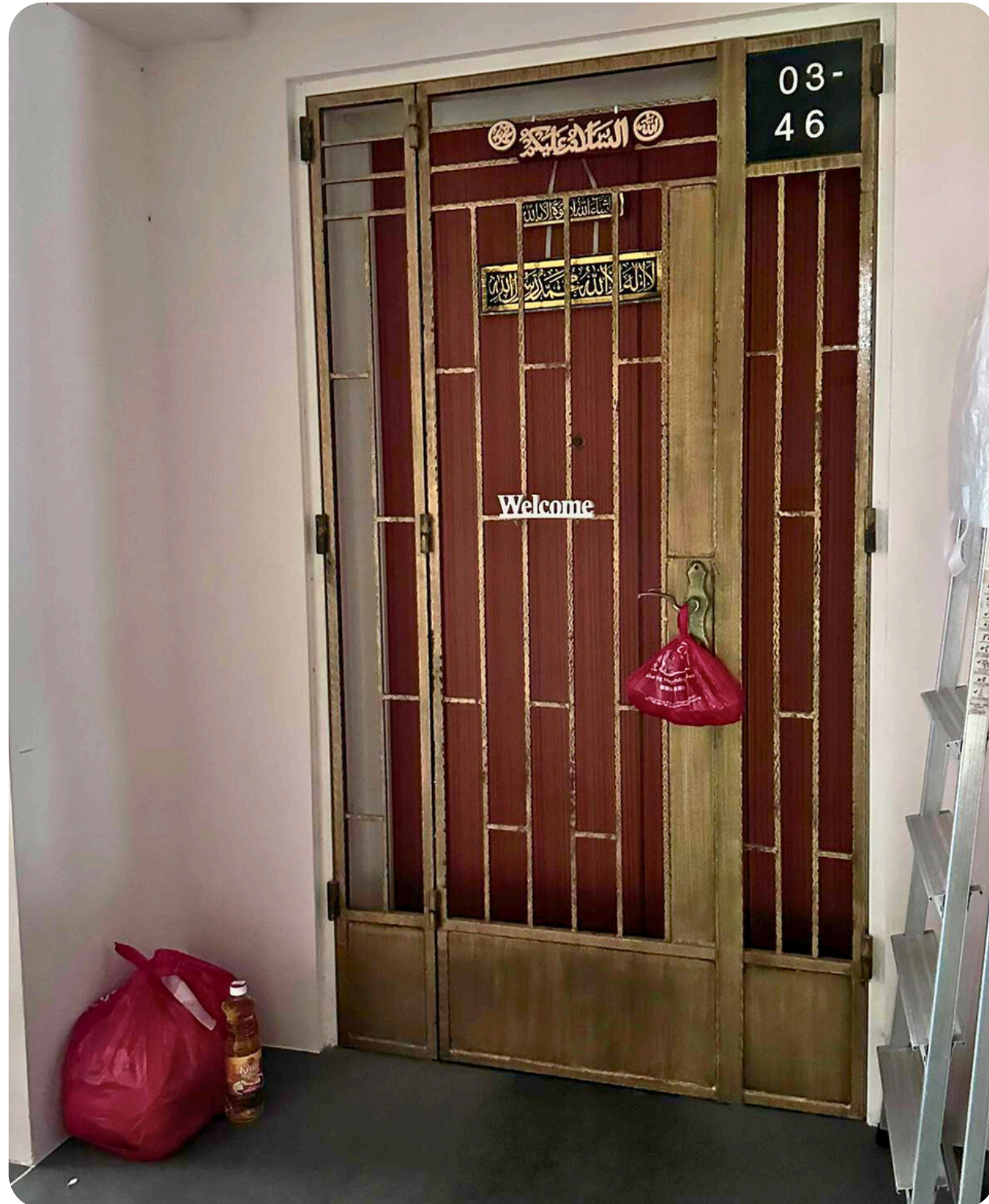
# BENEFICIARY IS NOT AT HOME



- If there is no answer after knocking,
  - a. call the beneficiary - refer to the printed contact list given to you
  - b. let them know that you are representing Food from the Heart and you are here to deliver the food pack
- In most cases, the beneficiary will request for you to leave it outside the house. **Take a photo of the food pack and the unit number and upload** the photo to the Google Drive
- In the case where the beneficiary requests to deliver the food pack to another address, please inform your FFTH D2D Point-of-Contact, for further details.

## SCENARIO 3

# BENEFICIARY IS NOT AT HOME



- If there is no answer after knocking and the beneficiary cannot be reached via phone call, look out for signs of living, such as footwear, umbrellas and door decorations
  - a. If the unit appears to be occupied, leave the food pack and take a photo of the food pack and the unit number.
  - b. If there is no sign of living (none of the above), check with the neighbour if the beneficiary is living there. If yes, you can leave the food pack and **take a photo of the food pack and the unit number.**
  - c. If no one is living there, please contact your FFTH D2D Point-of-Contact.

# DO & DON'TS



Bring along a foldable trolley if you have one to make deliveries easier, or work together with 2-3 friends and family



Taking photo of or with the beneficiary and sharing on social media is **STRICTLY NOT ALLOWED**

## FAQ

# What is Door-To-Door Delivery Programme?

Food from the Heart provides food support to our beneficiaries on a monthly basis. Due to various circumstances, some of our beneficiaries require Door-To-Door delivery of their food pack.

This is where volunteers come in to assist us in delivering food packs to our beneficiaries. Since our beneficiaries are located all over Singapore, such deliveries are also made all over Singapore with the help of our volunteers.

# When do I not make the delivery?

There are a few cases when the food pack should not be delivered.

- 1) The beneficiary does not live in the unit anymore – When at the address, the person living in the household or their neighbour says that the beneficiary does not live here.
- 2) The unit looks abandoned or does not appear to have people living in it. (Eg. Layer of dust on everything, accumulated mail, other delivered items not brought in and gathering dust)
  - Attempt to call the beneficiary to verify their address.
  - If they give you another address, please call our work line at **9760 0253** for further details.



**PLUS,**

## **A GENTLE REMINDER**

- Please keep in mind that you will be representing Food from the Heart and your company during this volunteer activity
- We seek your patience during interactions with beneficiaries, as some of them may have mobility issues
- Do bring along your own trolley if you have one to make deliveries easier
- Dress comfortably but not sloppily; Covered shoes and casual sports attire are recommended
- We recommend a maximum of 1 driver, 2 passengers for each Door-To-Door delivery vehicle
- Do not take photos of the beneficiaries or their unit number and post on your social media
- We hope you have a good time! DO GOOD, FEEL GOOD!

# THANK YOU FOR YOUR TIME AND SUPPORT!



For more information about  
**our Door-to-Door Delivery  
volunteering opportunities**  
please connect with

## Sasikala (Sasi)

Programmes Lead (School Goodie Bag  
& Door-to-Door Delivery)

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**T** 6958 8844  
**E** [sasikala@foodheart.org](mailto:sasikala@foodheart.org)

For more information about  
**corporate volunteering  
at Food from the Heart**  
please contact

## Amanda Koh

Executive, CSR Management

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To find out more about our volunteering  
opportunities and to sign up as an individual  
volunteer, please visit our website  
**[foodfromtheheart.sg](http://foodfromtheheart.sg)**