

善
粮
社

Food
from the
Heart



ANNUAL REPORT 2020

*Sharing Hope,
Nourishing Lives*





CONTENTS

04	Our Vision, Mission, Values and Shared Purpose	30	Emerging Stronger
05	About Us	38	Our Programmes
06	Our Board	48	Our Donors and Sponsors
07	Message from our Chairman	52	Audited Financial Information 2020
08	How you have helped us in Year 2020	55	How can you help?
10	Year on Year Snapshot	56	Awards
12	Sharing Hope	57	Appreciation Messages
22	Nourishing Lives	58	A few words from our CEO

ABOUT US



Food from the Heart is a charity with IPC status that feeds the needy through its food distribution programmes. 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 collect and redistribute unsold bread from bakeries to those in need.

Today, Food from the Heart is one of Singapore's foremost independent food charity devoted to alleviating hunger through efficient distribution of food in a sustainable manner; and making a significant impact in food waste reduction.

Member of



Our Vision

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

Our Mission

To alleviate hunger by providing reliable, consistent and sustainable food support to the less-fortunate through food distribution programmes.

Our Values

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

Our Shared Purpose

Sharing Hope, Nourishing Lives

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 (6/6*), **Ms Linda Soo-Tan** (6/6), **Ms Chin Bottinelli** (6/6), **Ms Sim Bee Hia**, CEO, **Mr Khushroo Dastur**, Treasurer (5/6), **Dato' Andy Quek** (4/6), **Mr Mahesh Buxani** (5/6), **Mr Eugene Yang** (6/6), **Mr Christopher Martin**, Advisor (4/6), **Dr Knut Unger**, Secretary (4/6), **Mr Alex Chua** (3/6)

*Number of Board Meetings Attended/Held

MESSAGE FROM OUR CHAIRMAN

On behalf of our board and management team, I would like to thank all of you who have contributed to our fight against hunger in the very challenging year 2020.

With your generous help, Food from the Heart is now feeding 53,700 people. We distributed \$6.35 million worth of food to those hit the hardest by the pandemic. With little or no savings, many were already struggling before Covid-19 hit us. Jackie Yap, our Community Food Pack beneficiary, is one of those who lived from paycheck to paycheck, supporting his young family of five. When he lost his job as a tipper truck driver, our monthly food packs turned into his support pillar. Knowing that his family need not worry about food, Jackie could focus his efforts on a job search.

Jackie's story is not an exception. Many low-income beneficiaries were impacted by layoffs and pay cuts when the economy took a downturn. Some middle-income earners also had to request food support for the first time in their lives. We distributed 97,650 food packs in 2020, 66% more than in the year 2019.

I am very proud to see the Food from the Heart and its community of donors, sponsors and volunteers, coming together to impact more lives. Due to the pandemic, we cancelled our major fundraisers, Passion Ball and Charity Golf, in 2020. Hence, it was extremely heartening to learn that many gala guests have donated their tickets sales towards our work instead of a refund. Many have also

started their campaigns to raise money for us as event restrictions continue to upend our fundraising plans.

Together as a community, we have remained steadfast and true to our mission in reaching out to the less fortunate with our food support. We believe that our reliable, consistent and sustainable food programmes will support our beneficiaries better, providing them with the food security they need now more than ever.

With the increased demand for food programmes, we are speeding up our digitalisation projects. The pandemic has escalated the need for technology to improve our operations and processes, especially food distribution. As a beneficiary-centric charity and an essential service provider, we cannot allow our food programme to be disrupted by a pandemic or other crisis.

As we continue to navigate the global health crisis, we are grateful to have you with us. Thank you for your unwavering support and confidence in us. We will emerge stronger, leaving no one in need behind.



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

HOW YOU HAVE HELPED US IN YEAR 2020



53,700
Beneficiaries supported

\$6,350,000
Worth of food distributed



1,398,332
Food items packed



97,650
Food packs distributed



36,767
Hot meals provided



309
Food distribution points

24,417
Volunteer activity sign-ups



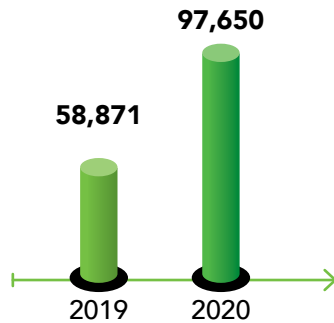
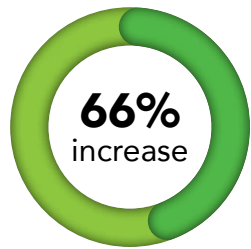
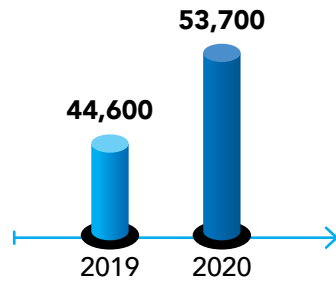
419
Food donation drives organised



YEAR ON YEAR SNAPSHOT

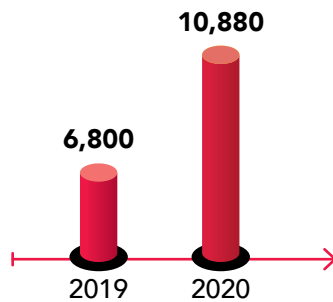
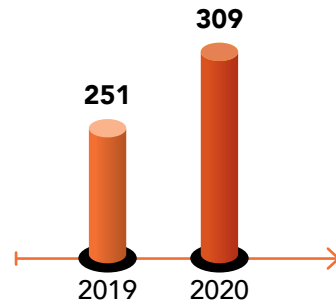
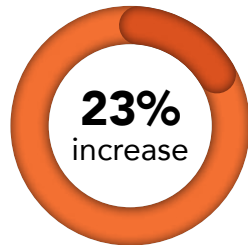


Beneficiaries Supported

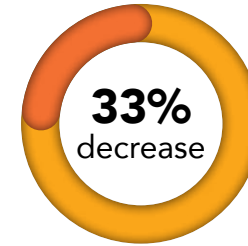


Food Packs Distributed

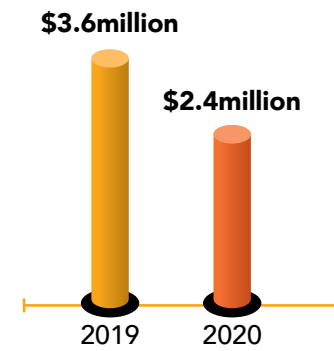
Food Distribution Points



Food Packing Volunteers



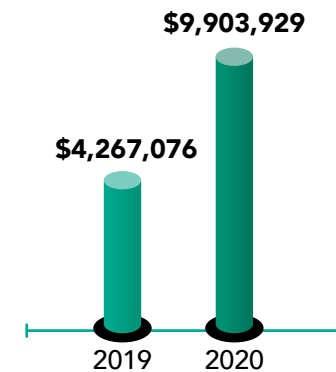
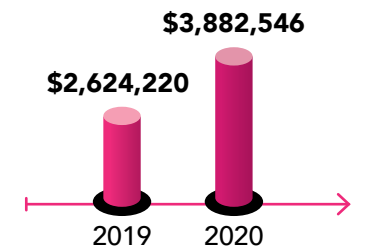
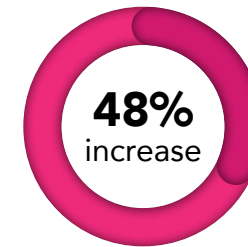
Decrease is due to closure and disruption of bakery and restaurant operations during Circuit Breaker.



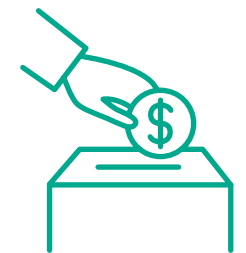
Bread Distributed



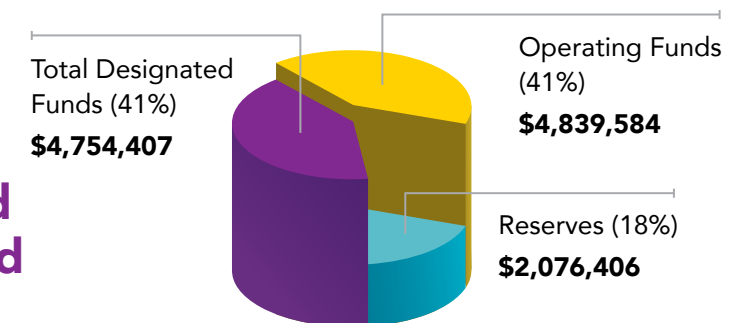
Value of Food Packs Distributed



Funds Raised



Designated and Non-Designated Funds



Sharing Hope



Food from the Heart saw a spike in the number of needy families asking for help since Covid-19 started. Our work is possible because we have an amazing team of sponsors, donors, partners and volunteers. During the pandemic, many stepped forward in unity with funds, food and time, sharing a sense of hope with the communities in need.

We are incredibly grateful to **United Overseas Bank's** staff, clients, corporate associates and management for the efforts to raise more than \$800,000 in support of the School Goodie Bag Programme, which supports needy children and their families under the MOE Financial Assistance Scheme. We are pleased to have UOB on board as our "Official School Goodie Bag Partner 2020/2021".



PS.Café raised more than \$30,000 from sales of a limited-edition collection of Charity Tote Bags. All proceeds are donated to fund Project Belanja! a digitised cooked food redemption programme that provides regular hot meals to elderly beneficiaries.

Dell Technologies Singapore employees raised USD 72,000 to help Food from the Heart's beneficiaries.

“ At Dell Technologies, we are committed to transforming lives. Amidst the pandemic, we are glad for the opportunity to support Food from the Heart's timely and sustained food programme for the community. ”

Eric Goh, VP & MD



Sharing Hope



Coca-Cola Singapore donated over S\$20,000 worth of food packs that went to 573 needy families.

“Food from the Heart has been providing community food packs to the needy since 2003, which is why we chose to partner with them to reach out to these families, providing them with the daily food essentials.”

Kimberly Lai, Public Affairs, Communications and Sustainability Manager

For two months, residents from our welfare home partner, Sunlove Abode, enjoyed freshly cooked meals from **Latteria Mozzarella Bar** in collaboration with **Extra Space Asia**. A total of 10,750 delicious meals were provided during the Circuit Breaker, ensuring that the most vulnerable ones are not forgotten.



Teachers, parents and students from **MindChamps** arrived at our warehouse with food donations that they have raised collectively over four weeks. Food items came neatly sorted and packed, allowing us to save processing time and redistribute them quickly to those in need.

Team Nila, the volunteer arm of Sports Council, conducted a food donation drive that raised nine pallets of food for our beneficiaries! The members also devoted time and effort to pack our food packs over several weeks.

“We decided to come together and show solidarity for our community.”

Jacky Yap, Volunteer



The students from **St Hilda's Primary School** came together and organised a week-long canned food collection for the less-privileged in the community. More than 500 cans of food were eventually raised and donated to Food from the Heart. We are glad to see our young ones experiencing the joy of giving!

These food donations came in specially designed cartons, hand-drawn by the pre-schoolers from **PCF Sparkletots** Changi Simei Blk 233-141. Not only did they bring joy to the needy who receive it, but they brought our team great joy too.



Sharing Hope



Siew Yong began volunteering at our warehouse in March when she learned that we were short of regular volunteers due to the Circuit Breaker. "More people are struggling to put food on their tables; I wanted to do my part to help as many as I can. After every session, it is rewarding knowing that the food I've helped to sort and pack will go to someone in need."

Volunteering at Food from the Heart has become a weekly routine for the husband-and-wife team, **Peter and Lelia**. "There are no limits to what one can do to help. We work alongside the staff to get food ready for distribution every month, ensuring that no one goes hungry. That is a very fulfilling experience and a meaningful way to spend our couple time!"

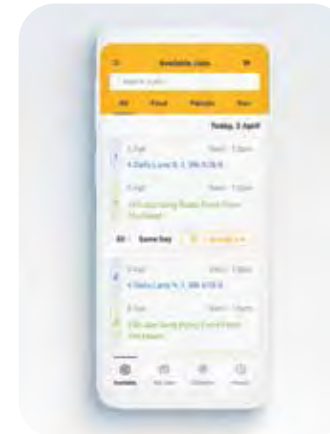


When homemaker **Katherine Teo** found out that we lacked food packing volunteers after the DORSCON Orange announcement, she signed up as one immediately.

“I came to volunteer on my own, but I feel like part of a team, everyone working hand in hand, helping one another.”



"It is fulfilling to see beneficiaries walk out happily with the items they have chosen. It is also great to meet and connect with the donors who check in on what we need. Overall, seeing the warmth and care in the community inspires me," shares **Galvin**, who volunteers once a week at our Community Shop @ Mountbatten.



uParcel provided its on-demand mobile app platform to broadcast door-to-door food pack delivery assignments free of charge. "Food from the Heart is doing great work and is managed by a very professional team. We wanted to work with a credible partner who shares our same values, leveraging on our technology to help fellow Singaporeans in need during this crisis," shared Ms Mabeline Xie, co-founder of uParcel, on the partnership.

“I volunteered to deliver food packs because those who are vulnerable need help now more than ever.”

Going door to door delivering food packs all over Singapore takes a lot of effort, but many hands make light work, thanks to many individuals like **Daryl Eng**.



Sharing Hope



When Covid-19 halted overseas travel, airport transfer driver **Abdul** decided to turn to deliver food packs as a volunteer. "The Circuit Breaker is just a temporary stop-work situation for me. But for many less fortunate ones out there, the pandemic would have a bigger impact on their livelihoods. I am thankful to be still in a position to help during this period."

“ I felt a sense of responsibility to help those in need. ”

Tarun became our regular delivery volunteer when work slowed down during the pandemic. He also encourages those who have the means and time to help to step forward and chip in.



“ A child beneficiary once ran up to me with joy when he saw eggs in the food pack I was delivering. I was so surprised that a simple thing like that could make a child so happy! ”

Mr Ong shared this unforgettable encounter during one of his delivery trips.

Soulrich Foundation gathered more than 60 volunteers to help us deliver food packs to 260 households over the Christmas weekend, spreading a much-needed cheer under the challenging times.



Sharing Hope

Meet our committed team of 22 passionate individuals who ensures the smooth running of the day-to-day operations during Covid-19.



“In a year marred by the advent of a global pandemic, we are incredibly humbled and grateful for the unprecedented support received, enabling us to feed more for longer.”

Jesvinder Kaur, Fundraising and CSR

“It is heartening to see all staff and volunteers working together to ensure our food supply doesn't stop during the pandemic.”

Pan Bi Jun, Fundraising



“Things kept changing after the Dorcon Orange announcement. We had to keep adapting our processes to keep our staff and volunteers safe.”

Bryan Tan, Volunteer Management

“I am so grateful for the volunteers who turned up every day despite real risks from Covid-19; we couldn't have done all these without them.”

Chun Mei Qi, Programmes



“I have spoken to many beneficiaries who shared their struggles; these stories compelled me to do something more for the less fortunate ones.”

Kareen Chua, Programmes

“We had to pack food and coordinate door-to-door deliveries on top of our daily work duties. It was crazy, but I am glad we did it!”

Moretta Song, CSR



“My delivery team will ensure the food packs reach our beneficiaries monthly, no matter how Covid-19 has affected our work.”

Zuraimi Muchi, Logistics

“I feel assured that the team will support me even if there are hundreds of food bundles to be packed every day!”

Kelvin Lee, Logistics



“When we found out that over one million items were raised and distributed to our beneficiaries, we knew all our hard work were worth it.”

Maya Sahar and Katherine Chin, Programmes

Nourishing Lives



Food from the Heart understands 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.

“ This took a toll on our family’s finances. Thankfully, Food from the Heart continues to provide us with a food pack every month. Besides helping to reduce our grocery spending, it also eases our anxiety as we know that we do not have to worry about food during these tough times. ”

Mr Narinder, a Community Food Pack beneficiary, felt fortunate that his job as a security guard was not badly affected by Covid-19. But his daughter, a freelancer, saw a drastic drop in her income during Circuit Breaker.



“ This card is good because I can get food at different stalls. One day I can eat ban mian, another day I can eat fishball noodles. ”

Mr Hui, a Project Belanja! beneficiary shared the variety of cooked food stalls around his neighbourhood that he can choose to redeem his free meals from.



Nourishing Lives



“We have to think positive all the way. That is my fighting spirit. Even if something unfortunate happens, there is always hope.”

Mr Yap, a Community Food Pack beneficiary, who continues to find strength through his family to push on and stay optimistic, despite losing his job in the pandemic.

“We are so grateful...I cannot tell you how much your efforts have brightened the days of our residents. It is really heartfelt that there are initiatives and people on the ground who reach out to senior citizens. A big big hearty thanks from the very bottom of our hearts.” **Thong Teck Home**



“My wife and I would like to say, thank you very much and we appreciate what Food from the Heart is doing right now,” **Mr Annuar** quit his job to care for his wife, **Mdm Salina**, who had a stroke. They are thankful that the monthly food packs relieve some of the stress off their shoulders as they help lighten the burden of putting food on the table.



“I can get brown rice here, they cost a lot more to buy at the supermarkets. This shop even has a chiller for fresh milk and fruit juice. I will often redeem these too, more nutritious!”

Mr Yeo looks forward to his monthly trips to the Community Shop @ Mountbatten to redeem the ingredients for his home-cooked meals.

“Food from the Heart provides me with food rations which have made my life better. I need not rely on others for groceries,” shared **Mr Lee**, who is visually impaired and lives alone. Our doorstep food pack delivery provides him with much comfort and reassurance, for he now worries less about having to step out to get groceries.



Mr Her Yam, a Project Belanja! beneficiary, expressed how simple and easy it is to redeem food using his card. “This stall has a lot of variety so I don’t have to eat the same thing every day.” He visits the stalls with his wife, where they enjoy freshly-cooked meals around their neighbourhood by the tap of their card.

Nourishing Lives

Mdm Lim prefers homecooked meals, so she is very happy that the Community Food Pack programme gives out fresh produce every month. "There are potatoes, carrots and corns in the food pack that I can use to make delicious ABC soup!"



Mdm Kheng, is thankful for the Project Belanja! programme on days when she feels too tired to cook. "I like simple food like kway tiao soup and wanton noodles. I am happy that I can redeem the meals from my favourite hawkers near my house."



Our Community Food Packs have helped many beneficiaries, including **Mr Phua**, 74, who had to give up working due to ill health. On top of having to worry and pay for his other expenses, he is especially grateful that "there are now more items in the food pack", including his all-time favourite oatmeal.



Mr Yeo feels blessed to receive food items regularly under the Community Food Pack programme. "Items like rice and cooking oil can cost a lot for someone like me with no savings. I have to think twice when I buy them with my own money. Now that I am getting them from Food from the Heart every month, I feel secure knowing that I won't run out of food to eat."



“The School Goodie Bag programme is very helpful. As I am a single mother of three, it helps to provide food for my children.”

Mdm Deanna shared how the food programme helps her feed her family while cutting down on food expenses.

Mr Tan, a Project Belanja! beneficiary is very happy with the variety of meals that he can redeem through the app-driven food programme.

“I can just show my card when I order my food instead of counting meal vouchers. There are many stalls to choose from. I can enjoy different types of food every day.”



Nourishing Lives

Mdm Teo, a School Goodie Bag beneficiary of four years, is very grateful for the more nutritious items provided.

“My kids need to have breakfast for energy, and they usually have milk and cereal before going to school. The monthly food pack has helped us save on our grocery bills.”



Mr Lim says that the Community Food Pack programme is important for needy seniors like him. “I don’t just collect food packs for myself; I’ll deliver to my neighbours who are unable to self-collect because they are sick or not mobile. I know how awful it feels to go hungry and have no food to eat. Thanks to Food from the Heart, we will always have food at home.”

For beneficiaries like **Mdm Tan** who cannot cook at home, the Project Belanja! programme provides a stable source of freshly cooked food from hawker stalls conveniently located in their estates. “I am very grateful to the kind-hearted people at Food from the Heart.”



Mr Huang, a Community Shop beneficiary appreciates the wide variety of products and brands available for his choosing.

“The shop carries my favourite instant coffee brands, which are thicker and more fragrant. I only take what I need. The shop opens every other day, so there is no rush to use up all my 12 credits.”



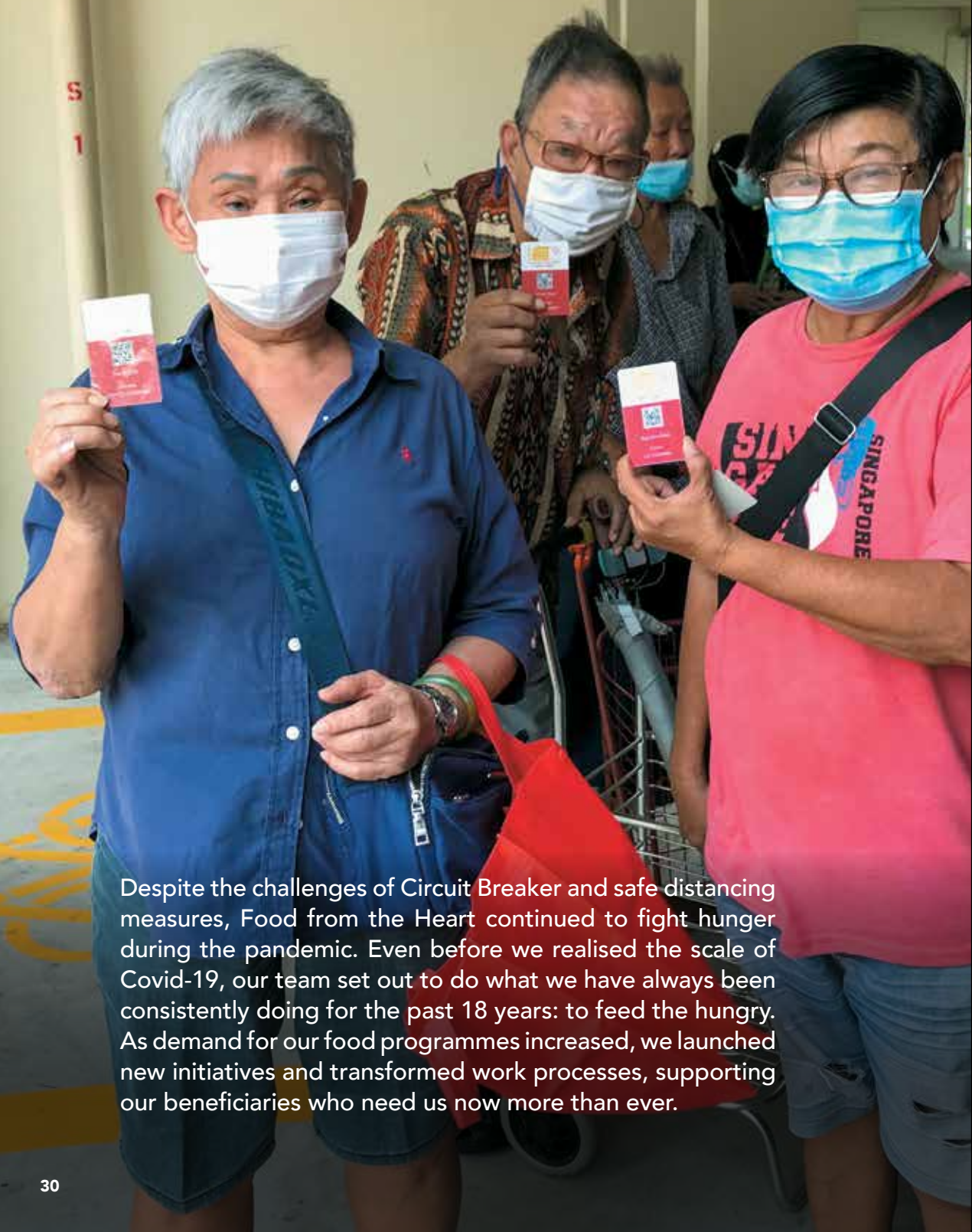
Mr Leong, a Community Food Pack beneficiary, shared the struggle of having to purchase groceries in the current pandemic and how the contents of the monthly Community Food Pack has aided him in this challenging period. “The food you’ve given is good enough for my simple homecooked meals. It is very inconvenient to step out of the house to buy food these days!”

“The monthly food pack is very helpful for the elderly who don’t have any income. Can help us save a lot of money!”

Mdm Ling, a Community Food Pack beneficiary, finds the items very useful, especially rice, bread, and fresh eggs.



EMERGING STRONGER



Despite the challenges of Circuit Breaker and safe distancing measures, Food from the Heart continued to fight hunger during the pandemic. Even before we realised the scale of Covid-19, our team set out to do what we have always been consistently doing for the past 18 years: to feed the hungry. As demand for our food programmes increased, we launched new initiatives and transformed work processes, supporting our beneficiaries who need us now more than ever.

The Gift of Choice

The Community Shop @ Mountbatten, running on a shop-for-free concept for the needy, is first of its kind in Singapore. Our beneficiaries choose 12 items from the shelves each month instead of receiving standard food packs. The shop opens three days a week, allowing the beneficiaries to choose when and how often they visit the shop to redeem the food items they need.



Essential Service Provider

During the Circuit Breaker, the Ministry of Social and Family Development whitelisted Food from the Heart as an essential service provider, so our food programmes for the needy can continue.

Our operations are physical, and we rely heavily on volunteers to sort and pack food. To protect the volunteers that turned up despite Covid-19, we ensured safe distancing and hygiene practices on our premises. We also engaged a professional cleaning company to disinfect our work areas regularly.



Interim Food Support

As Covid-19 ravaged the economy, we received requests from individuals and families in financial difficulties with sudden job losses or pay cuts. We swiftly arranged a four-month food supply to help them tide over, ensuring that we leave no one behind in our mission to fight hunger.



Giving Better

Given the more challenging times in 2020 for our Community Food Pack recipients, we upsized our monthly food packs to last longer. Each pack contains up to 15 food items, comprising fresh eggs, fruits and root vegetables, and non-perishable food items in bigger-sized cans and packages.



Fundraising Online

When physical fundraising activities came to a screeching halt, we had to turn our efforts online to raise funds for our work. Many supporters also started their digital campaigns to raise money for our beneficiaries. More than 80 online fundraisers were launched on various digital and social media platforms, including Giving.sg.



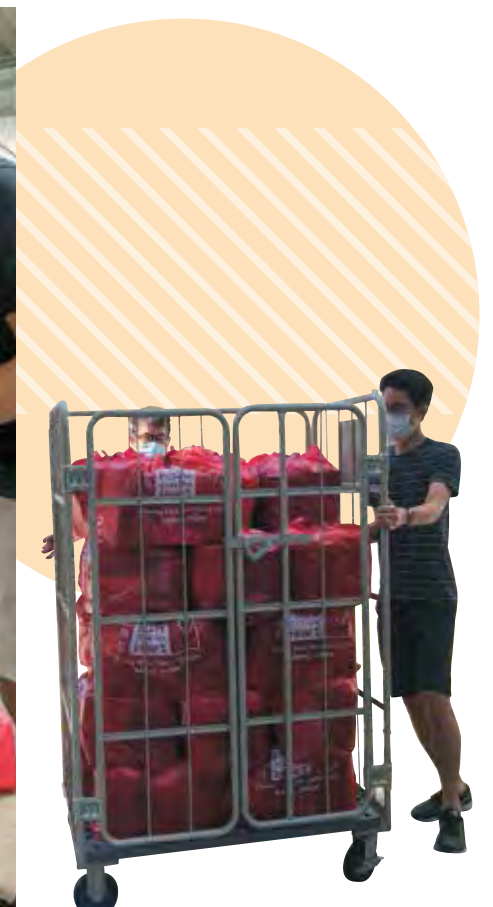
Clean Plate Campaign Goes Virtual

Due to safe-distancing measures, we had to conduct our Clean Plate Campaign differently from past years. Instead of our Clean Plate Ambassadors visiting, we provided a digital toolkit for school staff to run the campaign with their students instead. A total of 66 schools participated and counted a record 146,000 clean plates! The campaign was also extended to the public in partnership with Deliveroo, which pledged \$10,000 for the #CleanPlateChallenge social media campaign.



Door-to-Door Delivery

During the Circuit Breaker, many of our food distribution partners shut their operations, affecting as many as 4,000 households. To keep the food programmes running for the affected beneficiaries, we partnered with uParcel, an on-demand digital platform, to recruit volunteers for door-to-door delivery jobs. Since April 2020, uParcel has been helping Food from the Heart recruit volunteers by broadcasting our food pack delivery assignments on the platform to its network of over 10,000 agents.





Digitalising Food Pack Collection

We began rolling out QR-coded beneficiary cards in 2019 to all our monthly food programme recipients to digitalise the distribution process of our monthly food programmes, such as Project Belanja! and Community Shop. Covid-19 accelerated our digital transformation plans in order for work processes to be uninterrupted during the pandemic. By the end of 2020, we have also introduced GovTech's SupplyAlly mobile app to our Community Food Pack partners as part of our digitalisation plan. Besides helping us to pick up on preferences and trends, the paperless process also allows relevant parties to follow up on the well-being of beneficiaries who have not picked up their rations.

Phase 2 Launch of Project Belanja!

After a year of its pilot launch in Tampines, we progress our Project Belanja! programme to its second phase, benefitting another 100 needy beneficiaries from Mountbatten. Driven by GovTech's SupplyAlly mobile app, the hot meal programme allows needy elderly seniors to digitally redeem their food from over 20 hawker stalls located within their daily activity zones. The programme is well-received by beneficiaries who do not have time to cook or are unable to cook.

Our Project Belanja! initiative was highlighted in DPM Heng Swee Kiat's Fortitude Budget speech as a "creative idea" that "supports our hawkers and allows beneficiaries to get freshly cooked food, while social service agencies save cost and reduce food wastage."





14,600
BREAD RUNS



198,000 kg
SAVED AND GIVEN OUT



22,880
HAPPY STOMACHS

Bread Run

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.

Almost 1,700 volunteers collect perfectly edible, unsold bread from their assigned bakeries or hotels regardless of rain or shine and redistribute it to those who need them through our Bread Run Programme. Amid the pandemic, several hotels and bakeries stopped surplus bread donations due to operational disruptions or closures. As a result, our volunteers collected an estimated \$2.4 million worth of unsold bread in 2020, a \$1.2 million decrease from 2019.



83
DISTRIBUTION
POINTS



83,891
FOOD PACKS



7,964
FAMILIES

Community Food Pack

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. Weekly bread rations and monthly food packs, as well as a monthly rotational distribution of fresh eggs, fruits and root vegetables, are distributed through our 83 community partners, providing aid to almost 8,000 families.

To provide more than just sustenance, Food from the Heart continually strives to increase the nutritional value of our food pack. Needy dialysis patients receive curated food packs suitable for their diets. At the same time, wholesome additions such as oats, fresh eggs, fruits and root vegetables supplement the standard bundle of non-perishable food items.

Food from the Heart piloted a shop-for-free concept for the needy in February 2020. At the Community Shop, beneficiaries can choose the food items instead of receiving standard food packages and redeem them via the QR code on their beneficiary cards. The Shop also encourages a kampung spirit within the neighbourhood as residents can help those in need by donating food at the Community Shop's 24/7 food drop.



41
SCHOOLS



6,316
BENEFICIARIES



13,750
SCHOOL GOODIE
BAGS DISTRIBUTED

School Goodie Bag

The School Goodie Bag programme partners with schools and focuses on providing underprivileged students and their families with monthly 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.

The School Goodie Bag is also the first charitable food pack endorsed by the Health Promotion Board. The curated food pack includes popular sources of protein such as milk and eggs to support growth and development. Currently, over 6,000 beneficiaries are supported under this programme.

Short for Improvements in Conduct, Attendance and Non-academic performance, the annual I CAN Awards 2020 celebrates the resilience and achievements of our 84 award recipients, who are part of our School Goodie Bag Programme.



95
CELEBRATIONS



1,036
BIRTHDAYS

Birthdays from the Heart

Birthdays from the Heart is a programme that partners with welfare homes to celebrate the birthdays of the underprivileged. Due to Covid-19 safety measures implemented, our volunteers could not join the celebrants at their birthday parties. Nonetheless, cakes and presents were provided every month to the homes to show our beneficiaries that they too are loved, remembered and special.





\$242,055
WORTH OF ITEMS SAVED
AND GIVEN OUT



28
WELFARE HOMES



6,500
BENEFICIARIES

Market Place

The Market Place programme seeks to create a win-win solution that reduces food waste while feeding the needy with food that retailers do not wish to keep on the shelves but are 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.

Maximising our unique position within the community as a food redistributor, Food from the Heart collects packaging-damaged, near-expiry food items for redistribution. Plying monthly island-wide routes covering over 100 Fairprice supermarket outlets, perfectly edible food is given to those who need them instead of going to waste.

OUR DONORS AND SPONSORS

With the help of our donors, sponsors and partners, we are able to provide reliable, consistent, and sustainable food support to 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 School Goodie Bag Partner (2020/2021)

United Overseas Bank Limited

Community Shop @ Mountbatten Partner

Oversea-Chinese Banking Corporation Limited

Logistics & Transport Partner

Goldbell Foundation

Market Place Partner

NTUC FairPrice Co-operative Limited

Cash Donors – Organisation

\$100,000 and above

- BlackRock
- Credit Suisse AG
- Dell Technologies
- GWC Commercial Pte Ltd
- Le Champ (South East Asia) Pte. Ltd.
- Lee Foundation
- NTUC Fairprice Foundation Ltd
- Oiltanking Asia Pacific Pte Ltd
- Oversea-Chinese Banking Corporation Limited
- Singapore Totalisator Board
- United Overseas Bank Limited

\$25,000 - \$99,999

- AJ Capital Asset Management Pte Ltd
- Alliance Pharma (Singapore) Private Limited
- Allianz SE Insurance Management Asia Pacific
- BDO Corporate Services Pte. Ltd
- Bella Facial Care Center (S) Pte Ltd
- Bloomberg Singapore Pte. Ltd
- Chew How Teck Foundation
- Cymer Singapore Pte Ltd
- Gilead Sciences Hong Kong Limited
- Henry Park Primary School
- Kenon Holdings Ltd
- Morgan Stanley Asia Limited
- PSGourmet Pte. Ltd.
- Salesforce.com Singapore Pte Ltd
- Shopee Singapore Private Limited
- SIA Engineering Company Limited
- Standard Chartered Bank (Singapore) Limited
- Swiss Re Foundation
- Siemens
- Teekay Marine (Singapore) Pte. Ltd.
- The PwC Singapore Foundation
- The UPS Foundation
- Visa Worldwide Pte Limited
- Yardi Singapore Pte. Ltd.

\$10,000 - \$24,999

- Angles World Pte. Ltd.
- Apricot Capital Foundation
- Axiom Asia Private Capital Pte Ltd
- B & I Capital Pte. Ltd.
- Bayer (South East Asia) Pte Ltd
- BNP Paribas
- BOC Aviation Limited
- Canon Medical Systems Asia Pte. Ltd.
- Cargill Tsf Asia Pte. Ltd.
- Chyau Fwu Wine & Spirits Pte Ltd
- Coleads Business Consultants Pte Ltd
- Deliveroo Singapore Pte. Ltd.
- FM Global
- Freudenberg SE
- Ho Bee Foundation
- Hong Leong Foundation
- ICAP (Singapore) Pte Ltd
- Ikano Pte Ltd
- ING Bank N.V
- JKHoo Consultancy Pte. Ltd.
- Kerry Consulting Pte. Ltd
- Lee Kim Tah Foundation
- Leonian Singapore Pte. Ltd
- Loomis Sayles Investments Asia Pte. Ltd.
- Make Music Pte. Ltd
- Marina Bay Sands Pte Ltd
- Marsh (Singapore) Pte. Ltd
- Marvell Asia Pte Ltd
- Marwari Mitra Mandal (Singapore)
- Maybank Singapore Limited
- Mellford Pte. Ltd.
- MFS International Singapore Pte Ltd
- National Environment Agency
- Pacific Refreshments Pte. Ltd.
- Palo Alto Networks
- Pavilion Energy Pte. Ltd
- Pavilion Foundation Limited
- Phua Foundation
- Pictet Group Foundation
- Rio Tinto Singapore Holdings (Pte) Limited
- Silicon Laboratories International Pte. Ltd.
- Simpson Spence Young
- SLB Development Ltd
- The Shaw Foundation Pte
- The Singapore Island Country Club
- Tiger Global Management LLC
- TL Whang Foundation Limited
- Union Bancaire Privée
- Varde Partners Asia Pte. Ltd.
- Zendesk Neighbor Foundation

Cash Donors – Individual

\$25,000 and above

- Karthikeyan Somasundaram • Tang Wee Kit

\$10,000 - \$24,999

- Beverly Tey • Koh Li Juan • Melanie Tan • Tan Kim Biau
- Brandon Tey • Lam Yew Chong • Pang Junyi • Tay Soo Hoe, Steve
- Caesar Sengupta • Lee Teng Suan • Robert James Martin • Too Siew Din
- Karen Fawcett • Lim Lung Tieng • Soong Wei San • Tristan Nenne Sjoeborg

\$5,000 - \$9,999

- Alexa Trummer • Faith Smcrown • Lee Lay Hien, Isaac • Pe Kok Boon
- Andress Goh • Ho Twee Teng • Lee Si Ye • Phang Thim Fatt
- Choi Jae Woo • Johannes Oeni • Lim Fung • Reynold Del Valle
- Christoph Theisinger • Koh Keng Hin, Vincent • Martin Bahr • Soujanya Lanka
- Chua Khée Su, Jason • Koh Tat Wei • Ng Wee Loong • Tan Siok Tze, Jennifer
- Dang Yeh Nu • Lau Peet Meng • Pang Khang Chau • Wong Bee Hua, Susan

\$2,000 - \$4,999

- Adinia Santosa • Heng Hee Yeow • Lin Jieli • Soon Yee Hoong, Michael
- Ahmad Hashim Suleman • Ho Che Fei • Lin Yu Cai • Sumit Malik
- Alain Uberto Pierre Bernasconi • Ho Peng Ann • Liyan • Swan Erika Ann
- Ang Siew Lay • Hoo Peng Han • Loh Jian Hao • Tan Ah Leong
- Anna Goulding • Huang Ching Ying • Loh Su Ming, Yvonne • Tan Lee Boon
- Anna Ooi • Ishtiaque Ahamed • Loke Yuen Kin, Ruby • Tan Ming Yiak, Mark
- Ashanth Pramuka Muthutantri • Jack Loh • Low Hwee Chua • Tan Nee Moi, Doreen
- Cahyadi Wijaya • Jacqueline Tan • Low Kong Peng • Tan Yong Mong, Jerome
- Carina Chia • Jacqueline, Ken d Rylan Yau • Mah Ching Cheng • Tee Fong Seng
- Carolina Wong • James Mcdonald • Mario Singh • Teo Chee Leng, Rayner
- Catriona Chau • Joanna Tay • Mok Kan Hwei, Paul • Teo Seow Phong
- Celine Yeh d Samuel Zndyawan • Kim Gordon • Narendran Kanagasuntheram • Tham Kum Ying
- Chan Chuan Weng • Koh Boon Teck • Naserah Bte Muhammad Muneer • Thian Wen Hao
- Cheng Chin Shen • Lam Zhi Loong • Nishit Piyush Majmudar • Tracy Ang
- Cher Soon Heng, Martin • Lau Ying Hui • Ong Eng Kee • Trent Iliffe
- Chew Kai Kok • Lee Toh Sheng, Samuel • Pang Ai Chee, Felicia • Vikash Bahadur Bali
- Chew Lee Tuck, Don • Leong Then Nyuk • Peter Finnimore • Vinod Savio
- Chong Sieh Juian • Liauw Chi Yau, Phyllis • Philip Rosenthal • Walgama Anushka Emilia
- Chow Wee Teck • Liew Lihao • Poh Choon Lo • Watanan Petersik
- Chua Cheng Zhan • Liew Yew Wah • Prashant Bajaj • Wee Yue Shun, Mary
- Chung Lai Leng, Ruth • Lim Aik Boon • Puja Narang • Wong Mun Ling, Jacqueline
- Dorothy Tay • Lim Chee Beng • Quek Boon Key • Yam Ah Mee
- Elijah Seow • Lim Han Chong, Francis • Ratna Djokokusumo Santosa • Yam Chee Keong
- Etsuko Lim • Lim Jing Hong • Rodney Chiang • Yap Bitt Sunn, Karen
- Geraldine Tan • Lim Shi Ying, Laura • Sanjay Gupta • Yeoh Soon Hwa
- Goh Ah Hong, Pauline • Lim Soon Leng • Seow Yim Peng, Dora • Yeoh Wei Wei, Michell
- Goh Lu Hong • Lim Souk May • Shradha Suresh Rajput • Zermatt Neo
- Goh Siaw Ling, Shirley • Lim Tsui Ning • Sim Hoay Cheok
- Goh Wei Ping • Lim Zhenhui, Joshua

Donations In-kind

Bread Run Partners

- 1 More Bread • Country Brot by Four Leaves • Marina Bay Sands Pte Ltd • Shangri-La Hotel
- Ana Bakery • Delifrance Singapore • Mercure Singapore Bugis • SLATE
- And All Things Delicious • Dohca Bakery • Nick Vina Artisan Bakery • Starbucks Coffee Singapore
- Artisan Boulangerie Co. Pte Ltd • EpiD'or by Four Leaves • Novotel Singapore Clarke Quay • Starter Lab
- Bak.er.Like • Four Leaves Pte Ltd • Odette Restaurant • Sunshine Bakeries
- Bake & Bites • Four Seasons Hotel • Omzyn Cake • Swissbake Pte Ltd
- Bake Inc • Grand Hyatt Singapore • Pan Bakery • Swissotel The Stamford
- Bakery Cuisine • Marche Restaurant • Paraland Confectionery • Taste Restaurant
- Bakery Degree Hougang • Mezza9 • Prima Food Pte Ltd • The Fullerton Hotel
- Bengawan Solo Pte Ltd • Han's (F&B) Pte Ltd • PrimaDeli • The Ritz-Carlton, Millenia
- Berry Box Bakery • ibis Singapore on Bencoolen • Proofer Bakery Pte Ltd • Singapore
- Bethel Confectionery • Jollibean Foods Pte Ltd • RedMart Ltd • The St. Regis
- Breadfresh • Kraftwich by Swissbake • Regent Singapore • ToTT Store
- BreadTalk Pte Ltd • Maison Kayser (S) Pte Ltd • Resorts World Sentosa • Wheat Bakery
- Bun Times • Mandarin Oriental Singapore • RISE Restaurant • Yamazaki by Four Leaves
- Cake Avenue • RISE Restaurant • Royale Restaurant • Yi Jia Bakery House Cafe
- Common Man Coffee Roasters • Sembawang Confectionery

Organisations

- Agency of Integrated Care • Giant Supermarket • Latteria Mozzarella Bar • PerkinElmer Singapore
- Amcor Flexibles Singapore Pte Ltd • GIC Private Limited • Matrix Star Marketing Pte Ltd • Pte Ltd
- Auditor General Office • Swisse Wellness Pte Ltd • Ministry of Social and Family Development • Praxair Surface Technologies
- Bank of Singapore Limited • Health Promotion Board • Motorola Solutions Singapore Pte Ltd • Pte Ltd
- Banyan Tree Hotels & Resorts Pte Ltd • Hela Spice Singapore Pte Ltd • Neo Group Limited • Scoot Tigerair Pte Ltd
- Baxter Healthcare, S.A. (Singapore Branch) • Hongkong Land (Singapore) Pte Ltd • Nestlé Singapore (Pte) Ltd • Sgidear Pte Ltd
- Celestica Electronics (S) Pte Ltd • Jacobs Douwe Egberts (JDE) • NTUC Fairprice Co-operative Ltd • Siglap South C.C. Y.E.C.
- Chews Agriculture Pte Ltd • JiaJia Singapore Manufacturing Pte Ltd • Oakwood Premier AMTD Singapore • Similate Pte Ltd
- Clouet Trading Pte Ltd • Jurong Town Council • Keppel Electric Pte Ltd • Singapore Land Authority
- DBS Bank Ltd • Kiki Fine Goods Singapore Limited • Paris Baguette Singapore Pte. Ltd • Singapore Press Holding Limited
- DKSH Singapore Pte. Ltd. • Kindness Mart Pte Ltd • Park Hotel Group • South East Community Development Council
- Dole Asia Holdings Pte Ltd • Koh Chong Ho Co. Pte Ltd • PDS International Pte Ltd • Team Nila
- Dymax Asia Pacific Pte Ltd • Korea Industries Pte Ltd • People Bee Hoon Factory Pte Ltd • TES-AMM (Singapore) Pte Ltd
- ELi Lilly (Singapore) Pte Ltd • Krister Enterprise • Peony Bee Hoon Factory Pte Ltd • The Wok People Pte Ltd
- Extra Storage Asia • Lam Soon Singapore Pte Ltd • People Bee Hoon Factory Pte Ltd • Topseller Pte Ltd
- E. United International • Land Transport Authority
- Foodedge Gourmet Pte Ltd • Fullshare Group Pte. Ltd. • Geetex Pte Ltd

Schools and Institutions

- Anderson Primary School • Kong Hwa School • Overseas Family School • St. Stephen's School
- Ang Mo Kio Secondary School • Maris Stella High School (Primary) • Palm View Primary School • Singapore Polytechnic
- Beacon Primary School • Maris Stella High School (Secondary) • Pei Hwa Secondary School • Spring Brainsy Kidz @ Potong Pasir
- Catholic Junior College • Nanyang Academy of Fine Arts • Punggol View Primary School • Teck Ghee Primary School
- Chong Fu Primary School • Fajar Secondary School • Sengkang Primary School • Yu Neng Primary School
- Fernvale Primary School • North Vista Primary School • Shuqun Primary School • Zhangde Primary School

AUDITED FINANCIAL INFORMATION 2020

Income & Expenditure Statement

For the year ended 31 December 2020

	2020 (\$\$)	2019 (\$\$)
Income		
Outright Donations	5,133,521	1,771,941
Fundraising Events	118,502	809,360
Charitable Events	217,725	86,048
Food Purchase Account	3,195,241	1,201,090
Grant	303,321	131,466
Other Income	935,619	267,171
TOTAL INCOME	9,903,929	4,267,076
Expenditure		
Outright Donations	706,282	343,059
Fundraising Events	6,063	246,258
Charitable Events	334,309	194,574
Food Purchase Account	2,013,258	1,228,657
General & Administrative	2,578,259	2,062,915
TOTAL EXPENDITURE	5,638,171	4,075,463
Net Operating Surplus / (Deficit)	4,265,758	191,613
Non-Operating Income		
Utilisation of Funds	89,193	121,421
Amortisation of Deferred Funds	175,261	220,237
TOTAL NON-OPERATING INCOME	264,454	341,658
Surplus of Income over Expenditure	4,530,212	533,271
Staff with remuneration above \$100,000		
\$100,000 – \$200,000*	2	2
\$200,000 – \$300,000*	1	0

*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 2020

	Note	2020 (\$\$)	2019 (\$\$)
Assets			
Non-Current Assets			
Plant and Equipment	1	915,932	750,469
Current Assets			
Other Receivables		266,463	146,696
Deposits		80,940	66,659
Prepayments		42,523	71,218
Inventory	2	2,450	36,515
Cash & Bank Balances			
- Operating		4,839,584	1,965,890
- Reserves	3	2,076,406	1,255,157
- Designated	4	4,754,407	3,124,005
Total Cash & Bank Balances		11,670,397	6,345,052
Current Assets		12,062,773	6,666,140
TOTAL ASSETS		12,978,705	7,416,609
Funds			
Accumulated Funds		5,181,360	4,648,089
Designated Funds -			
Care & Share Matching Grant	5	198,356	352,861
Deferred Funds -			
Care & Share Matching Grant	6	236,710	346,659
Current Year Earnings		4,530,212	533,271
Total Funds		10,146,638	5,880,880
Non-Current Liabilities			
Lease Liabilities	7	436,394	298,401
Current Liabilities			
Other Payables and Accruals		507,785	303,465
Lease Liabilities	8	153,221	118,903
Deferred Income	9	1,680,820	814,960
Deferred Grant Income		53,847	
Total Current Liabilities		2,395,673	1,237,328
Total Liabilities		2,832,067	1,535,729
TOTAL FUNDS AND LIABILITIES		12,978,705	7,416,609

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 \$587,889.

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

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 2022, 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

HOW CAN YOU HELP?

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

Donate

Your cash donation goes a long way for us – from purchasing food to our operating expenses. As an independent charity organisation, we do not receive regular government funding. Help support us in fulfilling our purpose! Cash donations are eligible for a 250% tax reduction.

Visit www.foodfromtheheart.sg/donate or scan the QR code below to donate.



Volunteer

Food from the Heart partners with socially-conscious and compassionate individuals, corporations or institutions to maximise the positive impact of their contributions to our objective. What are you waiting for? Join us in championing our cause!

Visit www.foodfromtheheart.sg/opportunities-to-help or scan the QR code below for a virtual tour.



Share

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

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

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

 [Food from the Heart](https://www.linkedin.com/company/foodfromtheheart)

AWARDS

MSF Community Cares Award 2020

Food from the Heart received the Community Cares Award at the MSF Volunteer and Partner Awards 2020, hosted by Minister Masagos Zulkifli. The award recognised partners for their passion and dedication in journeying together with MSF to uplift lives of those less fortunate.



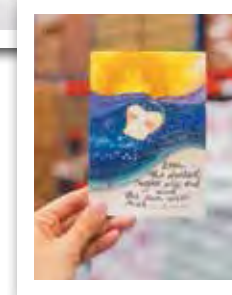
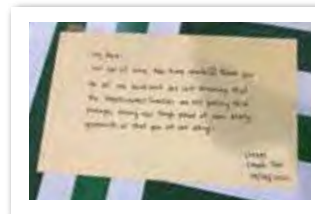
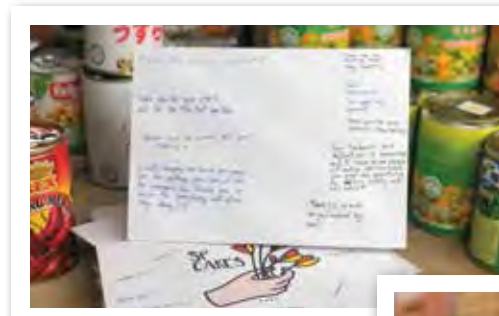
People's Association Community Spirit Awards 2020

In recognition of our commendable contributions towards the community, Food from the Heart received the Community Partnership, Merit Award from Mr Zaqy Mohamad, Adviser to Marsiling-Yew Tee GRC Grassroots Organisations and Senior Minister of State for Defence and Manpower.



APPRECIATION MESSAGES

Many of you have sent in handwritten notes and cards filled with plenty of encouraging words for the staff team. Thank you, we are overwhelmed by your kind words!



“ Thank you for the efforts and for the risks that you take.”



“ Thank you for serving as a tireless force for those who need it the most.”

A FEW WORDS

FROM OUR CEO

Covid-19 has taught us many valuable lessons. It has crumbled lives and crippled the economy. It has tested us, regardless of nationality, race or religion, to our limits. However, it has also given us many opportunities. Human kindness was at its best. We have impacted more lives with much compassion and empathy as we stood in unity and solidarity. To our Board of Directors, donors, sponsors, partners, volunteers, staff and friends, it is your generosity, kindness and faith that gave us hope and allowed us to persevere through a very difficult year. Let us continue this wonderful journey of doing more good together.



A handwritten signature in black ink, appearing to read 'Sim Bee Hia', written over a light yellow circular background.

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

 www.foodfromtheheart.sg

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

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

Registration No: 200721064R | IPC: 000634