

## IMMEDIATE RELEASE

14 April 2020

## MEDIA RELEASE

### 12,000 STUDENTS TO BENEFIT FROM CDC STUDENT MEALS SCHEME

*Part of Singapore Together Movement*

**14 APRIL 2020, SINGAPORE** - More help is on the way for some 12,000 students from low-income families staying in rental blocks during the circuit breaker period in Singapore.

#### Singapore Together

2 At the recent Supplementary Budget 2020 round-up speech, Deputy Prime Minister Heng Swee Keat called forth individuals and corporates to step forward to support Singaporeans in need in the spirit of Singapore Together.

3 Led by the Mayors, their five Community Development Councils (CDCs), being the Aggregator of Community Resources on the ground, are mobilising and tapping on collective energies and ideas of their strong network of partners to help the vulnerable in the community.

#### “CDC Student Meals Scheme” Announcement

4 The CDCs are partnering Dr Tahir, a philanthropist, as well as Grab Singapore, to launch the **CDC Student Meals Scheme**, on 14 April 2020.

5 The Scheme is targeted at primary and secondary school students living in units under the Public Rental Scheme. The aim is to help these families to defray the cost of buying meals while the students are on home-based learning (HBL) during the circuit breaker period. Eligible students will be given e-vouchers, in the form of GrabFood vouchers, to buy meals from over 7,000 participating food merchants in Singapore. The Scheme harnesses the use of technology to promote social distancing. This is also aligned to the CDCs’ effort to encourage more people to embrace the Smart Nation initiative through utilising technology to better serve residents’ needs.

## **Donation**

6 A total of \$660,000 will be set aside for the **CDC Student Meals Scheme**.

7 Dr Tahir, a Singapore Permanent Resident and founder of Mayapada Group, donated \$300,000 to this scheme. The CDCs will match dollar-for-dollar this donation with another \$300,000. In addition, Grab is also contributing \$60,000<sup>1</sup> to the Scheme.

## **Community Support Powered by Technology**

8 The Scheme is powered by Grab's platform, where Grab will help CDC disburse the vouchers to eligible students who can offset their costs of meals at eligible GrabFood merchants (See Annex A for food items available). Grab's wide merchant base (including those providing Halal food) and consumer reach will make it easy for students to get their vouchers and benefit from this Scheme.

9 100% of the funding received will be converted into CDC-branded GrabFood vouchers for the scheme. Eligible students will each receive \$55 to order and pick-up hot meals from neighbouring merchants with a self pick-up option on the GrabFood app during the circuit breaker period. The students can pre-order their meals with the self-pickup option and collect it when it is ready. It will also help the students to avoid queues and limits their time spent outside home during this HBL period. This Scheme also aims to improve business demand for heartland food merchants via self pick-up.

## **Quotes from Mayors and Partners**

10 **Ms Low Yen Ling, Chairman of Mayors' Committee and Mayor of South West District**

"This whole-of-community response from a philanthropist, a private sector company and the five CDCs to support needy children from rental blocks comes at a crucial time when many lives and support systems are disrupted due to COVID-19.

This spirit of solidarity is Singapore Together in action. We're pooling together our resources and tapping on technology to bolster our community, and to help needy children from rental blocks access decent meals.

Each child matters. During this challenging time when they are missing the support and familiarity of school, we want them to know that they are not alone, there are

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<sup>1</sup> The \$60,000 is contributed by Grab's COVID-19 Community Fund which includes voluntary donations by Grab employees that is matched dollar-for-dollar by Grab.

people who care, and the community is rallying behind them. The CDC Student Meals scheme aims to boost food security for low-income children living in rental blocks especially during this time of home-based learning. We hope that it will also bring relief to their parents as they try to cope during this challenging time.

In addition, heartland F&B businesses on the Grab network will receive a boost from this initiative with the island-wide participation of all five CDCs in this scheme.”

**11 Dr Mohamad Maliki Bin Osman, Mayor of South East District**

“This is a very trying time for Singaporeans. Many are affected by the COVID-19, especially families living in rental blocks with young school-going children. Their children may need more help and support during this period that they are at home. We hope that this meal programme will ease the financial burdens of these families and provide good nutritious meals for their children as they continue to participate well in their Home-Based Learning. The collaboration with GrabFood with its 7,000 participating merchants, which includes those who provide Halal food, provides sufficient variety and access to meet the various dietary needs of our children”

**12 Dr Teo Ho Pin, Mayor of North West District**

“The CDC Student Meals scheme provides timely relief to needy students to ease the hardship caused by unforeseen COVID-19 circumstances. Through this altruistic ground-up contribution and with the collective efforts of 3Ps, including our CDC volunteers, we are able to complement the national efforts to help residents in need. It shows a greater sense of community ownership amidst this circuit breaker period. The meal scheme will enable needy students to purchase food at 7,000 GrabFood merchants near their homes”

**13 Ms Denise Phua, Mayor of Central Singapore District**

“The COVID-19 circuit breaker measure is a national essential that all of us should support. Some residents will have more challenges than others during this period but together, we must ensure that no one is left behind. The CDC Student Meals scheme for students in need will help ensure that our young ones will not go hungry as they stay at home especially during this home-based learning season. I urge the rest of Singapore to help the CDCs look out for our more vulnerable students and ask them to sign up for this free meals initiative. We can beat this COVID-19 ‘storm’ and emerge in victory if we support one another and do not lose faith. We can only be stronger together.”

**14 Mr Desmond Choo, Mayor of North East District said**

“The COVID-19 outbreak has presented teething challenges to Singapore and Singaporeans. Many residents have been affected by this major disruption especially for those with less disposable income or have been displaced from their job. However, all is not that gloomy and this outbreak will certainly bring out the best of Singapore – how we are able to come together as One and look after each other. Hence, I am deeply heartened and appreciative to see so many acts of kindness during

this difficult period as there are still many individuals like Dr Tahir and corporate organisations such as Grab who have stepped forward to work with Government agencies like the CDCs to ensure that the basic well-being of the needy are being taken care of. On behalf of our residents - Thank you Dr Tahir and Grab for making the CDC Student Meals scheme possible.”

**15 Dr Tahir, founder of the Mayapada Group**

“The fight against COVID-19 outbreak is like fighting a war. To win this war will require a concerted effort across government, companies and individuals and everyone has a responsibility to participate. I hope to play a part as a Singapore PR and contribute towards the Singapore community with this donation. I am glad that this sum of money will be put to good use by the Community Development Councils to benefit 12,000 children of low-income households.”

**16 Yee Wee Tang, Managing Director of Grab Singapore**

“COVID-19 has disrupted the lives of many, and has had a far-reaching impact on businesses, including ours. However, we recognise our reach and experience as a platform company can be used during these challenging times to help our community, especially those who may be harder hit than others. The CDC Student Meals Scheme is one of the many initiatives we have in place that extend help to the less fortunate while supporting our F&B businesses at the same time as we have waived commission fees for self pick-up orders during this period. We believe that as we stand united as a community, we can overcome this situation.”

**Eligibility and Application**

17 To qualify for the CDC Student Meals Scheme, the eligibility criteria are as follows:

- a) Students currently in Primary and/or Secondary Schools living in rental blocks; and
- b) Must be part of a households with at least one Singaporean Citizen staying in units under the public rental scheme.

18 Each eligible student will receive 11 GrabFood vouchers in \$5 denomination to be used up to 31 May 2020. The vouchers must be utilised in full as no refund will be made for any unused value. See Annex B for details on how to sign-up. Annex C is a sample copy of the CDC GrabFood Voucher. Annex D is a step-by-step guide on how to redeem the GrabFood vouchers and Annex E is a guide on how to use the Grab App.

19 Sign-up period for this scheme is from 14 to 27 April 2020.

20 Eligible students may visit <http://www.cdc.org.sg> and use the district checker to find out which CDC they can write to:

Community Development Council	Email Address
Central Singapore CDC	<a href="mailto:cdcmeals_centralsg@pa.gov.sg">cdcmeals_centralsg@pa.gov.sg</a>
North East CDC	<a href="mailto:cdcmeals_northeast@pa.gov.sg">cdcmeals_northeast@pa.gov.sg</a>
North West CDC	<a href="mailto:cdcmeals_northwest@pa.gov.sg">cdcmeals_northwest@pa.gov.sg</a>
South East CDC	<a href="mailto:cdcmeals_southeast@pa.gov.sg">cdcmeals_southeast@pa.gov.sg</a>
South West CDC	<a href="mailto:cdcmeals_southwest@pa.gov.sg">cdcmeals_southwest@pa.gov.sg</a>

21 A photo of the five Mayors, Dr Tahir, Mr Yee Wee Tang of Grab Singapore, and Ms Lee Huay Leng of SPH, is attached for use. Interview with Chairman Ms Low Yen Ling and Mr Yee Wee Tang, Managing Director, Grab Singapore can be arranged.

### **Concluding Remarks**

22 There is still a long way to go in our fight against COVID-19. The CDCs will complement and support the work of the Singapore Together movement in promoting social resilience by tapping on their strong network of corporate and community partners.



## **About the CDCs**

There are five Community Development Councils (CDCs), namely, Central Singapore, North East, North West, South East and South West CDCs. Mayors of the Districts are Chairman of the respective CDCs. The CDCs' **ABC** mission is to **A**ssist the Needy, **B**ond the People and **C**onnect the Community. The Office of the Mayors comprises:

- |                                |   |
|--------------------------------|---|
| a) Ms Low Yen Ling             | Chairman of Mayors' Committee &<br>Mayor of South West District |
| b) Dr Mohamad Maliki Bin Osman | Mayor of South East District                                    |
| c) Dr Teo Ho Pin               | Mayor of North West District                                    |
| d) Ms Denise Phua Lay Peng     | Mayor of Central Singapore District                             |
| e) Mr Desmond Choo             | Mayor of North East District                                    |

For more information, please visit [www.cdc.org.sg](http://www.cdc.org.sg), [www.pa.gov.sg](http://www.pa.gov.sg), and [OurCommunity.sg](http://OurCommunity.sg)

## **About Grab**

Grab is the leading super app in Southeast Asia, providing everyday services that matter most to consumers. Today, the Grab app has been downloaded onto over 185 million mobile devices, giving users access to over 9 million drivers, merchants and agents. Grab offers the widest range of on-demand transport services in the region, in addition to food and package delivery services, digital payments and financial services across 339 cities in eight countries. For more information, check <http://www.grab.com>.

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## Annex A

**List of food items available for self pick-up on GrabFood (Non-exhaustive)**

Eligible students can choose to order the following items, which are available for self pick-up via participating GrabFood merchants:

1. Chappathi set [Halal]
2. Chicken Rice / Nasi Ayam [Halal]
3. Congee (“Zhok”)
4. Dim Sum
5. Economic Bee Hoon set
6. Fishball Noodles
7. Hokkien Mee
8. Hor Fun [Halal]
9. Kaya Toast Set
10. Mee Goreng [Halal]
11. Mee Siam [Halal]
12. Nasi Lemak [Halal]
13. Prata [Halal]
14. Wonton Noodles
15. Yong Tau Foo

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## Annex B

## **How does an eligible student sign-up for the CDC Student Meals Scheme**

### **Eligibility and Application**



To qualify for the CDC Student Meals Scheme, the eligibility criteria are as follows:

- Students who are currently in Primary and/ or Secondary Schools; and
- Part of a household with at least one Singaporean Citizen staying in units under the public rental scheme.

Eligible students may visit <http://www.cdc.org.sg>, and use the **district checker to find out which CDC** they can write to:

<b>Community Development Council</b>	<b>Email Address</b>
Central Singapore CDC	cdcmeals_centralsg@pa.gov.sg
North East CDC	cdcmeals_northeast@pa.gov.sg
North West CDC	cdcmeals_northwest@pa.gov.sg
South East CDC	cdcmeals_southeast@pa.gov.sg
South West CDC	cdcmeals_southwest@pa.gov.sg

If you have a mobile device, you may wish to sign-up directly by scanning the QR codes of your respective CDCs.

<b>Community Development Council</b>	<b>QR Code for Sign-up</b>
<b>Central Singapore CDC</b>	
<b>North East CDC</b>	



Community Development Council	QR Code for Sign-up
North West CDC	
South East CDC	
South West CDC	

### What information do I need to provide to the CDC in an email?

Eligible students will have to sign up for the scheme via email to their respective CDCs. The parent/ caregiver of the child will need to provide the information (of each child) in the format below:

Details of Child	
<b>Name of Child</b>	
<b>Birth Certificate/ NRIC No.</b>	
<b>Name of School</b> (i.e. XX Primary OR Secondary School)	
<b>Education Level</b> (i.e. Primary 1, 2, 3, etc. OR Secondary 1, 2, 3 etc.)	
<b>Home Address</b>	



Details of Grab Account (student/ parent/ caregiver)	
<b>Mobile Number</b> (linked to your own personal Grab account)	
<b>Does Mobile Number belong to the Student?</b> (Yes/No)  <b>If No, please indicate name of owner (i.e. parent/ caregiver) of mobile number</b>	

**How long is the sign-up period?**

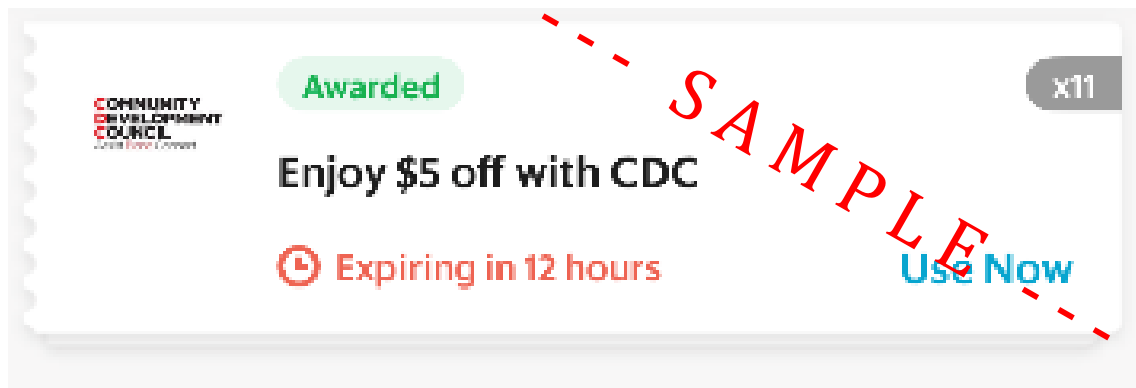
The sign-up period is from Tuesday, 14 April 2020 to Monday, 27 April 2020.

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## Annex C

### Sample copy of CDC GrabFood Voucher

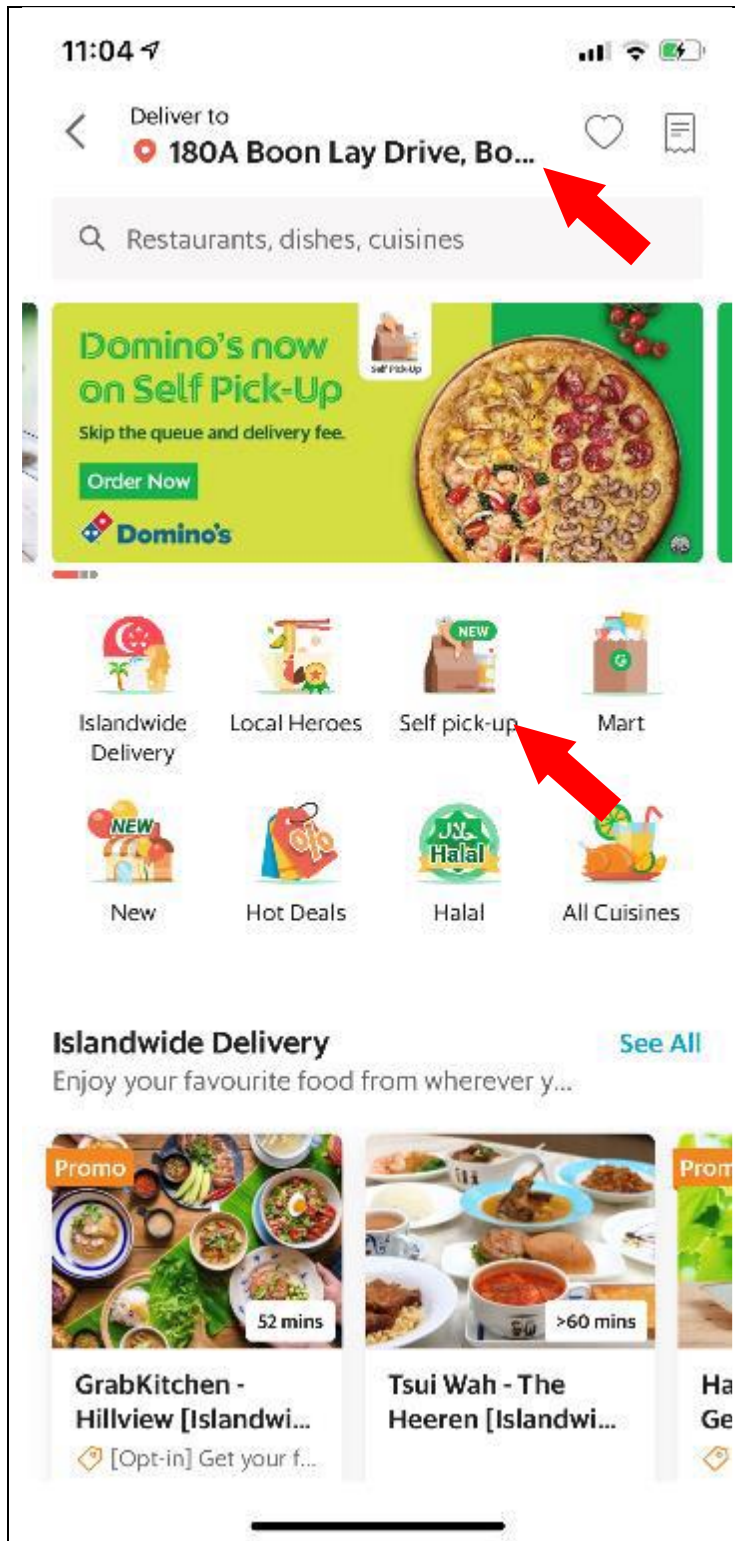


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## Annex D

### Step by step guide to redeeming CDC GrabFood Voucher

	<p><b>STEP 1</b></p> <ul style="list-style-type: none"> <li>• Open your Grab app</li> <li>• Select the 'Food' tile</li> </ul>
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## STEP 2

- Key in your address
- Select the 'Self pick-up' category

- 11:04

<

Self pick-ups near


180A Boon Lay Drive, Boon Lay Mead...

Q

Search restaurants with self pick-up

Self pick-up restaurants

Promo




Pearl Delight - Boon Lay Green

Beverages, Snacks

Pick up in 12 mins • 0.1 km

10% off Chicken Burger

Promo




Layang Delight Eating House - Boo...

Dessert, Beverages, Western, Sandwiches

★ 3.9

Pick up in 14 mins • 0.2 km

Get a free Green Tea 綠茶 with S\$9.00...




Siam Gor Daii - Savoy Theatre

Local, Asian, Thai

★ 4.1

Pick up in 20 mins • 0.4 km




Shell Select

Convenience

Pick up in 22 mins • 0.4 km

3 outlets near you



60 LCK You Yi Fishball Noodle - Jur...

Asian, Chinese

★ 4.0

Pick up in 11 mins • 0.4 km

STEP 3

• Double check the address is correct

• Choose from the list of available Food stalls



## 60 LCK You Yi Fishball Noodle - Jurong West Central 1

Asian, Chinese

★ 4.0 📍 0.4 km



**Self Pick-up**

Pick up in 15 mins

[Change options](#)

### Food



1. Xian Bao Noodle 香  
鲍面

5.00



3. Fishball Minced Meat Noodle 鱼圆肉  
腩面

3.70



4. Fishball Noodle 鱼圆面

3.50



5. Takes 叻叻

3.70

### STEP 4

- Select the item you wish to order from the menu





**1. Xian Bao Noodle 香鲍面** **5.00**  
Base price

**Noodle Addition** Optional, max 1

☐ +Noodle 面 +0.50

**Ingredient Addition** Optional, max 1

☐ Add Ingredients +1.00

**Special Instructions** Optional

For self pick-ups, you won't be able to add special instructions after placing your order.

E.g. No onions, please

- 1 +

**Add to Basket - 5.00**

**STEP 5**

- 'Add to Basket' to confirm you wish to order that item
- Repeat Step 4 if you wish to order more items



## 60 LCK You Yi Fishball Noodle - Jurong West Central 1

Asian, Chinese

★ 4.0 📍 0.4 km



**Self Pick-up**

Pick up in 15 mins

[Change options](#)

### Food



**1x** 1. Xian Bao Noodle 香  
鲍面 **5.00**

3. Fishball Minced Meat Noodle 鱼圆肉  
腩面 **3.70**



4. Fishball Noodle 鱼圆面 **3.50**

**View Basket** 1 Item

**S\$5.00**

### STEP 6

- 'View Basket' to place the order for the item(s) you want

11:05

<
60 LCK You Yi Fishball Noodle - Ju...

Distance from you: 0.4 km

Pick up at

Jurong West Central 1, 01-02,  
Jurong West, 640679  
0.4 km away

**Self Pick-up**  
Pick up in 10 mins

Change options

This is a self pick-up  
Remember to collect your food at the restaurant when it's ready!

Order Summary

Add Items

1x

1. Xian Bao Noodle 香鲍面

5.00

Edit

People also ordered

6. Mini Wok Noodles

Total

\$S\$5.00

Place Order - Self Pick-up

STEP 7

- Confirm that 'Self Pick-up' has been selected

11:05

60 LCK You Yi Fishball Noodle - Ju...

Distance from you: 0.4 km

Order summary

1x 1. Xian Bao Noodle 香鲍面 5.00

Edit

People also ordered

6. Mini Wok Noodles

5.20

Subtotal S\$5.00

Plastic cutlery

No cutlery provided.  
Thank you for reducing single-use plastic!

Payment method

SGD 30.37

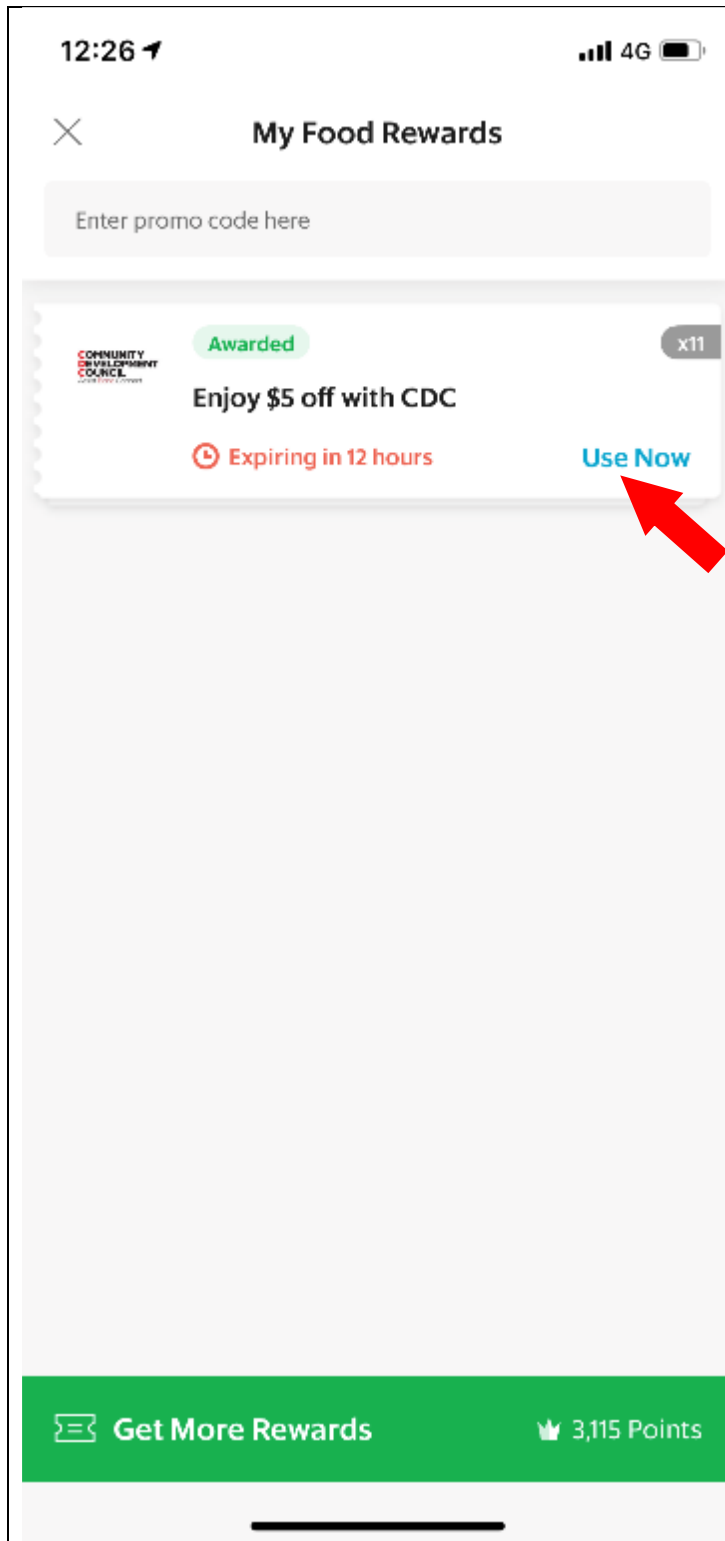
Add a promo

Total S\$5.00

Place Order - Self Pick-up

## STEP 8

- Scroll to the bottom of the page
- Select 'Add a promo' to use your voucher from CDC

**STEP 9**

- Select 'Use Now' to use the voucher from CDC

12:26
4G

X
60 LCK You Yi Fishball Noodle - Ju...
Distance from you: 20.8 km

Change options

Food reward applied. Enjoy!
X

This is a self pick-up  
Remember to collect your food at the restaurant when it's ready!

Order Summary
Add Items

1x 1. Xian Bao Noodle 香饱面 5.00  
Edit

Subtotal S\$5.00  
Promo (Enjoy \$5 off with CDC) -5.00

Plastic cutlery  
No cutlery provided.  
Thank you for reducing single-use plastic!

Payment method

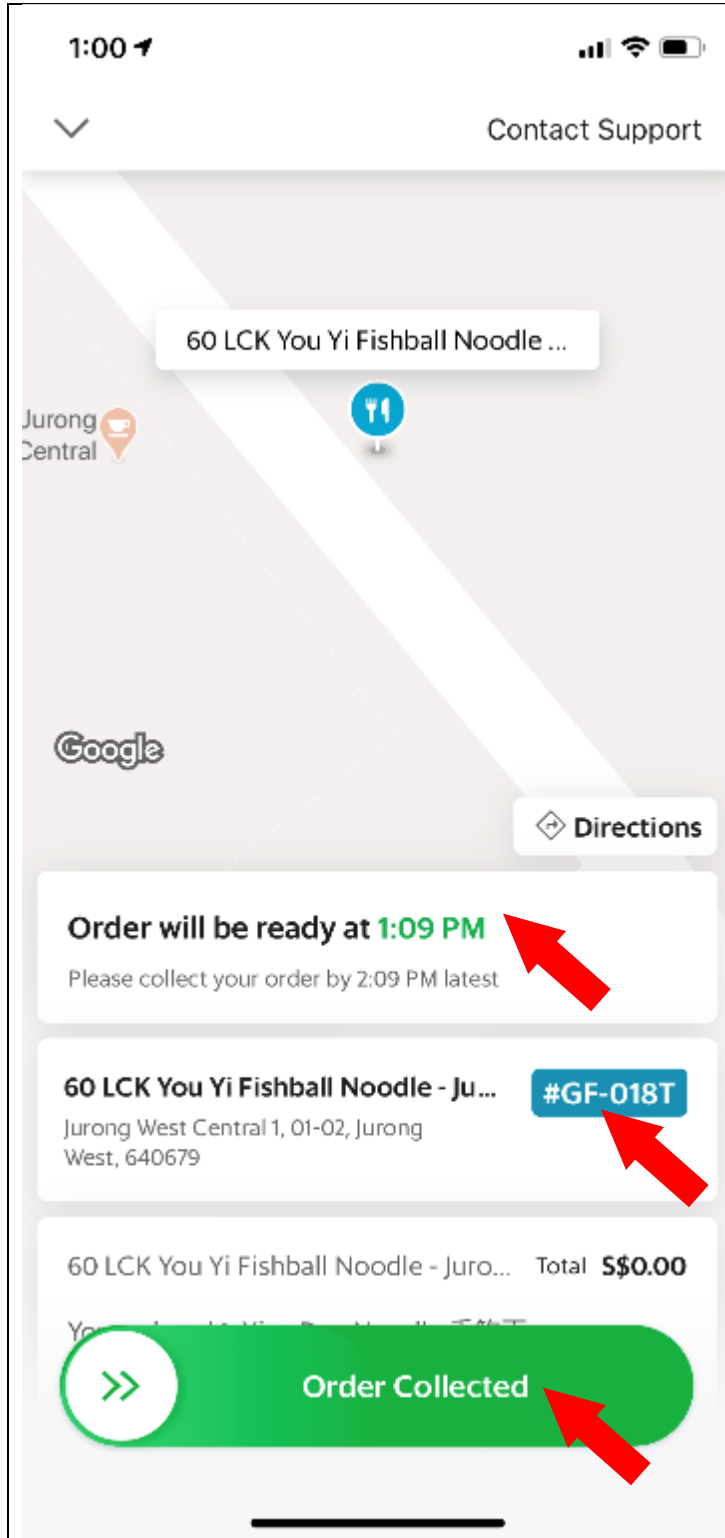
SGD 30.37
Enjoy \$5 off with CDC

Total S\$0.00  
S\$5.00

Place Order - Self Pick-up

## STEP 10

- You will see the value of the voucher is deducted from order
- If the order amount exceeds the voucher amount, you will have to pay for the excess with a 'Payment method' of your choice
- Tap 'Place Order' to confirm the order

**STEP 11**

- Once the order is confirmed, you will see the time that it is ready to be picked up
- You may then proceed to the stall to pick it up by quoting the order number e.g. 'GF-018T'
- Swipe to confirm once the order is collected

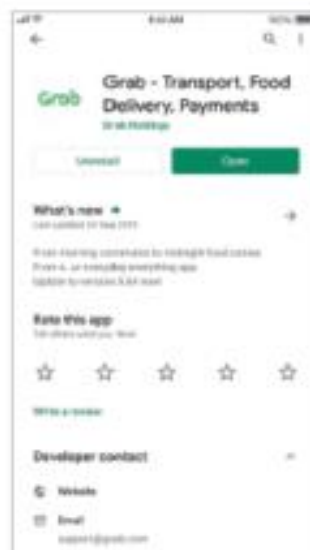


## Annex E

# Before you begin....

## Download the Grab app:

- 1 Search for 'Grab' in the App Store or on Google Play.



## Sign up for a Grab account:



- 1 Enter your phone number.



- 2 A verification code will be sent to you via SMS.



- 3 Key in the 6-digit verification code.



- 4 Enter your name and email address.



- 5 Click 'Allow' to enable location access and notifications.



- 6 Select 'OK'.



- 7 Click 'OK' again.



- 8 You're ready to go!!

## How to make a GrabFood order:



1 Click on the 'Food' icon,



2 Key in your Delivery Address,



3 Select the meals you want,



4 Add them to your basket,



5 Click 'View Order' when you're ready.



6 Key in your apartment unit (if applicable) and details to make it easier for our delivery-partner to find you.



7 Select your payment method.



8



**9** Click 'Place Order' to make payment.



**10** When you see this screen, your order is on its way.



**11** To help our delivery-partner find you faster, click this icon and send a message to him/her with directions.





## **CDC STUDENT MEALS SCHEME**

### **FREQUENTLY ASKED QUESTIONS**

#### **1. What is this CDC Student Meals scheme?**

This new scheme initiated by the CDCs hopes to help families with children studying in Primary and/or Secondary Schools and living in rental blocks defray the cost of buying meals while the children are on home-based learning (HBL) during circuit breaker period. A total of \$660,000 will support up to 12,000 students. Each child will receive \$55.00 worth of CDC e-vouchers via the Grab app, in \$5 denomination to be used during the circuit breaker period, up to 31 May 2020.

#### **2. Who qualifies for the scheme?**

Vulnerable students currently studying in Primary and Secondary Schools and part of a household with at least one Singaporean Citizen staying in units under the public rental scheme may sign up for the scheme.

#### **3. How does eligible student sign-up for the scheme?**

Eligible students will have to sign up for the scheme via email to their respective CDCs. The parent/ caregiver of the child will need to provide the information (of each child) in the format below:

<b>Details of Child</b>	
<b>Name of Child</b>	
<b>Birth Certificate/ NRIC No.</b>	
<b>Name of School</b> (i.e. XX Primary OR Secondary School)	
<b>Education Level</b> (i.e. Primary 1, 2, 3, etc. OR Secondary 1, 2, 3 etc.)	
<b>Home Address</b>	








Details of Grab Account (student/ parent/ caregiver)	
<b>Mobile Number</b> (linked to your own personal Grab account)	
<b>Does Mobile Number belong to the Student?</b> (Yes/No)  <b>If No, please indicate name of owner (i.e. parent/ caregiver) of mobile number</b>	

The sign-up period is from Tuesday, 14 April 2020 to Monday, 27 April 2020 (may be extended depending on circuit breaker period).

Eligible students may visit <http://www.cdc.org.sg>, and use the **district checker to find out which CDC** they can write to.

Community Development Council	Email Address
Central Singapore CDC	cdcmeals_centralsg@pa.gov.sg
North East CDC	cdcmeals_northeast@pa.gov.sg
North West CDC	cdcmeals_northwest@pa.gov.sg
South East CDC	cdcmeals_southeast@pa.gov.sg
South West CDC	cdcmeals_southwest@pa.gov.sg

Eligible students may wish to sign-up directly by scanning the QR codes of your respective CDCs.

Community Development Council	QR Code for Sign-up
Central Singapore CDC	
North East CDC	
North West CDC	
South East CDC	
South West CDC	

#### 4. What should eligible students do to receive the e-vouchers?

Respective CDC will verify the sign-up and if eligible, issue the \$55 e-vouchers (in the form of GrabFood vouchers) into the respective accounts (through Grab app) within four working days after signing up.

### Existing Grab User

Existing Grab users may use their existing accounts, so long the mobile number provided to CDC is the registered number in Grab.

### New Grab User

After emailing their respective CDCs, the parent/ caretaker should immediately download the Grab app and create an account, linking it to the mobile number provided to their CDC.

Please go to <https://www.grab.com/sg/download> to download the Grab app.

## **5. Where can the e-vouchers be utilised?**

- E-vouchers can be used only on GrabFood platform, for ordering from GrabFood merchants for self-pick-up orders only.
- The e-vouchers worth \$5 each are to offset cost of food purchased via self-pick-up, and have to be utilised in full as no refund will be made for any unused value / amount.
- If the cost of food to be purchased is more than \$5.00, the difference can be paid via your personal debit card, or via GrabPay (if you have topped up sufficient credit).
- E-voucher is not exchangeable for cash.

## **6. How do I use the e-vouchers in the Grab app?**

Please refer to Annex D Step by step guide to redeeming CDC-branded GrabFood vouchers.

## **7. Do I need mobile data to access the Grab app when self-pick-up my order?**

No, there is no need to have mobile data when self-pick-up the order.

After placing the self-pick-up order at home via the GrabFood app, simply take a screenshot of the order confirmation or take note of the order number and you can proceed to pick up your order using the screenshot or order number.



## 8. What is the validity period of the vouchers?

The e-vouchers will be loaded into the respective Grab account in \$5 denomination i.e. 11 x \$5 e-vouchers.

The vouchers will be valid from date of issue to Sunday, 31 May 2020 inclusive.

## 9. What should residents do if the e-voucher doesn't work?

Residents can use the 'Help Centre' option in their Grab app to report an issue.

## 10. Who should I approach if I require more clarification/ information e.g. what if I don't own a mobile phone?

In view of the current circuit breaker measures, CDC offices are closed. Residents may write-in to their respective CDCs for more information.

Community Development Council	Email Address
Central Singapore CDC	cdcmeals_centralsg@pa.gov.sg
North East CDC	cdcmeals_northeast@pa.gov.sg
North West CDC	cdcmeals_northwest@pa.gov.sg
South East CDC	cdcmeals_southeast@pa.gov.sg
South West CDC	cdcmeals_southwest@pa.gov.sg

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