



善粮社

Food  
from the  
Heart



# ANNUAL REPORT 2019

*Sharing Hope, Nourishing Lives*



Food from the Heart is a charity with IPC status that feeds the needy through its food distribution programme. It was established in February 2003 after Singapore-based Austrian couple Henry and Christine Laimer read a report in The Sunday Times about bakeries discarding their unsold bread. Stirred, they then decided to channel surplus bread from bakeries to those in need.

Today, Food from the Heart is Singapore's foremost independent food charity that makes a tangible and meaningful contribution to fighting hunger through bread rations and food packs, and bringing joy through the distribution of toys and birthday celebrations.

SUPPORTED BY

GIVE FREELY.  
LIVE FULLY.



MEMBER OF



This report is accurate at the point of printing: July 2020



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## Our Vision

To be the leading charity in Singapore devoted to alleviating hunger through efficient distribution of food.

## Our Mission

To reach out to the less-fortunate and brighten their lives by alleviating hunger through a food distribution programme and bringing joy through the distribution of toys and birthday celebrations.

## Our Values

As we work towards our mission, we embrace the values of professionalism, efficiency, transparency and self-sustainability.

## Our Shared Purpose

Sharing Hope, Nourishing Lives

# Message from Our Chairman

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The year 2019 was a fruitful and busy one for Food from the Heart, as we devoted our efforts to better impact more lives. We raised and distributed \$6.2 million worth of food, feeding 44,600 beneficiaries islandwide. A total of 58,871 bags of food rations, 494,010 eggs, 49,074 portions of fruits and root vegetables made their way to homes of those in need. With 251 regular food distribution points to fulfil islandwide, our logistics team clocked over 300 delivery and collection trips every month. We remain steadfast in reaching out to the less fortunate with our regular, long-term food programme. The Community Food Pack programme, started in our founding year of 2003, saw the biggest jump of 40% in the number of benefitting households from 3,600 in year 2018 to 5,200 last year.

We have also launched multiple initiatives during the past year. Curating food packs for needy kidney patients, introducing highly nutritious fresh produce to our monthly food pack contents, and providing daily warm meals for elderly who don't cook are just some examples. Besides our products and delivery to beneficiaries, we are striving to improve the way we work; the way we run our food drives; and how we create public awareness, engage our partners and assess the needs of beneficiaries.

Accomplishing these initiatives requires improved processes and increased efficiency driven by investments in digital technology and data analytics.

We are making good progress in shaping the food charity landscape to one that is beneficiary-centric, empowering and impactful. Our vision to be the leading charity in Singapore devoted to alleviating hunger through efficient distribution of food will continue to guide our work strategically. We are committed to providing our needy beneficiaries with access to food in a timely and sustained manner. We sincerely invite you to join us in this meaningful journey of sharing hope and nourishing lives.

On behalf of the Board, our appreciation goes to our staff for their excellent teamwork, devotion and dedication. We also extend our gratitude to our donors, sponsors, and volunteers, for the unwavering support and confidence in us, enabling us to feed more and better in 2019. With your commitment and generosity, we are well poised for another year of growth and achievement of our objectives.



A handwritten signature in black ink, which appears to read 'Ronald P. Stride'.

**Ronald P. Stride**  
Chairman  
Food from the Heart

# Our Board

Food from the Heart is steered by its board members, each of whom are recognised individuals in their respective fields and professions. Their combined experience and network has led the sustainable growth of the charity since it was founded in 2003.



**Seated (from left to right):**  
Mr Ronald P. Stride (Chairman), Ms Linda Soo-Tan, Ms Chin Bottinelli, Ms Sim Bee Hia (CEO), Mr Khushroo Dastur (Treasurer)

**Standing (from left to right):**  
Dato’ Andy Quek, Mr Mahesh Buxani, Mr Eugene Yang, Mr Christopher Martin (Advisor), Dr Knut Unger (Secretary), Mr Alex Chua

# What You Have Helped Us Achieve



**Bread Run**

**\$3,587,887**



**Community Food Pack**

**\$1,860,879**



**School Goodie Bag**

**\$574,113**



**Market Place**

**\$207,162**





# What You Have Helped Us Achieve



**251**

Total food  
distribution  
points



**44,600**

Beneficiaries  
supported



**17,340**

Volunteer activity  
sign-ups



**492**

Food donation  
drives organised



**\$6,230,041**

Worth of food  
distributed



**58,871**

Food packs  
distributed



# The Giving Hands

“

I have been a Bread Runner for 11 years. The smiling faces of the beneficiaries that greeted me on my first bread run were priceless. I strongly recommend anyone who wants to make a positive impact on someone's life to join Food from the Heart as a volunteer. ”

BP Lim  
Bread Runner

“

Food from the Heart provides an excellent platform for people who want to help the needy; there are so many ways for us to contribute to the charity. I have been a supporter since 2003 and will continue to contribute to their efforts to alleviate hunger. ”

Yow Wee  
Donor and Bread Runner

“

After volunteering with Food from the Heart, I realised the amount of planning and resources required to manage their logistical operations just so that their beneficiaries receive food regularly. It is very heartening to know that they have the right systems in place to support their beneficiaries in such a consistent manner. ”

Milly Tan  
Volunteer

“

I have been a volunteer with Food from the Heart for the past two years. I find it very meaningful to support a charity that provides food security to needy families. The regular food programmes for the poor and needy will give them peace of mind so they need not worry about food expenses. ”

Amanda Loh  
Volunteer





# The Receiving Arms

“

The guaranteed food supply eases my worries about not having enough food to feed my children, especially towards the end of the month when all my money runs out. Thanks to Food from the Heart, my youngest child can enjoy fresh milk regularly, while the rest can have a proper breakfast of cornflakes or oatmeal before school. ”

**Mdm Amilah**  
School Goodie Bag beneficiary

“

I lost my job when I had a stroke. I used up all my savings on medical expenses. I am so thankful for the monthly food items provided by Food from the Heart; they help to defray my living expenses. With a wide variety of items such as rice, coffee, bread, eggs, fresh root vegetables and fruit, I no longer worry about having nothing to eat at home. ”

**Uncle Michael**  
Bread Run and Community Food Pack beneficiary

“

I am a single mum battling against stage 4 leukaemia. I have five children to feed, and we rely heavily on food donations. I want to thank Food from the Heart for providing food for my family. We receive different types of food items from the centre every week; this regular and consistent food supply gives me peace of mind. ”

**Mdm Siti**  
Bread Run and Community Food Pack beneficiary

“

As a cook, it's very hard if there's not enough oil or sauce or sugar. But because of Food from the Heart, I don't need to worry. Every time I go down to collect food items, they say, "What you need, you take." This is really the best thing. ”

**Caleb,**  
The Hiding Place Welfare Home  
Market Place beneficiary





**27,800**  
BREAD RUNS



**336,000kg**  
SAVED AND GIVEN OUT



**21,600**  
HAPPY STOMACHS

# Bread Run

Did you know? Food from the Heart's Volunteer Broadcast System (VBS) is a mobile app that helps to coordinate bread deliveries from 117 bakeries to 161 distribution points. Our Bread Runners save 28,000kg of bread from the bins every month!

The Bread Run programme aims to feed the needy with safe-for-consumption bread that would otherwise have been thrown away. It strives to achieve an equilibrium between food surplus in the retail sector and where it is needed within the community.

Food from the Heart works with an intricate network of partners who donate bread, volunteers who can deliver the bread, and community partners who pass on the bread to our beneficiaries.







69

SELF-COLLECTION  
CENTRES



47,700

FOOD PACKS



5,200

FAMILIES

# Community Food Pack

Did you know? Based on the most recent poll with our Community Food Pack partners and beneficiaries, white rice is the most highly-requested-for item, Milo is a favourite instant beverage while sardine is the most preferred type of canned food.

The Community Food Pack programme comprises monthly distributions of fresh fruit, root vegetables, food rations and weekly distributions of bread. In 2019, we launched a curated version specially for needy dialysis patients to receive the nourishment they need. The Community Food Pack programme helps the less-fortunate put food on the table and is fueled by a mix of food donations, cash donations that are used to make food purchases, bread from our Bread Run programme, and the sweat of hardworking volunteers who assist us in the sorting and packing process.

We understand those who seek the assistance of our programmes are trying their best to cope, and that the promise of their next meal is important to them. That is why we work hard to ensure the reliable and consistent provision of our food rations at the same time every month without fail to give them the sense of food security that they need.







28  
SCHOOLS



4,700  
BENEFICIARIES



11,115  
SCHOOL GOODIE BAGS

# School Goodie Bag

Did you know? School Goodie Bag is the first charitable food pack endorsed by the Health Promotion Board? Weighing a hefty 16kg, the curated monthly food pack includes popular sources of protein such as milk and eggs to support growth and development!

The School Goodie Bag programme partners with schools and focuses on providing underprivileged students and their families with food rations to support them through a key stage of their lives. It supplements the meals of needy children and their families and reduces their financial burden.

As the School Goodie Bags are funded purely through cash donations, which are then used to purchase rations, Food from the Heart is able to select healthier food options to provide better nutrition to these developing young minds.







3,000  
CHILDREN



12,000  
TOYS



900  
HELPING HANDS

# Toys from the Heart

Did you know? Sports equipment, bicycles, skate scooters, board games and construction blocks; these are some of the popular toys that fly off the shelves at our annual Toy Buffet!

Toys from the Heart is a programme that runs on donations of new and pre-loved toys. Its highlight is the annual Toy Buffet, which is a vast selection of toys all nicely wrapped for the taking. In addition to the presents, the giant carnival also treats about 3,000 underprivileged children to fun games and yummy food.

The purpose of the programme is to deliver a message of hope and love. Toys spark creativity, and more importantly, they are made for play - something every child loves to do! With the Toy Buffet, Food from the Heart seeks to show underprivileged children that they too are special. With this objective in mind, the toys collected are also used for distribution during Birthdays from the Heart, another programme under Food from the Heart.







96  
CELEBRATIONS



1,135  
BIRTHDAYS

# ***Birthdays from the Heart***

Did you know? Bingo games, singalong sessions, and magic shows are some of the favourite activities organised at our birthday parties. Everyone enjoys a good celebration with fun and games!

Birthdays from the Heart is a programme that partners welfare homes to celebrate the birthdays of the underprivileged with joyous activities, presents and of course, a big birthday cake!

The purpose of the programme is to remind our beneficiaries that they too are loved by showing them that they are remembered, special and that their presence is celebrated.







**\$207,000**

**WORTH OF ITEMS SAVED  
AND GIVEN OUT**



**28**

**WELFARE HOMES**



**6,500**

**BENEFICIARIES**

# Market Place

Did you know? Canned food that displays a sharp dent with damaged seams may allow bacteria to enter. Our volunteers go through all donated items to check for food safety before sorting them properly for distribution.

With NTUC FairPrice as our Market Place partner, the programme seeks to create a win-win solution that reduces food waste while feeding the needy by channeling food that its outlets do not wish to keep on the shelves but still good for consumption to those who need them.

The items are distributed to welfare homes and other beneficiaries via our Community Food Pack programme.





# New Initiatives

Food from the Heart has strived on several new initiatives with the aim of giving better. We believe that everyone deserves access to nutritious food. That's why we have been improving our food programmes to include healthier food options. Read on to find out how we are leading the change in perception regarding food programmes for the needy.



## 1. SCHOOL GOODIE BAG REVAMPED

The monthly food pack programme that supplements the meals of needy children and their families has been revamped to include healthier options. The curated food pack includes new products such as oats, red rice vermicelli, breakfast cereal, milk and eggs.



## 2. PROJECT BELANJA!

The tech-driven cooked food programme, launched in January 2019, allows our beneficiaries to redeem ready-cooked meals conveniently at nearby stalls within their usual activity zone. The digitised food redemption initiative also empowers beneficiaries to choose and decide what they wish to consume and also encourages them to step out of the house to socialise. OCBC donated close to \$100,000 to support the initiative, benefitting almost 180 needy seniors.



## 3. IMPROVED COMMUNITY FOOD PACK

We have made efforts to improve the nutritional value of our food packs over the past few years, including introducing fresh produce such as fruit and eggs. In September, we started monthly distribution of root vegetables. By adding carrots, potatoes and sweet potatoes into the mix of food rations, our beneficiaries can prepare more nutritious meals at home.





#### 4. POP-UP FRESH PRODUCE MARKET

We conceptualised the pop-up event to give our beneficiaries a new source of fresh food that is healthier including poultry, seafood, vegetables and fruits. While it is common knowledge that fresh produce makes a well-balanced diet, they are also more expensive and therefore less affordable for our beneficiaries. The two pop-up sessions held in March and May saw 1,000 benefitting families selecting fresh produce at the farmers' market set-up event.



#### 5. CURATED FOOD PACKS FOR DIALYSIS PATIENTS

Giving better means giving the needy what they need. Our latest effort in curating a healthier food pack specially for needy dialysis patients aims to do just that. Beneficiaries will receive a monthly food pack filled with 12 items, including fresh vegetables, fruit and eggs, curated with guidance from dietitians. OCBC Bank has contributed \$50,000 to help kickstart this initiative.



#### 6. DONATE RIGHT

We would not be able to give better if there is a gap between what donors give and what people need. Donate Right is an awareness initiative that provides insight into the types of food that are donated, what goes on in a food charity behind the scenes, and the considerations that should be made before donating a food item. It helps those who want to give well and is especially suitable as a lead-up to food donation drives.





# Passion Ball

As the largest fundraiser for Food from the Heart, the Passion Ball is a yearly affair that serves up good company, excellent cuisine and exquisite wine, for a very worthy cause. The 16th edition was themed “La Dolce Vita”, an inspiration to share the hope and sweetness of life.

Presented by Audemars Piguet and held at The Fullerton Hotel Singapore on 27 April, guests were treated to world-class performances, as well as a live auction, which featured a stellar array of items.

We rounded off the night with an unexpected act from The Three Waiters, whose amazing performance stole the audience’s breath away. Initially hiding in plain sight as ‘waiters’ before surprising the audience, the operatic singers’ great vocals were an immediate hit with our guests and a fitting climax for the evening.

Thanks to our gracious sponsors and guests, the Ball raised \$600,000, marking the event as an all-around success and a night of absolute enjoyment for everyone present.



## SPECIAL THANKS TO OUR SPONSORS:

### Presenting Sponsor

Audemars Piguet

### Angel Sponsor

Images In Motion

### Friend Sponsor

Union Bancaire Privée

### Special Thanks

Singapore Totalisator Board

### In-Kind Sponsors

Automobile Club de Monaco  
Corney & Barrow  
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Ermenegildo Zegna  
Mandarin Oriental Tokyo  
Millennium & Copthorne Hotels  
POLLEN  
RJ Paper  
Singapore Airlines  
Superskill Graphics Pte Ltd  
The Fullerton Hotel Singapore  
The PEAK and ICON Magazine  
Tempt Me by Temptations  
Whyte & Mackay - The Dalmore



# Charity Golf

A lively and energetic atmosphere greeted our guests at the annual Charity Golf Tournament, which was held at the Singapore Island Country Club on 17 September. Brought together by a spirit of generosity, 136 golf enthusiasts enjoyed a friendly match on the 18-hole course – and all for a good cause.

Presented by the FairPrice Foundation and Goldbell Foundation, the fundraiser also delighted our avid golfers with a cocktail reception, as well as a lively dinner and entertainment session. The programme closed with an exciting lucky draw, where 60 golfers managed to snag attractive prizes contributed by our sponsors.

In total, the tournament raised \$120,000 for Food from the Heart, which will go towards running our programmes to support our beneficiaries. We would like to thank the participants and our partners for their warmth and generosity, without whom this event would not be possible!



## SPECIAL THANKS TO OUR SPONSORS:

### Birdie Sponsor

Goldbell Foundation  
NTUC FairPrice Foundation

### Tee Sponsor

Daimler Commercial Vehicles South East Asia Pte. Ltd.  
Luther LLP  
MS First Capital Insurance

### Special Thanks

Singapore Totalisator Board

### Hole-in-One Sponsor

Borneo Motors (Singapore) Pte Ltd

### In-Kind Sponsors

Asia Pacific Breweries (S)  
Box Green  
Corney & Barrow  
D+1 Holding  
Field Catering & Supplies  
Hisamitsu Pharmaceutical Co  
JAB Design Pte Ltd  
Porsche Design Singapore  
Superskill Graphics Pte Ltd  
The Peak Magazine  
The Ring Boxing Community  
Whyte & Mackay  
Yeo Hiap Seng

### Lucky Draw Sponsors

Chyau Fwu Wine & Spirits  
Como Dempsey  
Creative Eateries Pte Ltd  
Fairmont Singapore  
Goh Joo Hin Pte Ltd  
Grand Hyatt Singapore  
Hardrock Café  
Hugo Boss  
Lush  
New Ubin  
OSIM  
OSO Ristorante  
Royal Albatross  
Swissôtel The Stamford  
The 1872 Clipper Tea Co.  
The Fullerton Hotel Singapore  
Unlisted Collection  
Yantra



# I CAN Awards



Short for Improvements in Conduct, Attendance and Non-academic performance, the annual I CAN Awards celebrates the resilience and achievements of our award recipients, who are part of our School Goodie Bag Programme.

On 20 March, our 87 awardees were all smiles as they received their prizes at the Teck Ghee Community Club. Proudly accompanied by family members and teachers, the recipients were presented with a trophy, a \$100 Popular Bookstore voucher, and a \$100 Singapore River Cruise voucher. These were all generous contributions by the Community Foundation of Singapore, Declout Group, and Singapore River Cruise Pte Ltd.

After the ceremony, the families were invited to shop for groceries at our first-ever Pop-Up Fresh Produce Market, held at the same venue. Our recipients enjoyed poring over the diverse

food selection and redeeming up to \$50 worth of seafood, meat and vegetables to take home. The attendees also took part in the carnival-like fringe activities, including massage corner, photo booth and game stalls.

We hope that the Awards will inspire our students to press on, and continue putting in their best efforts at school!





# Clean Plate Campaign



The Clean Plate Campaign, held in conjunction with World Food Day, aims to raise awareness of the environmental and societal impact of food waste and to inculcate the habit of mindful eating.

In 2018, the total food waste generated in Singapore was 763 tonnes. To reduce the amount of food wastage nationally, Food from the Heart advocates ending each meal with a clean plate.

As the longest-running food waste reduction programme in Singapore, the campaign has

seen an exponential increase in participation from five schools in 2013 to 70 schools in 2019, alongside growing awareness on curbing rising food wastage. A total of 47,505 clean plates counted by students from participating schools in Singapore and Maha Bodhi School emerged as the top school with the most number of clean plates counted.

For the first time, the Clean Plate Campaign also extended its reach to preschoolers from 13 PCF SparkleTots kindergartens.



We thank our sponsors, NTUC FairPrice Foundation and Bayer (Southeast Asia) for their support of the Clean Plate Campaign. A big thank you to all 730 volunteers for signing up as our Clean Plate Ambassadors and making the Campaign a success!



# Toy Buffet

**H**eld at Nanyang Polytechnic, 2019's iteration of our annual Toy Buffet returned on 15 November, themed "Superhero: I am the Power!" This theme was chosen to inspire and motivate children from needy families that they are the real superheroes for displaying formidable qualities such as tenacity and resilience.

Every child who visited our carnival-style Buffet was thrilled at the wide variety of toys on display, and relished the chance to take home four toys each. Each of them also received a goodie bag full of sweet treats from the Cocoa Tree, Neo Garden, Grand Hyatt Hotel, and Swissotel.

Also spotted at the event was our mascot, SuperBun, making a special appearance alongside two Lego mascots. Together, they provided dynamic photo opportunities for our eager participants. Game booths added

another element of fun and entertainment for the children as they choose their toys.

Concurrently, Food from the Heart officially kickstarted its partnership with Marine Parade Leadership Foundation (MPLF), with the support of Guest-of-Honour Mr Lim Biow Chuan, Deputy Speaker of Parliament and Member of Parliament for Mountbatten SMC. Going forward, MPLF recipients and alumni will work in tandem with Food from the Heart to raise awareness of the less fortunate.

To execute an event of this scale, it certainly took our very own superheroes – 900 volunteers who stepped up to serve as Toy Ambassadors. Big thanks go out to all our sponsors and in-kind donors for their tremendous support for the event. We are also grateful for all our toy drive and booth partners for contributing their time and effort into making the Toy Buffet a memorable experience for everyone!



## SPECIAL THANKS TO OUR SPONSORS:

### Cash Sponsors

Allied World Assurance Company Ltd  
Edwards Lifesciences Foundation  
Mr Karthikeyan Somasundaram

### Venue Sponsor

Nanyang Polytechnic

### In-Kind Sponsors

Fairmont Singapore  
FrieslandCampina  
Grand Hyatt Singapore  
LEGO Singapore  
Neo Garden  
Polar Puffs  
The Cocoa Trees



# A Year in Review

## JAN DONATE RIGHT



Our first Donate Right talk took place at Chongfu School! The highly interactive session shared the dos and don'ts of food donations. Contact us if you would like a Donate Right talk for your school or organisation!

## JAN NEW BEGINNING



What a better way to kickstart the year than our bi-annual workgroup meeting to explore new ideas and perspectives. Thanks to Mr Robert Chew, Vice President of NCSS, for facilitating the fruitful discussion and team-building session!

## FEB MEET OUR MASCOT



Our first-ever mascot, SuperBun, shares the same birth date as Food from the Heart, 8 February! Her best friend is Kaya, and her favourite quote is "No one ever became poor from giving" by Anne Frank. Look out for her event appearances!

## FEB CNY DONATION DRIVE



Our friends at Keppel Offshore & Marine celebrated Lunar New Year in 2019 with a donation drive that raised over \$14,000 for Food from the Heart. What a great way to start a prosperous and fruitful year!

## MAR FEED THE NEEDY



Crate and Barrel partnered us to raise over 200 food packs for the needy families supported under our Community Food Pack programme. We look forward to more #CrateGives initiatives to help us feed the needy.

## APR LITTLE FEET CAN MAKE A BIG DIFFERENCE



At the annual walkathon event organised by Singapore American School, the second-graders walked and raised an impressive \$61,651 for Food from the Heart. Thank you for your generous support!

## MAY SPONSORSHIP EXTENDED



People Bee Hoon Factory showed their unwavering support for us by extending the year-long sponsorship of Red Brown Rice Vermicelli for our School Goodie Bag programme. Thank you for believing in our cause!

## JUN SPH FOOD DRIVE



The SPH group held an internal food drive for our food programme beneficiaries and was met with great enthusiasm from their staff. Thank you for joining us in the fight against hunger!



## JUN SHAPE THE NEXT PACK



At our Community Food Pack Partner Appreciation and Networking session, representatives from 44 distribution centres convened and exchanged insights on the future of the local food charity landscape. We thank all participants in helping us to shape the next pack!

## JUN OPEN HOUSE



Over 1,000 supporters came and helped us raise over \$20,000 in cash and 36,000 food items at our first Open House! Visitors also took part in a unique singalong performance in our warehouse with 963HaoFM hosts.

## JUN BURGER THAT GIVES BACK



Hard Rock Cafe Singapore and Hard Rock Cafe Sentosa are donating \$2 to Food from the Heart for every 24-Karat Gold Leaf Steak Burger sold. We are proud to be selected as the legendary restaurant's charity partner!

## JUL BREAD WITHOUT BAGS



The eco-event organiser, Project bECome, selected us as their charity to support. The bakeries also donated their unsold bread to our Bread Run programme. Thank you all for raising funds and food for us!

## AUG CHARITY AUCTIONS



As part of the Seventh Lunar Month festivity, we produced specially-designed Food from the Heart rice buckets for the charity auctions held islandwide. Funds raised from successful bidders went towards our work in feeding the needy!

## AUG MASTERCHEF SINGAPORE SPECIAL



Our beneficiaries enjoyed a three-course meal, featuring a unique dessert created by the MasterChef contestants using bread from our Bread Run programme. Thank you, Swissôtel for donating the surplus bread!

## AUG FIGHT HUNGER TOGETHER



The Food from the Heart team is always improving and innovating. The second workgroup meeting of the year allowed staff to measure our performance against the targets set at the start of the year. Another great team bonding session!

## SEP MOONCAKES WITH LOVE



Our wonderful donor, Ms Cheng, gifted 225 boxes of mooncakes to share the joy of Mid-Autumn Festival celebrations with our beneficiaries from welfare homes and Community Food Pack programme.



## SEP TOWARDS ZERO WASTE



Our volunteer shared about our programmes and efforts in cutting food waste with Senior Minister, Dr Amy Khor, at an NEA 3R Awards Ceremony. Contact us if you'd like us to speak at your CSR events!

## SEP DINE AND DONATE



Trendy F&B Group, Unlisted Collection, helped us raise more than \$19,000 as our Dine and Donate campaign partner. All the proceeds went towards funding our work in feeding the needy.

## OCT FOOD DELIVERY WITH A DIFFERENCE



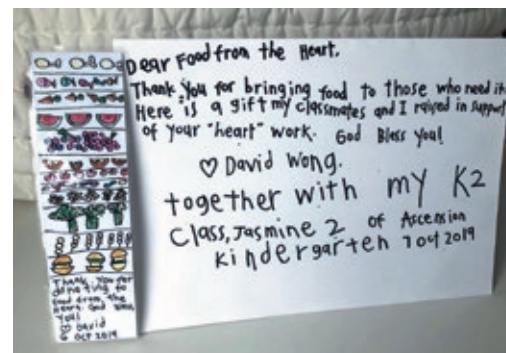
A group of 50 GrabFood drivers turned up for a meaningful delivery assignment; distributing food packs to the needy households supported under our Community Food Pack programme.

## OCT VOLUNTEER LEADERS



We organised our first training session for close to 30 volunteers who would like to increase their involvement with us. It was a great feedback and networking session as well!

## OCT PLEDGE YOUR BIRTHDAY



David Wong gave up presents for his sixth birthday and raised \$500 for our beneficiaries by making hand-drawn bookmarks instead. You are never too young to make a difference!

## OCT DEWALI DELIGHTS



Marwari Mitra Mandal Singapore did not forget the needy as they celebrated Dewali, where they raised over \$2,000 for Food from the Heart at the glitzy event.

## NOV FUN RUN



SIA Engineering Company organised and invited our beneficiaries to their annual Fun Run event held at Jurong Bird Park. We also thank them for raising \$50,000 to support Food from the Heart!

## NOV THE RING CARES



The Ring Boxing Community organised a high-adrenaline White Collar Boxing Show that raised \$20,000 for our beneficiaries. The team also traded their gym session for a food packing and delivering slot, all for a good cause!



DEC

## REFRESHED LOFT



What used to be a standard pantry room has been turned into The Loft, our communal space for tea-breaks, lunch meals, work discussions, and more!

DEC

## TOYS FOR XMAS



Our children beneficiaries received these construction sets, just in time for Christmas. Thanks to the generosity of The Lego Group!

DEC

## SEASON OF GIVING



In conjunction with Global Philanthropy, Poly Singapore office organised a talk and invited Food from the Heart to share our stories and impacts with the staff.

DEC

## FRESH PRODUCE DONATION



Thank you Redmart and Lazada for the generous quantity of fresh food donations! Four delighted welfare homes received the food items and cooked them for their residents. Christmas came early!

# Our Donors and Sponsors

With the help of our donors, sponsors and partners, we are committed to be a stable source of food for those who need it, for as long as they need it. We are immensely grateful for their gifts that make our work possible.

## OFFICIAL COMMUNITY FOOD PACK PARTNER (2017 – 2021)

Images in Motion

## OFFICIAL LOGISTICS & TRANSPORT PARTNER (2017 – 2019)

Goldbell Foundation

## MARKET PLACE PARTNER

NTUC FairPrice Co-operative Ltd

## PROVISION OF EGGS FOR COMMUNITY FOOD PACK PROGRAMME

Oversea-Chinese Banking Corporation Ltd

## CORPORATE CASH SPONSORS

### \$50,000 and above

Audemars Piguet (Singapore) Pte Ltd

Goldbell Foundation

Oversea-Chinese Banking Corporation Limited

SIA Engineering Company Limited

Singapore American School Limited

Singapore Totalisator Board

### \$25,000 - \$49,999

Ascendas Land (Singapore) Pte Ltd

Chew How Teck Foundation

Chyau Fwu Wine & Spirits Pte Ltd

Loh & Loh Construction Private Limited

Neste Singapore Pte Ltd

NTUC Fairprice Foundation Ltd

PAP Community Foundation

The Boston Consulting Group Pte Ltd

Union Bancaire Privée, UBP SA

Visa Worldwide Pte Ltd

### \$10,000 - \$24,999

Allied World Assurance Company Ltd

Bayer (South East Asia) Pte Ltd

Becton Dickinson Holdings Pte Ltd

Bloomberg Singapore Pte Ltd

CMIA Capital Partners Pte Ltd

Credit Suisse AG

Edwards Lifesciences International Fund

EFG Bank AG

Ermenegildo Zegna Far-East Pte Ltd

Geoconsult Asia Singapore Pte Ltd

Kwan Im Thong Hood Cho Temple

Lee Kim Tah Foundation

Marina Bay Sands Pte Ltd

Maybank Singapore Limited

Planworth Global Factoring (S'pore) Pte Ltd

Red Glove Management Pte Ltd

Robert Khan & Co Pte Ltd

Supreme Court of Singapore

TEHC International Pte Ltd

Vantage Shipbrokers Pte Ltd



## INDIVIDUAL CASH SPONSORS

### \$25,000 and above

Lee Chong Min	Ng Yan Cheng	Panprang Kunadilok
Lee Teng Suan	Oskar Sigl	Paul Tseng
Neelamani MuthuKumar		

### \$10,000 - \$24,999

Antoine Foetisch	Leong Quor Meng	Beverly and Brandon Tey
Chin S Chelliah Bottinelli	Mahesh Buxani	Siah Geok Wah, Martin
Goh Soo Jin	Michael Blake	Tay Soo Hoe, Steve
Karen Fawcett	Roland Schwinn	Teo Kian Hong
Karthikeyan Somasundaram	Ronald Paul Stride	Tristan Nenne Sjoeborg
Kishin S/O Raj Kumar	Ruchdi Hajjar	Wong Mun Hwa
Knut Unger		

### \$5,000 - \$9,999

Andress Goh	Lee Lay Hien, Isaac	Sandy Lek
Chai Yixuan	Leong Lai Onn, Susan	Steven Paul McBain
Chee Ming Li	Lim Tiong Wah	Tan Li Xin, Zeena
Chua Khee Su, Jason	Loo Beng Du Maniar	Tang Kim Siong
Erika Swan	Martin Bahr	Toh Soon Huat
Gurpreet Dhillon	Olivia Leong Findley	Trond Kyrkjebo
Hong Dong Sheng	Olivia Wong	Vincent Ang
Joanna Tay	Paul John Hickman	Wilmin Koh
Khushroo Dastur	Phua Lay Peng, Denise	

### \$2,000 - \$4,999

Alex Adam Low	Jean Salim Nasr	San Ang Sor
Angelo Roxas	Jeremy Stoupas	Shirley Crystal Chua
Annitha Annathurai	K. Ravi Raju	Soo Mao Wu
Aries Wong	Lai Ying Ren, Wayne	Steve Benfield
Ashwin Chidambaram Muthiah	Lee Eng Lye, Andrew	Tan Ah Leong
Astrie Sunindar Ratner	Lee Kwong Wai, Felix	Tan Kian Yong
Brian Tan	Leow Beatrice	Tan Kwang Hwee
Chen Sze Sin	Liau Shih How, Kevin	Teo Seow Keng, Peter
Cheong Choon Ghee	Lim Chia Chia	Teo Seow Phong
Chionh Siok Bee	Lim Thian Soon	Tong Kok Chiang
Fan Ren Ray	Ng Kim Teck	Vicky Hwang
Fong Chen, Alan	Ng Lai Leng	Wee Boo Tee
Goon Swee Kheong	Ong Sok Hoon, Catherine	Wee Han Meng
Han Pai Lan, Sharmaine	Peter Madhavan	Wong Yuan Keng, Alex
Han Seng Juan	Prashant Bajaj	Yee Shin Yun
Ho Xiang Yu, Wendy	Quek Chee Tiang, Bryan	Yeo See Hui, Kenneth

## DONATIONS IN-KIND

### BREAD RUN PARTNERS

1 More Bread	Swissôtel The Stamford	Odette Restaurant
Anas Bakery	Four Leaves Pte Ltd	Omzyn Cake
And All Things Delicious	Four Seasons Hotel Singapore	Pan Bakery
Artisan Boulangerie Compagnie Pte Ltd	Grand Hyatt Singapore	Prego Deli
Bak.er.Like	Grand Hyatt Singapore - Mezza 9	Prima Food Pte Ltd
Bake Inc	Han's (F&B) Pte Ltd	PrimaDeli
Bakery Cuisine	ibis Singapore on Bencoolen	Proofer Bakery Pte Ltd
Bakery Degree	Jollibean Foods Pte Ltd	Redmart Ltd
Bakerzin	Juz Bread	Regent Singapore
Bengawan Solo Pte Ltd	Kohi-Koji Café & Bakery	Resorts World Sentosa
Bethel Confectionery	Kraftwich by Swissbake	Sembawang Confectionery
Breadfresh	Love Tea Cafe	Shangri-La Hotel Singapore
BreadTalk Pte Ltd	Maison Kayser (Singapore) Pte Ltd	Starbucks Coffee Singapore Pte Ltd
Bun Times	Mandarin Oriental, Singapore	Sunshine Bakeries
Cake Avenue	Marche Restaurant	Swissbake Pte Ltd
Common Man Coffee Roasters	Marina Bay Sands Pte Ltd	The Fullerton Hotel
Country Brot by Four Leaves	RISE Restaurant	The Ritz - Carlton, Millenia Singapore
Delifrance Singapore	Mercure Singapore Bugis	The Sandwich Shop
Dohca Bakery	Nick Vina Artisan Bakery	The St. Regis
EpiD'or by Four Leaves	NOM Bistro & Bakery	Wheat Bakery
Fairmont Singapore	Novotel Singapore Clarke Quay	Yi Jia Bakery House Cafe

### CORPORATIONS / GROUPS

120 Clementi Condo MSCT	Celestica Electronics (Singapore) Pte Ltd	Mapletree Investments Pte Ltd
963 HaoJiaZu	Clouet Trading Pte Ltd	Maybank Singapore Limited
AMD Far East Ltd	Chevron U.S.A (Singapore)	Mount-e Singa Fresh Pte Ltd
AMS Sensor Singapore Pte Ltd	Crate and Barrel Singapore	Goh Joo Hin Pte Ltd
APL Logistics Ltd	Demure Drapes	NTUC Fairprice Co-operative Pte Ltd
Ascendas Services Pte Ltd	Ducati	Paypal Pte Ltd
ASML Singapore Pte Ltd	DuPont Industrial Biosciences	People Bee Hoon Factory Pte Ltd
Auditor General Office	Fluidigm Corporation	Siemens
Bank of Singapore	Giant Singapore	Singapore Land Authority
Bloomberg	Lazada Group Singapore	Singapore Press Holdings Ltd
BOC Aviation Limited		Xilinx Asia Pacific Pte Ltd

### SCHOOLS / INSTITUTIONS

Anderson Primary School	Greenridge Primary School	Sengkang Green Primary School
Beacon Primary School	Holy Innocents' Primary School	Serangoon Garden Secondary School
Bedok Green Secondary School	Horizon Primary School	Springdale Primary School
Canadian International School Singapore	Kong Hwa School	St Andrew's Junior School
Chongfu Primary School	Maha Bodhi School	St Andrew's Secondary School
Chua Chu Kang Secondary School	Manjusri Secondary School	St Joseph's Institution
Damai Primary School	Meridian Junior College	St. Stephen's School
Deyi Secondary School	National Institute of Education	Tampines North Primary School
E-Bridge Pre-School	North Spring Primary School	Tanglin Trust School
Elias Park Primary School	Northbrooks Secondary School	Teck Ghee Primary School
Evergreen Primary School	Palm View Primary School	Woodgrove Secondary School
Fernvale Primary School	Pei Hwa Secondary School	Yumin Primary School
Gan Eng Seng Primary School	Queenstown Secondary School	Zhangde Primary School
	Seng Kang Primary School	



# Audited Financial Information 2019

## INCOME & EXPENDITURE STATEMENT

For the year ended 31 December 2019

	2019 (\$\$)	2018 (\$\$)
<b>Income</b>		
Outright Donations	1,771,941	574,359
Fundraising Events	809,360	807,549
Charitable Events	86,048	222,366
Food Purchase Account	1,201,090	896,372
Grant	106,485	245,657
Other Income	292,152	175,358
<b>TOTAL INCOME</b>	<b>4,267,076</b>	<b>2,921,661</b>
<b>Expenditure</b>		
Outright Donations	343,059	
Fundraising Events	246,258	249,874
Charitable Events	194,574	184,154
Food Purchase Account	1,228,657	911,534
General & Administrative	2,062,915	1,674,381
<b>TOTAL EXPENDITURE</b>	<b>4,075,463</b>	<b>3,019,943</b>
<b>Net Operating Surplus / (Deficit)</b>	<b>191,613</b>	<b>(98,282)</b>
<b>Non-Operating Income</b>		
Utilisation of Funds	121,421	186,098
Amortisation of Deferred Funds	220,237	233,957
<b>TOTAL NON-OPERATING INCOME</b>	<b>341,658</b>	<b>420,055</b>
<b>Surplus of Income over Expenditure</b>	<b>533,271</b>	<b>321,773</b>

### Staff with remuneration above \$100,000

<b>\$100,000 and \$200,000*</b>	2	0
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\*includes basic salary, annual wage supplement, allowances, and employer's contributions to Central Provident Funds.

Food from the Heart is governed by the Board of Directors which is the final authority and has overall responsibility for policy making and governance. Board members are volunteers and receive no monetary remuneration for their contribution.

Food from the Heart has in place a Conflict of Interest and Confidentiality Policy Statement. Members of the Board of Directors and employees must declare if they have a conflict of interest regarding any business before the Board.

Food from the Heart is committed to the highest standards of openness, probity and accountability. The organisation has adopted a Whistleblowing policy to enable employees of the Company to raise concerns internally and at a high level and to disclose information which individual believes show malpractice or impropriety.

## BALANCE SHEET

For the year ended 31 December 2019

	Note	2019 (\$\$)	2018 (\$\$)
<b>Assets</b>			
<b>Non-Current Assets</b>			
Plant and Equipment	1	<b>750,469</b>	<b>363,427</b>
<b>Current Assets</b>			
Other Receivables		146,696	291,477
Deposits		66,659	67,275
Prepayments		71,218	28,534
Inventory	2	36,515	56,680
Cash & Bank Balances			
- Operating		1,965,890	1,674,405
- Reserves	3	1,255,157	1,241,602
- Designated	4	3,124,005	3,281,998
Total Cash & Bank Balances		6,345,052	6,198,005
<b>Current Assets</b>		<b>6,666,140</b>	<b>6,641,971</b>
<b>TOTAL ASSETS</b>		<b>7,416,609</b>	<b>7,005,398</b>
<b>Funds</b>			
Accumulated Funds		4,648,089	4,326,316
Designated Funds - Care & Share Matching Grant	5	352,861	672,326
Deferred Funds - Care & Share Matching Grant	6	346,659	368,852
Current Year Earnings		533,271	321,773
<b>Total Funds</b>		<b>5,880,880</b>	<b>5,689,267</b>
<b>Non-Current Liabilities</b>			
Lease Liabilities	7	298,401	
<b>Current Liabilities</b>			
Other Payables and Accruals		303,465	127,216
Lease Liabilities	8	118,903	
Deferred Income	9	814,960	1,188,915
<b>Total Current Liabilities</b>		<b>1,237,328</b>	<b>1,316,131</b>
<b>Total Liabilities</b>		<b>1,535,729</b>	<b>1,316,131</b>
<b>TOTAL FUNDS AND LIABILITIES</b>		<b>7,416,609</b>	<b>7,005,398</b>



## NOTES TO THE FINANCIAL STATEMENTS

- Note 1:** The company adopted the new FRS116 Leases to recognise the leases as right-of-use asset with net book value of \$415,371.
- Note 2:** Amount represents undistributed cash vouchers as at year end.
- Note 3:** **Reserve Policy**  
Food from the Heart's objective in managing fund is to maintain a level of reserve that enables the company to continue operating within at least twelve months period of time. This reserve is used to fund for working capital, any unexpected expenditures or events, and shortfalls in income. The Board of Directors reviews the company's reserve policy level on regular basis.
- Note 4:** Consists of funds restricted for use in food purchase only.
- Note 5:** **Designated Fund**  
The Designated Fund is the fund received under Care and Share Matching Grant. The fund is designated for specific type of usage and will go towards building the capabilities and capacities of the social service sector and supporting social services to meet rising needs. NCSS has extended the fund utilisation period to 31 March 2021, and any remaining funds at the end of the extended date will be returned to NCSS.  
  
The matching grant can be used in the following areas:  
a. Capability building  
b. Capacity building  
c. New initiatives or expansion of existing services  
d. Critical existing needs (up to 20% of grant disbursed)
- Note 6:** **Deferred Fund**  
Care and Share Matching Grant received for approved supported usage is accounted for in respective fund accounts. Amount utilised for the purchase of plant and equipment is transferred to deferred fund account and amortised over the useful lives of the related assets to match the depreciation of the assets through amortisation of deferred fund. Amount utilized for other approved supported usage is transferred to deferred fund account and recognised as income through utilisation of fund.
- Note 7:** The company adopted the new FRS116 Leases. The company recognised the right-of-use asset and lease liability for leases previously classified as operating leases, except for short term leases and leases of low-value asset. The lease liabilities represents leases for office premises and copier machine.
- Note 8:** **Deferred Income**  
Deferred income comprises of voluntary donation income designated for purchasing of food, programmes and events usage in the future.

The full set of audited financial statements is available at [www.foodfromtheheart.sg](http://www.foodfromtheheart.sg)

## How can you help?

Join us in our purpose of sharing hope and nourishing lives.  
Here are some ways you can get involved:

### Volunteer

Food from the Heart seeks socially-conscious individuals, corporations and institutions to champion our cause with us. We work with partners by maximising the positive impact of their contribution to Food from the Heart's objective of feeding the hungry.

Take a virtual tour to find out how you or your company can make a difference in the fight against hunger and food wastage!

Visit [www.foodfromtheheart.sg/opportunities-to-help](http://www.foodfromtheheart.sg/opportunities-to-help) or scan the QR-code below for virtual tour.



### Donation

Make a cash donation towards our cause. Your gift goes to purchasing food and operating expenses such as day-to-day managing of programmes, warehousing and logistics. As an independent charity that does not receive regular government funding, we need your help to run these operations! Cash donations are eligible for a 250% tax deduction.

Visit [www.foodfromtheheart.sg/donate](http://www.foodfromtheheart.sg/donate) or scan the QR-code below to donate.



## SHARE OUR STORIES

Follow us on social media and share our stories with your friends and loved ones.

- foodheart
- foodfromtheheartsg
- Food from the Heart





# Meet the Team

Our committed team of passionate individuals ensures the smooth running of the day-to-day operations, while working hand-in-hand with our thousands of volunteers to make sure every beneficiary of Food from the Heart receives their food rations in a consistent and sustained manner.



**Back row (from left to right):**

Jesvinder MS Kaur, Sandra Zhang, Timothy Lai, Shari Bin Raman, Bryan Tan, Moretta Song, Kareen Frances Chua, Jaslin Koh

**Middle row (from left to right):**

Mohmad Othman, Sim Bee Hia (CEO), Helen Tan, Kelvin Lee, Jeslyn Wee, Shahira Maya Sahar, Jade Tan, Goh Yar Yong, Mohamad Zuraimi Muchi

**Front row (from left to right):**

Chun Mei Qi, Katherine Chin, Pan Bijun, Toh Bock Heng



“My team and I strongly believe that food is something one should not have to worry about in Singapore; not just having access to food but to better food. We have thus strived to be a consistent and dependable source of food to our growing number of beneficiaries. We rely and count on your steadfast support, without which, it would have been a most arduous task. To our Board of Directors, sponsors, partners and friends, we sincerely thank you for helping us make it happen. Let’s continue to join hands in partnership as we strive to bring food to the tables of the community in need month after month, year after year.”

**Sim Bee Hia**

CEO

Food from the Heart





**Food from the Heart**

130 Joo Seng Road #03-01 Singapore 368357

Tel: 6280 4483 Email: [info@foodheart.org](mailto:info@foodheart.org)



[www.foodfromtheheart.sg](http://www.foodfromtheheart.sg)



[foodheart](https://www.facebook.com/foodheart)



[foodfromtheheartsg](https://www.instagram.com/foodfromtheheartsg)

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