



WPI



Supporting the establishment of a National Food Bank Policy

An Interactive Qualifying Project and Interactive Science and Social Project

Sponsored by

Scholars of Sustenance Thailand

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This report represents the work of two WPI and four Chulalongkorn University undergraduate students submitted to the faculty as evidence of completing a degree requirement. WPI routinely publishes these reports on its website without editorial or peer review. For more information about the project's program at WPI, see

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(Submission date: March 3, 2023)

Abstract

The Scholars of Sustenance (SoS) Foundation, a food rescue organization in Thailand, is proposing a National Food Bank Policy. This project aimed to provide evidence to demonstrate SoS Foundation's contributions and reliability as an organization and support the need for a national policy. We interviewed representatives from various organizations to assess SoS's current food rescue operations and their expectations of food bank policy. Our findings provide SoS with information to enhance its operations and establish a need for government support.

Acknowledgments

The people and organizations that have encouraged and supported this effort deserve our team's sincere gratitude and special thanks. Without their efforts and dedication to our project, it would not have been feasible for our project to succeed.

First and foremost, we want to express our gratitude to the Scholars of Sustenance Foundation, who served as our project's sponsor and constantly provided us with information, advice, and direction. With their assistance, we were able to complete our initiative and provide high-quality data that will aid in supporting those in need.

Second, we would like to thank the numerous people who agreed to be interviewed by us and who gave us their time and insights invaluable to our project.

Thirdly, we want to thank our advisors, Assistant Professor Dr. Numpon Insin, Assistant Professor M.L. Siripastr Jayanta, Professor Dr. Supawan Tantayanon, Professor Steve Taylor, and Professor Rosemary Taylor. All our teachers helped us by advising and assisting us with the project. Our instructors gave their own time to assist us in improving the research quality for the entire project duration.

Lastly, we would like to express our gratitude to Chulalongkorn University and Worcester Polytechnic Institute for giving us a chance to work on this project and for their well-executed plan and foundation that made it possible. We also want to express our gratitude for providing us the opportunity to meet new people and engage in cross-university cultural interactions.

Executive Summary

The Problem

There is a worrying degree of food insecurity in Thailand: 10.5% of the population is experiencing severe food insecurity as of 2020 ([World Bank, 2020](#)). The issue is even more worrying given that Thailand is a net exporter of agricultural products. Food rescue organizations, such as the Scholars of Sustenance (SoS) Foundation, were established to resolve this disparity. These organizations work to provide food for people in need while simultaneously reducing the surplus generated by food businesses. While the SoS Foundation helps many people, it is limited by a lack of government policy that can provide tax incentives for food donations, legal protections for food donors, and increased publicity for organizations such as the SoS Foundation.

The Objective

Currently, the SoS Foundation is working alongside the government to implement a national food bank policy to promote food donation and rescue. In support of that goal, they want evidence from a reputable source to show that their framework and goals would work. Thus, they are working with Chulalongkorn University, and by extension, us, to perform research and accurately assess the SoS Foundation's efficacy in combating hunger and providing needed services within the local economy.

The Plan

To acquire the needed data, we interviewed individuals from groups representing one of three categories of organizations related to the operations of the SoS Foundation: existing food-donating partners, potential food donors in the private sector, and food-recipient community organizations. In the latter group, we interviewed both community leaders and community members. We chose each category

for its ability to provide information on the SoS Foundation and food donations to form an accurate assessment of the SoS's reliability and demand for a food bank policy.

Through the current food donors, we sought information on how the SoS Foundation currently interacts with its donor organizations, what flaws, if any, are present in SoS's operations, and how those organizations would view government policies oriented toward food donation. In contrast, from potential food donors, we sought information on barriers that currently disincentivize them from food donation and ideal policies they would like to see to start participating in food donation in the future. Finally, from the recipients and recipient organizations, we sought to understand how SoS operates on the ground, how effective it is in getting the food donated to recipients, and its treatment of those the foundation aids.

Findings & Recommendations

From our interviews, we collected many findings. Of the ones listed, Findings 1-4 came from interviews with representatives of current partner organizations of the SoS Foundation, Findings 5-7 came from potential food donors in the private sector, and Findings 8-16 came from recipient community organizations. We determined that:

1. Existing partners initiated their partnerships with the SoS Foundation while trying to manage excess food.
2. Existing SoS partners appreciated the transparency, efficiency, and ability of the SoS Foundation to help manage excess food.
3. Several factors limit the specific products existing SoS partners can donate.
4. Some current donors recommended specific governmental policies and actions.
5. Decentralized systems are less optimal for organizing, collecting, then donating food surplus.

6. Manufacturers are very efficient and produce little to no food surplus.
7. Incentives may increase the number of organizations willing to partner with the SoS Foundation and groups with similar purposes.
8. The food aid SoS provides varies in quantity, frequency, and variety between recipient organizations and often has a limited shelf life.
9. Recipient organizations noted the good quality of food distributed by SoS.
10. The level of communication between the SoS Foundation and recipient organizations varied.
11. Recipient organizations noted that SoS was very caring in their interactions.
12. Recipient organizations support policies that would expand the operations of SoS.
13. Recipients were satisfied with the food aid, which helped reduce their expenses.
14. Recipients benefited from the variety of food the SoS Foundation distributes.
15. Recipients had few expectations or preferences regarding food aid.
16. Overall, recipients had high ratings for the quality and service of SoS.

Beyond the findings, we also formulated six recommendations for SoS that would ideally help their collaboration with the government to establish a national food bank policy and aid them in improving their operations. Those suggestions are as follows:

1. We recommend that SoS incorporates the suggestions of donors and recipients about government policies and actions when formulating policy proposals for the government. For instance, SoS should develop recommendations regarding liability protection and tax incentives to encourage food donations and propose increasing access to food banks to ease the distribution of food aid to communities.

2. We suggest that SoS works with a government research facility to survey more of its current partners and beneficiaries nationwide. The nationwide sample would support the SoS Foundation's potential to become a national food bank.
3. We recommend that SoS re-evaluate its "Urgency Indicator Index" to resolve situations where the most urgent communities get food less frequently than those with a lower urgency.
4. To maintain effective communication, we suggest that SoS keeps its communications, such as those over LINE, direct instead of using a shared group chat.
5. We suggest that SoS establish different food aid packages for children and adults to ensure that children receive necessary nutrients from foods that adults would not otherwise need as much.
6. We recommend that the SoS Foundation reach out to potential food donors through governmental channels to establish rapport more effectively.

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Chapter 1: Introduction

Food is one of the most fundamental needs for human survival, providing the energy and nutrients necessary to grow and maintain healthy bodily functions. There is enough food to feed the global population; however, hunger and food insecurity are still severe issues in some areas, while almost one-third of produced food is being wasted globally ([United Nations World Food Programme, 2020](#)). Global food waste is a multifaceted phenomenon, with poor management of food surplus being the primary contributor. Bangkok, Thailand, is one of the many areas that experience significant food waste, with 46% of the daily solid garbage in Bangkok coming from uneaten food ([Thailand Environment Institute, 2021](#)). Alongside food waste, there is an issue of food insecurity in Thailand, with 10.5% of the population in 2020 under severe food insecurity ([World Bank, 2020](#)).

Food rescue organizations, such as the SoS Foundation, can reduce the amount of food waste and simultaneously increase food security. They collect the edible surplus food from food businesses and redistribute it to vulnerable communities. However, since no national policy that regulates food rescue organizations and food banks directly is present in Thailand, the expansion of these foundations is limited in numerous ways. There are currently few to no incentives for food businesses to donate excess food to them, meaning that the food rescue organization's most significant barrier to expansion is the inadequate amount of food. Limited expansion of those non-profits also resulted in them being able to help fewer people in need at any given time.

The government can play an integral role in implementing policies and assisting the expansion of food rescue organizations, as seen in other countries with an operating food bank system. Policies such as liability protection for food donors and food banks and providing the donor with tax deductions are powerful incentives for various businesses to start partaking in food donations. Proper government

support can be an effective tool to reduce the barrier to expanding food banks. Therefore, there is a need to research evidence of the need for a national food bank policy that can promote food donations and facilitate the work of food banks in Thailand.

This project aimed to provide supporting research for the SoS Foundation to show the government its reliability (in helping people) and establish a need for a national food bank policy. We created four objectives to achieve the goal. The first two research objectives focused on collecting opinions and perspectives from food-related businesses in the private sector, split into two groups depending on their partnership status with the SoS Foundation. Their perception regarding establishing a national food bank policy and expectations from the government to encourage and ease food donation helped us provide data highlighting the need for government involvement in Thailand's food bank system. The third and fourth objectives aimed to collect data on the efficacy of the SoS Foundation by observing and interviewing its recipient organizations. Among the data provided to the SoS Foundation were testimonials that the foundation can use directly to show the government its impact on individual food recipients.

Moreover, some of the data collected during the project's progress helped provide feedback and recommendations to the SoS Foundation regarding its food surplus rescue and redistribution operation, which can be applied to improve the effectiveness of the provided food aid. All four objectives played an essential role in accumulating a set of findings for the SoS Foundation to have better grounds to negotiate with the government regarding the national policy, which will help them grow as a foundation and thereby help more people on a broader scale. Also, the recommendations could help SoS Foundation enhance its operations' efficiency and continue serving needy people.

Chapter 2: Background

The background chapter discusses global food-related issues and highlights the problem in Bangkok. Then, from the literature review, the concept of food banks is explored as a response to multiple food-related issues. The challenges of establishing or maintaining a food bank and some methods of overcoming those barriers by successful food banks like “Feeding America” are also discussed in the food bank section. Third, the focus shifted to SoS Foundation, the first food rescue organization in Thailand, and the sponsor for this project. A brief introduction of their organization and their work philosophy are discussed. Lastly, the role of the government in establishing a successful food bank system is emphasized through exemplary countries. The current position regarding government support in Thailand’s food bank system is also briefly described.

2.1 Introduction to food-related issues globally and specific to Thailand

Food is one of the most basic requirements for humans since it provides the energy and nutrients to grow and sustain healthy bodily functions. There are more than enough resources on the earth to produce adequate food to feed the entire global population. One-third of produced food worldwide is wasted, while almost one billion people, approximately one-eighth of the global population, suffer from hunger ([United Nations World Food Programme, 2020](#)). Consequently, most food-related issues, including food waste and food insecurity, are not caused by insufficient or inefficient production but rather by a distribution issue leading to food poverty and environmental harm.

Global food waste is a multifaceted phenomenon that starts in agricultural production and ends at waste disposal ([Gendre, 2022](#)). However, food waste is most commonly a result of food surplus. Surplus food is excess food that is still perfectly edible and reusable yet is disposed of, unsold, frequently due to a lack of demand or an inability to meet the consumer’s aesthetic criteria ([Facchini et al., 2018](#)). Food

surplus can be redistributed with or without reprocessing for consumption. Food surplus is caused by overproduction of food in agricultural production processes, excessive amounts of agricultural products imported by a government, weather effects, and market prices impacting farmers' decisions in terms of crop choice, and uneaten vegetables and fruits are discarded before arriving at suppliers, restaurants, and consumers ([Huang et al., 2020](#)). Food production and distribution capabilities vary by region and country and are mainly dependent on the availability of natural resources and how these resources are utilized.

Thailand's capital, Bangkok, has an estimated population of over 10 million, with millions of tourists visiting since Bangkok is one of the top travel destinations. Many food distribution outlets and food services like supermarkets, convenience stores, hotels, restaurants, cafeterias, and street food shops exist to fulfill the basic needs, all contributing to Bangkok's rising waste issue. Over the years, the amount of solid waste has continuously increased. The highest volume in 2018 was 3.91 million tons, or 10,705 tons per day, accounting for 17% of the total waste generated in the country ([Thailand Environment Institute, 2021](#)). 46% of the almost 10,000 tons of solid garbage the city collects daily is composed of uneaten food. The [Thailand Environment Institute \(2021\)](#) also reported that the garbage disposal system in the On Nut district could handle 1,600 tons of waste per day; composting technology can handle 1,000 tons per day, and an organic composting plant can handle 600 tons per day. The data shows that even without considering the waste from the uneaten food surplus, the waste management system is already overloaded with the produced trash in Bangkok.

In Thailand, in 2020, 6.8% of the population lived below the national poverty line ([Asian Development Bank, 2020](#)). In that same year, it was also found that 10.5% of the population experienced severe food insecurity ([World Bank, 2020](#)). These are consequences of decreased incomes, causing people difficulty meeting their basic needs.

However, if there were a system that could repurpose the excess but edible food instead of throwing it away as waste, it would alleviate much stress from the garbage disposal system making the streets cleaner. Moreover, if the system can redistribute the rescued edible food to feed hungry people, it would help reduce the nation's food insecurity issue.

2.2 Food Banks

One of the most successful answers developed to combat food-related issues such as food waste, food surplus, and food insecurity is a food bank.

2.2.1 Introduction to food banks

Food banks are, in short, volunteer-based organizations founded to recover excess food and distribute it to those in need ([Bazerghi et al., 2016](#)). With distributed food pantries and establishments like soup kitchens, food banks can provide food to people throughout large areas by supplying those more direct charities. Functionally, they receive and collect food donations, frequently excess food, and then assess it for quality to ensure they protect the people they are working to help. Subsequently, they distribute that food to charities like food pantries and vulnerable communities like orphanages and low-income shelters.

Historically, the first food bank was founded in 1967 in Phoenix, Arizona, as “Saint Mary’s Food Bank Alliance” ([Saint Mary’s Food Bank, 2022](#)). This bank served the same function as modern food banks and could be viewed as a model food bank. These food banks were established not just in America but in Europe as well, leading to the establishment of international systems of food banks ([European Food Banks Federation, n.d.](#)). Over the years, food banks have grown from a single establishment to a global movement dedicated to helping those in need.

2.2.2 Common obstacles in establishing and maintaining food banks

Many factors could inhibit the establishment and maintenance of a food bank. A previous study reviewed food banks as providing insufficient food due to a lack of donated food ([Bazerghi et al., 2016](#)). Food insufficiency reduced food security among recipients because the supply was exhausted before the next visit. Several studies indicated the direct correlation between the development of nutritional & donor policies affecting food donations to food banks ([The Global Food Donation Policy Atlas, 2022](#)). Thus, developing countries with underdeveloped food bank policies typically lack donated goods. Liability protection, for example, is limited or nonexistent, resulting in donors being hesitant out of fear and preventing themselves from donating. Meeting safe and nutritious standards presents the challenge of meeting the client's nutritional needs, which is becoming rather challenging due to the diverse dietary requirements. [The Global Food Donation Policy Atlas \(2022\)](#) also mentioned that staff and volunteer education is also a hurdle, as they must be able to accept only appropriate food donations and provide a nutritionally adequate diet to the clients. Finally, limited funding also affects the food bank's ability to purchase necessary equipment, such as refrigeration, storage systems, and transport system, to keep the food fresh and of the best quality.

2.2.3 Example of a successfully operating food bank

While there are numerous obstacles to establishing a food bank, some have overcome these obstacles and are operating successfully to resolve food-related issues. In this instance, the team defines a successfully operating food bank as one that can effectively distribute healthy food in sufficient quantities to maintain food security in its recipient communities and is constantly expanding its service area.

Feeding America is an ideal food bank that overcomes obstacles by partnering with businesses in the food surplus circle, like grocery manufacturers and retailers ([The Global Food Donation Policy Atlas, 2022](#)). The corporation has a nationwide network of food banks that rescue surplus food and set up meal programs for the community. To encourage food donation, Feeding America provides rewards such as tax deductions to companies that donate products to the organization. To further stray away from hesitancy, they also have a firm policy defining liability protections for food donors at a national level. They are also very particular about their staff recruitment, only hiring employees with the right background, skills, and passion for making a difference. Feeding America also has a separate fundraising community, “Team Feed,” to gather online donations to support the organization. Feeding America is a model for developing food banks worldwide, including Thai food banks ([Feeding America, n.d.](#)).

2.3 SoS Foundation

The SoS Foundation, also known as the Scholars of Sustenance Foundation, is Thailand’s first food rescue organization, founded by a Danish traveler in 2016. It is a non-profit organization dedicated to rescuing surplus food from food-related industries, like hotels and restaurants, and distributing this excess food to vulnerable communities, like homeless shelters, government hospitals, and orphanages. The primary headquarters of SoS Thailand are in Bangkok, Phuket, Hua Hin, and Chiang Mai, with beneficiary networks covering more than 30 provinces in Thailand ([SOS Thailand | Scholars of Sustenance, n.d.](#)), which is the most outreach of any food organization in Thailand. The SoS Foundation approaches food to impact, induce behavior, and raise awareness significantly. The organization believes in a collaborative effort of everyone; though the individual action may seem minor, with enough participation, it could still have a lasting impact on the world.

2.3.1 History, Success, and Mission of SoS Foundation

The concept of food rescue, the core work of the SoS Foundation, originated when the founder visited Thailand. Seeing the food surplus created from a round of the hotel’s meal services, he learned that all of them would be trashed while a nearby neighborhood of people was living under the poverty line. The founder proposed the idea of a food surplus rescue, and the program began in 2015. By 2016, the organization was officially founded in Bangkok. It successfully extended its strategy to many regions of Thailand and other countries, such as Indonesia. They provided logistical labor and financial assistance to facilitate the transfer of food to the appropriate destination. Food scraps are transferred to composting farms to create nutrient-rich soil and distributed to needy areas.

Since its inception, SoS Foundation has had success with receiving approximately 20 kg of donated food per day, resulting in enormous positive effects regarding food rescue and environmental impact ([SOS Thailand | Scholars of Sustenance, n.d.](#)). Since 2016, SoS’s projects have delivered approximately 21.8 million meals to more than 1,000 communities, saved almost 5.2 million kg of excess food, and cut emissions by 10,859 tons of CO₂. [Figure 1](#) shows a summary of SoS’s impacts since 2016.



Figure 1: The food rescue and equivalent environmental impact of the SoS Foundation in Thailand since 2016, Last updated January 2023 ([SOS Thailand | Scholars of Sustenance, n.d.](#)).

The mission of the SoS Foundation is to reduce Thailand's food waste and food insecurity problem, which shares a solution by redistributing high-quality excess food from food businesses to vulnerable communities in need. If not rescued, the excess food eventually becomes food waste and has to be thrown away without benefit. To accomplish its mission, the SoS foundation built three visions:

1. Serving the people: providing food aid to those in need
2. Saving the land: reducing the environmental impact of food waste
3. Feeding the minds: providing knowledge and insight to future generations

To achieve these visions, SoS Foundation has established several programs, categorized into four groups based on the program's frequency and purpose: daily operations, weekly operations, intermittent operations, and learning programs ([SOS Thailand | Scholars of Sustenance, n.d.](#)).

2.3.2 Information about SoS Foundation's recipient community organizations

The SoS Foundation has worked for over six years to create a robust food rescue system that has positively impacted its beneficiaries. Currently, the foundation works with more than 2,400 recipient community organizations of different categories (shown in [figure 2](#)), such as hospitals, orphanages, refugee camps, and other organizations.



Figure 2: Categories of beneficiaries that the SoS Foundation provides food aid to in countries it operates in ([SOS Thailand | Scholars of Sustenance, n.d.](#)).

The foundation delivers food aid to its beneficiaries in various ways, for example, by providing packaged ready-to-eat food, ingredients for the vulnerable communities to cook for themselves, or having its volunteers cook for the individuals at the site to distribute food aid.

As part of categorizing its beneficiaries, SoS Foundation in Thailand has implemented a “Recipient Urgency Indicator Index” (shown in [figure 3](#)) to determine the urgency of the communities based on the community’s food security and living condition ([SOS Thailand | Scholars of Sustenance, n.d.](#)). The index helps SoS Foundation distribute its limited supply of rescued and repurposed excess food to the most urgent and needed groups of society. The index consists of five levels, with “Level 1” being the least urgent and “Level 5” is the most urgent. The foundation regularly evaluates all the beneficiaries under the index and updates the priority listing accordingly.



Figure 3: Urgency Indicator Index implemented by SoS Thailand to monitor the urgency of its beneficiaries ([SOS Thailand | Scholars of Sustenance, n.d.](#)).

2.3.3 Information about SoS Foundation’s partners

Currently, SoS Foundation partners with more than 700 businesses that hold different positions in the food surplus circle, for example, distributors, suppliers, retailers, restaurants and catering businesses, and franchisers. SoS Foundation has already partnered with large renowned businesses, including retailers, such as Tops and Tesco Lotus; private hotel chains, such as the Marriott Hotels; and some coffee houses and restaurants, for example, Starbucks and MK restaurant. Some of the 700 businesses that SoS partners with are shown in [figure 4](#).



Figure 4: Some of SoS Foundation’s current partners in Thailand ([SOS Thailand | Scholars of Sustenance, n.d.](https://www.sos-thailand.org/)).

The primary driving force for food-related businesses to donate food is being overstocked with food and having no storage to store the surplus food. SoS Foundation also takes the liability to be held accountable if any food from the food donors causes illness among the food recipients, reducing the hesitancy food businesses might have when donating their excess food.

A factor distinguishing renowned businesses (common partners of the SoS Foundation) from other businesses is the companies’ concern with maintaining a good brand image, as there is a tendency for consumers to be more aware of their spending. Consumers today are increasingly concerned about supporting ethical and environmentally friendly products ([Latham, 2021](#)). Therefore, companies can establish credibility through environmental sustainability standards, including reducing waste and incentivizing excess food donations. For example, Tesco Lotus, a renowned business and one of SoS Foundation’s partners, has strict policies on food waste. The retail chain regularly campaigns to reduce

food waste, thus, is inclined to donate safe and edible food to SoS Foundation to preserve its good brand image ([Anantapattanapong et al., 2020](#)).

Furthermore, SoS Foundation has developed a good reputation amongst the businesses in the food-excess circle. The foundation's diligence was put under test during the COVID-19 crisis. Despite the underlying risk of contracting the virus, the foundation continued to collect surplus food and distribute it to needy communities. These actions helped companies build trust in the SoS Foundation to donate excess food when all markets and shops were closed. The businesses believe SoS deals with food surplus proficiently. Going through them is a more convenient option to redistribute their excess food rather than companies taking it as their responsibility. The businesses are further encouraged to donate by the reports sent by SoS regarding the positive social and environmental impacts they are making.

However, despite the mentioned factors, many potential donors do not contribute to food donations for reasons that need to be better understood. One is the lack of government involvement in food banks and food donations.

2.4 Importance of government in food banks and food donations

Proper government support can circumvent most main obstacles in establishing food banks. Regulations such as liability protection and additional tax incentives for businesses can incentivize the donation of food ([The Global Food Donation Policy Atlas, 2022](#)). Therefore, learning about how the government has a role in a successful national food bank system can be a good foundation for creating Thailand's own food bank system.

In this instance, the team defines the success of a national food bank system as the ability to effectively distribute healthy food in sufficient quantities to most people in need within the country in which a given food bank operates regardless of demographics or socioeconomics.

2.4.1 The government's involvement with Food Bank Systems in various countries

The United States and South Korea were selected to research more about their policy and any additional government support due to their successful food bank system.

For the United States, law and policy are the primary support system for food donations. The federal law “Bill Emerson Good Samaritan Food Donation Act” at the core addresses one of the most critical roadblocks to establishing a food bank system. The Bill Emerson Act provides liability protection for businesses if they meet the following criteria: 1) Food must be donated through a non-profit organization, 2) Donated food must be free, or with no extra costs for the final recipients, 3) Donated food must comply with the food labeling and food safety regulations, and 4) Donation must be made with good faith ([Broad Leib et al., 2020](#)). The act solves the business' fear of legal liability for accidental harm from their donated food, making it more likely to cooperate with the non-profit food bank organizations. Additionally, the US also has financial incentives for food donation acts. According to the Internal Revenue Code (IRC), a federal law related to taxes, donations generally will grant some tax-related benefits, with food donations being one of the acts granting higher tax deductions than others. [Broad Leib et al. \(2020\)](#) also state that the two federal laws set the foundations that address the crucial pain points and facilitate the work of food banks, which every state must follow. Therefore, the food bank system is, for the most part, functional in every state of the country.

Apart from legislation, the central US government sometimes directly interacts with the food banks during an emergency via a government grant. “The Emergency Food Assistance Program (TEFAP).” is one way the government interacts and provides financial support to food donation organizations.

For South Korea, the government is more directly related to the national food bank system than only creating policies. The food bank system in Korea has three levels, ranging from the central food bank, metropolitan food bank, and local food bank or market. Each level of food bank reports to central or local administration, with the highest level, the central food bank, supervised directly by the central government's Ministry of Health and Welfare ([Korea Food Bank, 2020](#)). Korea's food bank system is built into the national social welfare system. Therefore, the government can adjust and make changes as they see fit, besides having a dedicated yearly budget for the food bank system. It is in the Korean government's best interests for their food bank system to do well and help many people, and this is reflected in some of the general policies created. There are tax incentive systems to encourage donations. In addition, a strict food safety policy is enacted to ensure good health for the recipients. The three-tier food bank system makes potential donors much more comprehensive than large food corporations. According to [Korea Food Bank \(2020\)](#), individuals can donate their small excess food to the local food bank. While larger food companies can donate a lot to the larger food bank covering the entire metropolitan area or the country. Invitations to companies from the government to discuss food donations and possible improvements to the system happen semi-regularly, allowing the food bank system to continue adapting as needed to be functional. The importance of government aid is shown significantly in South Korea's national system.

2.4.2 The present and the near future of food banks in Thailand

Regarding food banks and their framework, Thailand currently has a few structures. A few existing policies are emphasized in regulating food quality and safety, but some are outdated, like the Food Act of B.E.2522, which has not been overhauled for forty years. Furthermore, no laws explicitly provide liability protection to food donors, and the tax incentives upon charitable donation seem only readily available for direct monetary contributions. The deduction of not exceeding 2% of net profit is

also relatively small compared to the incentives provided in countries like the US or South Korea ([PwC | Worldwide Tax Summary, 2022](#)). Altogether, the lack of government support and incentives causes hesitation among food-related businesses to fully support and participate in food donations.

However, the government is currently developing a national food bank policy to address food donation concerns and support food banks' operations. The project is a collaborative effort of the government, SoS Foundation, and other private sectors, such as large food-related businesses. The current roadmap to establish a national food bank policy includes four sections: 1) addressing the food donor, 2) addressing the food recipient, 3) creating a support system to incentivize donation (e.g., tax benefits and carbon credits system), and 4) potential uses of digital technology to improve the logistics for food distribution ([SOS Thailand | Scholars of Sustenance, n.d.](#)).

As the concept of a national food bank policy is in its early stage of development, information is vital to set a firm foundation and direct the system into an efficient and optimal path. Reviewing past research from trusted sources provided a comprehensive understanding of the topic and made this research more objective. Therefore, the team efficiently collected data to support establishing a national food bank policy. Thailand's national food bank is attainable if the policy and government support system are well-planned and executed.

Chapter 3: Methodology

To assist the SoS Foundation in establishing the need for a national food bank policy, the team needed to rely on more than the data from past research and articles. Therefore, the team would need to obtain first-hand information from various people and organizations within a food excess circle to make the data more updated and completed. This chapter describes the information we wanted to collect more of, the method used to obtain that information, and the process used to analyze the data.

As stated, this project aims to provide supporting research for the SoS Foundation to show the government its reliability and establish a need for a national food bank policy. We developed the following objectives to achieve this goal:

1. Evaluate the current donors' perception regarding food donations to the SoS Foundation
2. Identify the barriers to food donations for different types of food businesses
3. Assess the efficiency of the SoS Foundation's food redistribution to recipient community organizations
4. Investigate the impacts of food redistribution on recipients.

We used interviews for data collection and qualitative coding for data analysis to achieve these objectives. Interviewing is a method of data gathering by conducting a verbal conversation with the participant, preferably in person, but it is not a requirement ([Fox, 2009](#)). We designed our interviews to include a list of predetermined questions in which the questions were asked in a specific order. There was a possibility of some deviation depending on the nature of the conversation. We reviewed possible data collection methods and chose to interview since it is a versatile technique that allows for spontaneous responses and open discussion suiting both parties. The research team's desire to gather opinions, perspectives and insight required open-ended responses, making interviews ideal for data

gathering. More details about the design and preparation of our interviews are discussed below in section [3.5, Interview Preparation](#).

Qualitative coding is a method to analyze qualitative research and helps interpret, organize, and structure data we collected from our interviews ([Delve, n.d.](#)). We researched possible qualitative data analysis methods and chose qualitative coding since organizing and structuring data can help us examine systematically. Therefore, the validity of the analysis was increased, and potential bias when analyzing data was seen, reducing overall bias in the project result. More details about our qualitative coding process are discussed in section [3.7, Data Analysis](#).

3.1 Evaluate the current donors’ perception regarding food donations to SoS Foundation

Understanding the donors’ perception regarding food donations to the SoS Foundation is essential to validate the SoS Foundation’s operation in rescuing food surplus. To achieve this objective, we focused on interviewing the current partners of the SoS Foundation. The data gathering aimed to gain knowledge about SoS Foundation’s operations and supporting arguments for the need for a national food bank policy, a form of government support, to ease and expand the process of food donations in Thailand.

3.1.1 Interview existing SoS Foundation donors

With some assistance from the SoS Foundation, we contacted via email and arranged an interview with representatives from three current partners of the SoS Foundation. The three partners we were able to interview are from different sectors within the food business circle; a food manufacturer “Malee,” a retail chain store, “MaxValu,” and a prominent restaurant/café franchise “Starbucks.”



Figure 5: The team at the Starbucks office for interviewing.

The literature review mentioned earlier allowed us to understand the value of government support and policies in expanding food bank operations. Therefore, our interview focused on understanding donors' perception of the importance of a national food bank policy and whether they feel government support is essential. See Appendix B, [section B.1](#) for details on the interview questions we asked the existing donors.

3.2 Identify the barriers to food donations for different types of food businesses

Beyond contacting extant donors, it was also essential to learn about the viewpoint of potential food donors in the food-related business sector. Existing SoS Foundation donors follow the pattern of being commonly renowned corporations throughout Bangkok. However, for the SoS Foundation to

show the government its value and establish a need for a national food bank policy, having many donors within different types of food businesses is necessary to provide a broader range of trusted research. Thus, we investigated the barriers to food donations to the SoS Foundation for various food businesses. Using this information would instead prove necessary as it would allow us to identify reasons for hesitancy to donate food that can be addressed by the SoS Foundation in the regulation model to be proposed to the government.

3.2.1 Interview potential food donors in the private sector

We interviewed representatives from two food businesses in the private sector that are potential food donors. We targeted two types of food businesses: 1) Fresh Market: Sam Yan Market, 2) Meat manufacturer: Betagro. We chose to interview individuals working in the fresh market and the meat manufacturing company since these business types are not common partners with SoS Foundation. We went to Sam Yan Market to reach out to the fresh market. For Betagro, a meat manufacturer, SoS Foundation helped to provide the contact since the foundation partners with the company for programs other than food donations. A possibility that needed to be considered for the fresh market was the awareness of the SoS Foundation, generally a food bank. It was possible that the fresh market did not participate as food donors because they did not know about the existence of such an organization. Thus, the interview began by asking about the awareness of policies and food banks. Then, it transitioned to finding the underlying reason for their organization's hesitancy to donate food and their expectations. See Appendix B, [section B.2](#) for details on the interview questions for the potential donors in the private sector.

3.3 Assess the efficiency of the SoS Foundation’s food redistribution to recipient community organizations

Other than contacting the food donors, it was also vital to consider the communities’ views on the food aid provided by the SoS Foundation for SoS Foundation to show the government its effectiveness in meeting community needs. Therefore, to accurately understand the efficacy of the SoS Foundation in redistributing food to communities in need, it was imperative to contact and interview the current recipient organizations of the SoS Foundation. Before the interview, we informed the recipient community organizations that their answers would not affect their relationship with the SoS Foundation to help gain as honest responses as possible. The data collection helped gather valuable data from the recipient’s perspective on SoS Foundation’s efficacy.

3.3.1 Interview the recipient communities’ leaders

We called to schedule an interview with leaders from three communities, with the contact information from the SoS foundation. We conducted interviews with people from the “Phra Jen Alley” Community, a low-income community, the “Wat Amphawa” Small Children Center, and “The Hub” of the Childline Foundation. The three communities we interviewed are positioned on different levels in the “Urgency Indicator Index” of the SoS Foundation, with Phra Jen Alley at Level 5: Most Urgent, Wat Amphawa at Level 4: Intensive Urgent, and Childline Foundation at Level 3: Urgent.

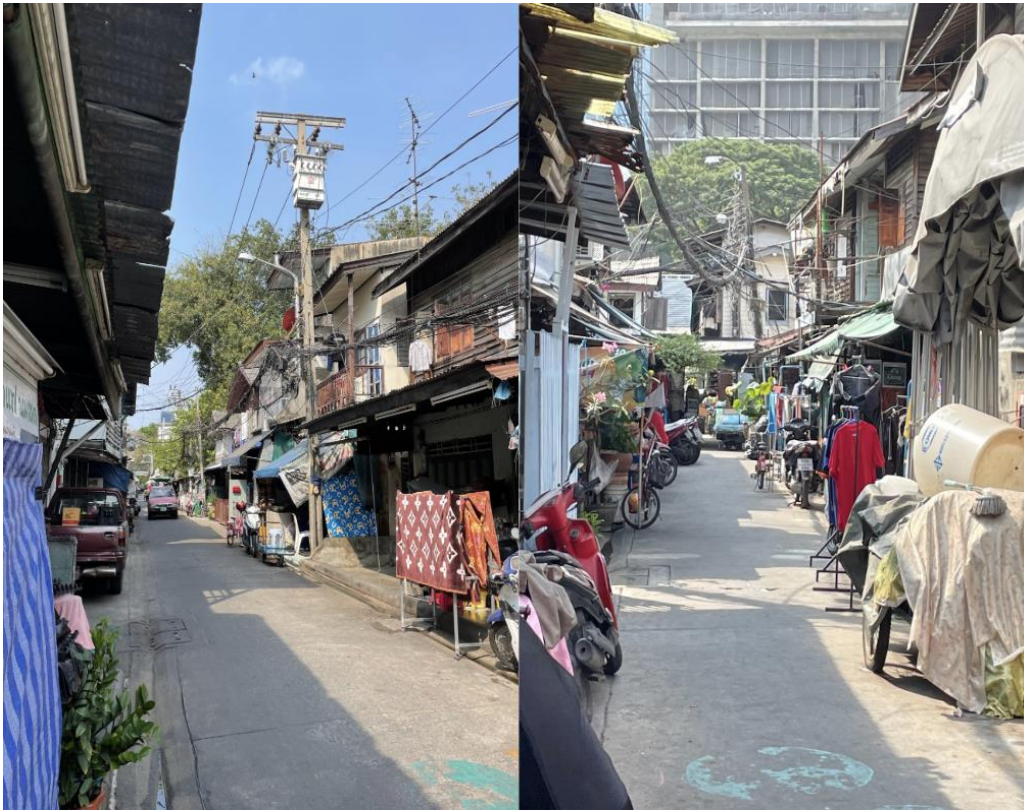


Figure 6: Street views of the Phra Jen Alley Community.

The community leaders were the main priority for our team when scheduling an interview. They are more likely to interact with various people and organizations, including the SoS Foundation, given their position. Therefore, they provided a broader perspective, comprehensive information regarding the SoS's Foundation food aid, and opinions regarding the government's national food bank policy plan regarding reducing barriers to food donations and easing the operation of food rescue organizations like the SoS Foundation. See Appendix B, [section B.3](#) for details on the interview questions for the community leaders or the equivalent role.

3.3.2 Interview the food recipients at the recipient community organizations

In addition to the leaders of recipient communities, interviewing the food recipients was also necessary. In comparison, the leaders of such communities gave a more top-down and wide-ranging

perspective; the bottom-up views of the recipients needed to be considered. We could only schedule interviews with the food recipients from the “Phra Jen Alley” Community because the other two communities mainly consisted of small kids and teenagers, which we deemed hard to interview.

Unlike the questions we prepared for the leader, the questions for the recipients focused on the food quality and variety instead of the quantity and frequency. Because they would give the most reliable information about the final product they received, see Appendix B, [section B.4](#) for details on the interview questions for the food recipients.

3.4 Investigate the impacts of food redistribution on recipients

Lastly, the impact of food donation on the lives of the food recipients is another critical piece of evidence to evaluate the effectiveness of food aid redistribution from the SoS Foundation. Additionally, since statistical evidence is limited, qualitative research can use anecdotal stories for proof and persuasion. We recorded testimonials from the food recipients, which provided evidence of the real impact of the SoS Foundation. The testimonials can advocate for a national policy to expand SoS Foundation’s operations further to enhance its positive impacts.

3.4.1 Interview the food recipients at the recipient community organizations

We interviewed the same food recipients from the “Phra Jen Alley” Community as in [objective 3](#) (see [section 3.3.2](#)). We interviewed the food recipients to learn about their experience with food from the SoS Foundation’s food redistribution model to learn about the impact of the meals, assumed to be positive, on their lives. We also asked for any other preferences for food they have for the future. The interview questions were carefully considered employing specifics that could lead to requesting opinions

on redistributed meals and asking for potential stories and experiences. Relevant parts of the interview were recorded anonymously as testimonials about the impact of food redistribution on recipients' lives (see [Appendix D](#): Food Recipients Testimonials). See Appendix B, [section B.4](#) for details on the interview questions for the food recipients.

3.5 Interview Preparation

As interviewing was the information-gathering tool for this project, it was imperative to be well-prepared beforehand. We decided to conduct face-to-face in-person interviews for all our interviews since it helped us establish a genuine relationship with the interviewees and allowed for honest answers ([DeFranzo, n.d.](#)). However, Malee had a location constraint, and Betagro requested an online interview. Therefore, a virtual face-to-face meeting was set up with the representatives of these two companies. Since in-person interviews can be sensitive, we prepared a code of conduct to ensure we all adhered to professional standards facilitating a smooth interview process. See [Appendix A.1](#) for the detailed code of conduct.

Additionally, the information we sought to obtain from the interview will be passed on to SoS Foundation to be used later, some of which were personal or confidential. Therefore, it was vital to ask for consent from all the interviewees. See [Appendix A.2](#) for the consent form.

We prepared the interview questions based on the objectives. We considered the type of answer required to fulfill the purpose and created the questions accordingly. To ensure the interview questions were appropriate and fulfilled the scope, we had them reviewed by our sponsor, who provided us with detailed feedback. To further check our style, including the tone and order of interview questions, we conducted a pilot study with the advisors and made changes as necessary. Since we also had to contact all the interviewees by ourselves, we prepared an email template (or a script for the interviewee

appointed by a phone call) beforehand. We reviewed it with the sponsor and the advisors before sending them out.

Before the interviews, we also discussed the group size, composition, and the role of each member during the interview. We decided to reduce the number of people on our team of six to a team of three to four people for any given discussion since it can be intimidating if there are six interviewers for one person. The interviewing team consisted of at least one native Thai speaker, and the group was gender-heterogeneous. Each team member of three had a unique role: facilitator, note-taker, active listener, or observer for our qualitative discovery. In addition to note-taking, we recorded the audio to ensure we got all the vital information. After the interview, we listened to the audio file and used edited transcription ([Brooks, 2021](#)) to transcribe the interview (see [Appendix E](#): Interview Transcripts, for all interview transcripts). However, we used verbatim transcription for the recipient testimonials to maintain their identity as evidence for advocacy. We deleted all the audio files immediately after transcription to protect the interviewees' anonymity.

3.6 Limitations and Challenges of Interviews

Our chosen data collection method had several limitations. We could only interview a few people due to the short period we had for the project resulting in a small sample size. The small sample size from interviewing was a disadvantage compared to other methods, such as surveys, in which we could have collected a massive sample of responses through online surveys. However, since our research favored quality over quantity of the responses, as we wanted detailed answers, this limitation was considered less detrimental. Another limitation regarding our method was that when we interviewed the food donors, we sent the interview questions beforehand, possibly resulting in biased answers. To overcome this limitation, we interviewed multiple candidates for the current SoS Foundation's partners

and potential food donors in the private sector. We also framed the questions and structured the interview with a rigorous interview preparation process to minimize bias.

We encountered several problems during our preparation process. Firstly, we could not interview all businesses in the initial list of interviewees we prepared. Some failed to respond to our emails or calls within the project's timeframe, while some interviewees rejected our interview request. There were various reasons for rejection. For example, the partnership with the SoS has not satisfied the company at the interview request. Some potential food donors did not have the proper infrastructure to answer our questions. Therefore, we had to look for alternative interviewees, which was time-consuming and challenging.

Another challenge we faced while conducting the interviews was that the interviews ended much shorter than anticipated due to quick or short responses. Therefore, to overcome this challenge, we used the unstructured/conversational interview strategy instead of the structured/formal interview in some situations, for example, when interviewing the leaders and food recipients at the recipient community organizations ([George, 2022](#)). The conversational interview allowed for more flexibility and less stress for the interviewees. This informal style of interviews was essential for the food recipient at the recipient community organizations to ensure honest answers ([Randstad, 2019](#)). However, once we deployed the conversational interviewing strategy, it was difficult for us to stick to our initial preparation to conduct the interviews. It was hard to designate roles during the conversational interview since everyone took part in the conversation. Also, most of the interviews had to be conducted in Thai. Therefore, the team needed to consist of all three Thai native speakers to participate in the conversation to get as much data as possible. Thus, our team splitting process needed revision after the first few interviews from what was planned.

3.7 Data Analysis Method

The qualitative data coding process, or coding for short, was used as a first step to analyze all the conducted interviews. Coding is the process of creating a short label that describes a given piece of information. It allows systematic categorization of themes and key concepts from an unstructured qualitative data source, like an interview transcript. More organized data can be obtained, facilitating further analysis ([Crosley & Jansen, 2020](#)).

We used a hybrid coding method comprising deductive and inductive coding. Deductive coding was done by preparing the codes according to the project objective, called anchor codes, then coding the part in the transcript that matches the prepared list. Deductive coding allows for faster identification of critical ideas. However, the interviews also have some open-ended questions, which may lead to some answers being outside prepared objectives, but is a crucial piece of information. Inductive coding, a method to create codes as we reviewed the transcript, was applied alongside deductive code to ensure that the essential ideas from the interviews were not missed. At a minimum, our team completed two rounds of coding before further analysis of the data groups. We performed the first round by skimming through the interview transcript and coding the points that stood out from the rest of the text. We read every transcript line for the second round and coded it to get the most out of the interview.

After the two rounds of coding, we gathered all the codes (see [Appendix F](#): Interview Coding for the coding tables for each interview). Within each code, we clustered the data into groups based on similarity. Then, we captured the main idea for each data group and deduced the findings to be reported in the next chapter.

Chapter 4: Results and Analysis

This chapter reports the findings we deduced from our interviews through qualitative coding. The nature of the data varies from each stakeholder group we interviewed; therefore, we organized our results by each interview group. Within each section, we first briefly introduced how the data relates to the objective and the list of interviewees. Detailed information about each interviewee organization based on the interview conducted can be found in [Appendix C](#). Then the findings, a set of statements summarized by comparing and contrasting answers from the interview transcript, were provided.

4.1 Interviews with existing SoS Foundation donors

This section describes the findings from interviewing existing SoS donors. We interviewed representatives from Starbucks, MaxValu, and Malee to evaluate the current donors' perception regarding food donations to SoS Foundation ([objective 1](#)). The reported findings address the efficiency of SoS Foundation's food surplus rescue system, the benefits and challenges of food donation for the corporation, and current donors' perception of national food bank policy.

4.1.1 Findings

By analyzing the information gathered from our interviews, we developed the following findings concerning the corporations' food surplus donation to SoS:

Finding 1: Food donors initiated the partnership with the SoS Foundation when trying to manage their excess food.

Starbucks and MaxValu representatives mentioned CSR (Corporate Social Responsibility) as a business model their companies already follow to be more socially aware of their actions and help them contribute to society. The representatives mentioned that food waste management is a common goal in the CSR for food businesses. This goal prompted them to research Non-Profit Organizations (NGOs)

that could answer the company's needs. While Malee did not explicitly mention CSR, the story and the answer the interviewee shared in the interview suggested that they do want to elevate society with their actions. They also connect with NGOs like the SoS once the food surplus is significant for them to manage. The interviews with the representatives of the three companies implied that the SoS Foundation helps the companies achieve their vision of helping society.

All three companies' representatives also stated that the SoS Foundation is the first food rescue organization they officially partnered with. Before this, they either did not or rarely donated due to complications in directly connecting with some communities. The SoS Foundation's direct contact with vulnerable communities reduces corporations' struggles with managing food surplus responsibly, further incentivizing the partnership with the SoS Foundation.

Finding 2: The current donors appreciated the SoS Foundation's good work based on their efficiency, transparency and the benefits they provide to its partners.

Starbucks, MaxValu, and Malee were all happy with their partnership with the SoS Foundation. All three corporations acclaimed SoS's efficiency in food surplus rescue. Starbucks and MaxValu mentioned that their daily communication with SoS is convenient, and SoS Foundation collects surplus food from each branch each morning.

Representatives of all three corporations interviewed also acknowledged the SoS Foundation's transparency through daily reports and monthly dashboards provided by the SoS Foundation. These reports and dashboards state the amount of food the company has donated, the number of meals prepared from the donated food, the reduction in greenhouse gas emissions, and electric consumption.

[Figure 7](#) shows the example of the monthly dashboard outside the MaxValu head branch with data from the SoS Foundation.



Figure 7: Monthly dashboard regarding food donations outside the MaxValu Laksi branch.

Finally, all three corporations confirmed their partnership with the SoS Foundation helped them manage their excess food. The reports can make them reflect on their consumption forecast system and adjust them to produce lower surplus food overall. [Table 1](#) shows some of the quotes from the interviews of representatives of three existing donors as evidence for SoS’s efficacy, transparency, and benefiting relationship.

	Starbucks	MaxValu	Malee
Efficiency	“Each day before the shop closes the staff at the shop will have a list of which snacks are about to expire. They will notify the SoS through LINE. The SoS will come pick up in the morning, and go donate to the community within the same day.”	“They have professional, expert team.” “SoS also have connection with disadvantaged	“One thing that its good about the SoS is that they are very fast in distributing our very very short shelf-life products.”

	<p>“SoS have the cold truck to pick up the food to control the temperature and make the dessert less sensitive.”</p> <p>“SoS have been doing very well. They are professional in the food donation field.”</p>	<p>community and they can deliver to direct person day by day.”</p>	
Transparency	<p><i>*Although Starbucks did not explicitly mention SoS’s transparency, the interviewee acknowledged a positive relationship with SoS Foundation.</i></p>	<p>“SoS now their system is very good for us, because we do not have anything to think more about the cheating.”</p> <p>“They can declare by their report.”</p>	<p>“When we met SoS and they have very proper data management, for example, they reported us what they have done with our products, so they have transparency.”</p>
Benefits	<p>“The staff are starting to not be able to manage (eat) the surplus food by themselves.”</p> <p>“It is difficult to forecast how many products we should order to sell at each store - we don’t know what the customer wants each day - We have to order more to cover the bases.”</p> <p>“The staff are now really happy that the SoS are helping with the excess food.”</p>	<p>“We can use data from dashboard from SoS to manage our order everyday, don’t have to be lost or a lot of waste.”</p>	<p>“They help us distribute to the real target, we cannot have that kind of logistics because we don’t have distributors”</p>

Table 1: Quotes from the interviews supporting SoS Foundation’s efficiency, transparency, and benefits to its partners.

Finding 3: Some factors limit the type of food products the existing donors can donate.

The first factors shared by both Starbucks and MaxValu were concerns regarding food safety. Starbucks mentioned that it was cautious when selecting which surplus food to donate. The company does not donate baked products like cakes and croissants too close to spoilage. Sandwiches are also not

donated because the filling has similar risks. Likewise, MaxValu has a list of items they will never donate: milk and packaged pre-cooked meals. They mentioned that those items, especially steamed rice, have a short lifespan and can readily cause food poisoning. MaxValu representative also stated that excess products not donated must be destroyed in front of the CCTV system to to maintain the company's transparency.

On the other hand, the limitation of Malee is unique. It does not have as much concern over spoilage since all its products are intentionally designed to last longer. Therefore, all products under Malee themselves are donated. However, half of Malee's revenue comes from making OEM (Original Equipment Manufacturer) contracts with various food businesses. Malee will produce the product for those brands; they no longer own it. If these types of products are in excess, Malee cannot do anything to them, including donating them, without asking their partner first.

Finding 4: Various current donors had recommendations relating to government policies and actions.

MaxValu and Malee representatives stated that introducing tax deductions for companies participating in food donations will encourage more companies to partner with food banks. MaxValu also recommended that the government prioritize promoting conscience about food donations and food banks since older generations may need more awareness. Malee believes in educating the younger generation and that allowing them to have a good mindset and motivation to make a change will improve the government's process. Starbucks avoided the question relating to policy, possibly due to the interviewee's position making her hesitant to talk about the sensitive topic of the government.

4.2 Interviews with potential food donors in the private sector

This section describes the findings from interviewing potential food donors in the private sector. We interviewed representatives from Sam Yan Market and Betagro and gathered data to identify barriers

to food donations for various food businesses ([objective 2](#)). The findings convey their current food excess management systems, the unwillingness of corporations to participate in food donation, and the need for more awareness regarding food banks.

4.2.1 Findings

By analyzing the information gathered from our interviews, we developed the following findings concerning the potential donors' insights and views on food donation:

Finding 5: Decentralized systems struggle to organize, collect, and donate food surplus.

When trying to contact representatives of food courts to interview potential food donors in the private sector, they did not want to be interviewed because they were just landlords and gave the place to rent to individual stores and shop owners. This system represents decentralized systems.

Another example of a decentralized system is fresh markets. Currently, Sam Yan Market lacks employees and stated that the shop owners are likely to participate in food donation if a system makes it easier for them to donate. The interviewee said that if there were a system that could collect food donations, the participation rate among store owners would increase. The statement implies that there have been previous problems with shops putting too much labor or cost into donating surplus food. Because she has expressed interest in assisting the local stores with donations that simultaneously could help with motivation, she wants to develop a centralized system throughout the market that could be administered with the help of the SoS Foundation.



Figure 8: Views of the individual stores in the Sam Yan Market.

Finding 6: Manufacturers efficiently minimize food waste and produce a minimal food surplus.

It was discovered that manufacturers, such as Betagro, have created their operations to deal with their byproducts to reduce food waste. As a manufacturer, more waste would be more costly for the company to deal with the destruction and transportation of the waste. Thus, most of their operations were made to minimize edible food waste. Betagro representative gave examples of processing chicken intestines, heads, and feathers into animal feed. The lower-grade scrap meat is grounded to be ground pork/minced pork or sausages. The interviewees also stated that for Betagro Daily, Betagro's retail store, only 1.5% of the total sale is wasted. Therefore, it is currently not worth Betagro's time and money to address these small surpluses alone.

Finding 7: Potential donors require more incentives to be motivated to donate to the organization.

While for some donors, following the CSR model and concern for a brand image is a strong incentive for them to participate in food donation, that incentive alone is not strong enough for some businesses.

For Sam Yan Market, the individual shop owners generally will collaborate and follow the guideline the management creates. However, if there are no incentives or clear positive results arising from those actions, the shop owners' cooperative effort will not last very long. The management representative also stated that while tax benefits are strong incentives, some shop owners might not care about the taxes or do not do their taxes themselves. Therefore, they suggested that physical incentives, like a handbag, should be implemented alongside other benefits to become more effective.

For Betagro, the hesitancy to donate is primarily due to the logistics. They are also concerned about food safety during transportation. The incentives that would make Betagro and similar manufacturers partake in the food donation will likely involve a mediator to manage the logistics of food

donation and liability protections for food donors. It would likely allow manufacturers that wish to minimize their food surplus to participate without financial and logistical concerns.

4.3 Interviews with the recipient communities' leaders

This section describes the findings from interviewing the leaders at three recipient organizations we visited: Childline Thailand Foundation, Wat Amphawa - Small Children Center, and Phra Jen Alley Community. We gathered and found a lot of valuable data to assess the SoS Foundation's food redistribution to recipient community organizations ([objective 3](#)). The findings revolve around SoS's system for the redistribution of surplus food: frequency, quantity, and variety. Some results also address the needs and recommendations of recipient community organizations formulating areas of improvement in SoS Foundation's workflow.

4.3.1 Findings

By analyzing the information gathered from our interviews, we developed the following findings concerning the SoS Foundation's food aid to the three recipient organizations:

Finding 8: There was a variation in the frequency and quantity of food aid provided by the SoS Foundation between recipient organizations.

The manager of The Hub, Childline Foundation, said that the SoS Foundation let her go and pick up the food at the SoS headquarters every Monday. She also claims she can browse freely, pick anything available in the designated area, and pick as much as needed. The freedom of choice here enables the Childline Foundation not to have excess food aid while also allowing them to pick and choose the type and quality of the raw ingredients. However, only allocating one day of the week sometimes makes it inconvenient due to the lack of fridge space at The Hub and the short lifespan of the donated food.

On the other hand, Wat Amphawa and Phra Jen Alley have similar answers regarding the food aid's frequency and quality. The critical difference from the Childline Foundation is that both these

organizations do not get to pick the type of food or the amount. SoS Foundation will announce if recipient organizations can receive food aid on a given day. If the organization wants it, they can notify the SoS, and then SoS will prepare the amount of food for each of them to pick up. The two organizations also share the same story of decreasing the frequency of food aid over time. They said the food aid frequency decreased from once a week to about once every two weeks. Despite receiving less frequent food aid, the overall quantity is usually greater than what the Childline Foundation would get, even with the lack of choice. The amount of food aid that Phra Jen and the Wat Amphawa usually receive per time is enough to cook at least a meal for everyone in the community, which is generally much larger than 2-10 kilograms of food once a week.

Finding 9: There were differences in the variety of food provided by the SoS Foundation between recipient organizations.

Since the Childline Foundation received the food aid on the same day of the week, the food is reported to be repetitive. She said that crispy pork and spinach are seen regularly every single week. The repetitiveness makes the kids bored. Therefore, the Childline Foundation has been grabbing less and less food from the SoS and buying some other ingredients, which increases the maintenance cost of the foundation. Additionally, some materials available at SoS Foundation include BBQ sauces or other spicy stuff that is not to children's appetite or can not be made into a balanced diet for kids. The Hub manager and staff wish that SoS focuses more on designing food aid according to kids and has foods that can satisfy kids' needs, such as milk, rice, different fruit types, and sources of proteins.

The opposite is true for the other two recipient organizations that we interviewed. Despite the lack of freedom of choice for picking the food, Wat Amphawa and the Phra Jen Community reported a wide variety of food they received. The leader of the Phra Jen Community also said that the variety of food increases as more businesses know about the work of the SoS Foundation. As that food variety

increases, so does the benefit the community receives from the food aid, as SoS can provide foods that work with people with specific dietary restrictions. A greater variety of food is better for overall nutrition. [Table 2](#) shows the differences in the variety of food received by recipient organizations from the SoS Foundation.

Food Group	Childline Foundation	Wat Amphawa	Phra Jen Alley Community
Vegetables	Water spinach	*Did not specify the type but mentioned receiving a variety of vegetables	Cos Lettuce, cabbage, beetroot, rosemary
Animal Products	Crispy pork (chicken, eggs)	Pork, chicken, fish balls, sausages, canned tuna (eggs)	Pork, chicken (eggs)
Other Processed products	Soy Sauces, BBQ Sauces	Sauces, sugar, pasteurized plain milk	Pasteurized milk [e.g., plain, chocolate, and fermented], coffee, oils, coconut milk, sugar
Fruits (uncommon to receive compared to other products)	Bananas	Pomelos, green apples, Kiwis	Passion fruit, Korean pears, melon
Grains	(Bread)	Flour, pasta, uncooked white and brown rice, riceberry	Jasmine rice, noodles, vermicelli
Ready-to-eat products	(Cakes)		Baked products and desserts, jade noodles with crispy pork

Table 2: Food aid provided by the SoS Foundation to the three recipient community organizations, the products in parentheses are rarely received.

Finding 10: The ingredients and food products from the SoS Foundation often had a limited shelf-life.

All three recipient community organizations’ representatives we interviewed acknowledged that the donated food is usually the same product that used to be in the store but is close to the end of its

shelf-life. The SoS Foundation would always inform all recipient organizations beforehand about the state of the donated food. Furthermore, all the community leaders said there have never been any health issues when consuming food from the SoS Foundation. However, they did have slightly differing opinions about it. The Childline Foundation sometimes struggles to find a use for certain products before they expire, as the number of kids present at the foundation can be inconsistent. The Hub manager said the vegetable wilts relatively fast even with the fridge, and some sauces can not be used reasonably within the expiry date. The Hub manager gave an example of a large soy sauce bottle with only two weeks before expiration. She mentioned she would not mind if frozen proteins and ingredients were donated instead, as they would last longer.

The other two recipient organizations have a system that utilizes the donated food within the day the ingredients are received. The Phra Jen Community would quickly distribute the donated food for each household to cook for themselves or create a meal at the community kitchen. Similarly, Wat Amphawa would use the received ingredients for cooking lunch for the kids on the same day. Even the products that do not need to be cooked further, like milk, can usually be distributed and consumed by the kids before the expiration date. Overall, while the limited shelf-life of food products is frequent and notable, it is neither unexpected nor detrimental, aside from marginally reducing communities' flexibility in using the food.

Finding 11: The recipient organizations recognized good quality food aid from the SoS Foundation.

The answers were generally positive about the food quality or ingredients available at the SoS Foundation. The Hub manager acknowledged that the quality of ingredients is decent. Some materials can occasionally be stale but can be cooked into good quality meals for children. She sometimes takes extra food materials and shares them with the local community if the quality is high.

All teachers at Wat Amphawa expressed their admiration for the SoS Foundation for providing such high-quality food. They are pleased to cooperate with SoS and do not express complaints about the food quality given by SoS during the interview; similar sentiment was observed from the Phra Jen Alley Community.

Finding 12: There was a variation in the satisfaction regarding communication between the recipient organizations and the SoS Foundation.

The Childline Foundation stated that they contact SoS with a large LINE group of many recipient organizations. The chat can get messy, making communication difficult. The manager believes a separate communication channel for different recipient organizations or categories of recipients will significantly help reduce confusion and make information easier to process. She also did an MoU (Memorandum Of Understanding) with the SoS to list what items the Childline Foundation would prefer to have. However, she states there is no response and does not know if the information she provided is being utilized. An acknowledgment would be much better than complete silence.

Wat Amphawa and the Phra Jen Community confirmed that the LINE group chat is the primary method of communication between them and the SoS Foundation. Occasionally they would connect via a direct phone call as well. However, both organizations were fine with the current method of communication; it is simple enough for what they have to do. We do not know if the LINE group they referred to is the same as the Childline. The vast difference could be a result of a different group conversation entirely. If that is true, it means that SoS has an excellent communication group, and that group should be the standard model for every other recipient LINE group.

Finding 13: The recipient organizations acknowledged a caring treatment from the SoS Foundation.

All the recipient organizations mentioned that SoS Foundation is mindful of the community they aid. For example, the Childline Foundation stated that when the SoS Foundation has special food items

such as desserts from S&P, they call her for her team to take them away to give to the children; since the SoS knows that the kids at the foundation are fond of desserts.

The interviewee at Wat Amphawa said that SoS was very compassionate. For instance, since the SoS knows that the center lacks staff and an easy means of transportation, every time they go pick up the food at SoS, the SoS staff will always try to give them as much food as possible. The SoS staff also tries to connect them and Wat Amphawa with more people.

Similarly, the Phra Jen Community also shares stories highlighting this aspect of the SoS Foundation. They share that the SoS will actively help them find food when the community needs it, even if the SoS foundation does not have enough food to give themselves. They will try to promote and announce to their network of food donors that this community needs the food at the time.

Finding 14: The recipient organizations favor policies expanding the SoS Foundation's operations.

The three community leaders we interviewed knew very little about the national food bank policy plan. When we explained briefly what the policy tries to do, they all supported it. They also provided other insights, suggestions, and details they wish to see in a nationwide food bank and food donation system, which are summarized below.

The Hub manager provided suggestions that would benefit or improve the quality of life for kids, like preparing separate food groups specifically for kids. She also supported policies that would make the SoS Foundation's operation more effective and stable. She stated that if that were to be the case, a further collaboration between the Hub and the SoS Foundation could be done to reach even more kids in need of help.

In addition to supporting the policy that would help expand the SoS presence, Wat Amphawa teachers also expressed their thoughts about the government and the discrepancies in the system. They

said that the work of a Wat Amphawa volunteer is on the same system as the standard public school system, yet they received less support in comparison. Compared to the other small children centers in other areas outside of Bangkok, things are considerably slower and less funded. They want to see government support be normalized, increasing their support to match others. They also want to see a dedicated government sector working solely on providing meals for kids.

The Phra Jen Community leader stated that food banks should have existed long ago and that she knows the enormous amount of food wasted from services like a hotel buffet. She mentioned that the government should make food banks accessible to everyone. Complicated paperwork or arbitrary long steps should not exist. She also suggested a different list of recommended food for children and adults, similar to what the Childline Foundation pointed out. Finally, a platform for the potential donor to state that they have food able to be donated should also help address the problem of donors not knowing where to donate, even if they have the food available.

4.4 Interviews with food recipients at the recipient community organizations

This section describes the findings from interviewing three adult recipients at the Phra Jen Alley Community we visited. We gathered many findings supporting their community leader's viewpoints to assess SoS's food redistribution system ([objective 3](#)) and investigate the impacts of food redistribution on recipients ([objective 4](#)). The findings addressed the positive effects SoS's food aid had on the recipients' lives and their preferences and experience with it.

4.4.1 Findings

By analyzing the information gathered from our interviews, we developed the following findings concerning the impact of food aid by SoS on recipients:

Finding 15: The recipients were satisfied with the food aid, which helped reduce their expenses.

The three recipients are satisfied with the food aid from the SoS Foundation. The main reason is that it helps cut down the spending on meal preparation. It helps manage the personal budget and lightens the burden on many families. Since the community has the rule only to grab the appropriate amount first so that everyone can have at least some, every household life gets elevated. A specific example that one of the recipients gave (see [Appendix D](#) for more details) is that the food aid helps cut the spending from 100 baht per meal to 50 baht, or sometimes they do not need to spend anything. This spending cut means they can allocate their money elsewhere, which requires attention.

Finding 16: The recipients benefited from the variety of food distributed from SoS.

All three recipients mentioned that they have a variety of food to select from what is provided. One of the recipients being interviewed informed us that she follows a Ketogenic diet and appreciates the variety of vegetables offered. Also, most people in the community can usually work with raw materials provided in a variety of food they prefer; therefore, most recipients are generally satisfied.

Finding 17: The recipients had only a few expectations and preferences from the food aid.

All of the recipients viewed the food being received are already varied enough, and they generally have little expectation or preference for more available food types. One of them said that seafood items would be one thing they would like to try, but also noted that the food already answered her needs decently well. Another recipient shared that because they are recipients, she does not think

they have the right to choose and should be satisfied with what was given. The last recipient mentioned that the variety is generally excellent, but she would prefer if eggs were more often than it is.

Finding 18: The recipients had high ratings for the SoS Foundation's quality and service.

The SoS Foundation has been with the Phra Jen Alley Community for quite some time and keeps good relationships by being consistent with their help. Two recipients we interviewed rated the foundation 9 out of 10 because what has been provided is already pretty good, and decreasing their expenses is a huge thing. Another recipient ranked the SoS Operation at 8-10, depending on the situation. The SoS Foundation is the most consistent at helping them, but not the only one providing aid.

Chapter 5: Conclusions

In the previous chapter, we reported the findings from the data analysis performed on the information gathered. The findings were divided using stakeholder groups. In this chapter, we first report an overall summary of the findings of our project; then, based on our results, several suggestions to the SoS Foundation are provided. The study's limitations are identified, and the scope for future projects is recommended. Finally, we provide a brief conclusion to our project.

5.1 Summary of the findings

Existing Donors

While interviewing the current partners, we found that incentives and motives for partnering with SoS Foundation included the organization providing assistance in their food management and distribution process or sharing the same vision. It is essential to acknowledge that all have stated that they have not previously worked with any food rescue organization and have little, if not no, experience in food donation. The SoS Foundation's skill in coordinating with other organizations allows the partnership to be successful. All the existing donors interviewed have praised the SoS foundation's skill in efficiency with food rescue, transparency of operations and provision of data, and corporation benefits (see [Table 1](#)). The finding shows the level of trust in the partnership SoS Foundation continues to build to further its mission.

However, the wariness from existing donors of the food types that can be donated is a concern. The concern regarded food safety and liability protection for the existing donors. Every organization has a list of products that, no matter what, cannot be donated. It is also worth considering that MaxValu must destroy its products on the CCTV to prevent resale and prove the company's transparency. When

companies are contracted to another food business for OEM (Original Equipment Manufacturer), the company must request to donate or destroy the products beforehand to protect the business's reputation.

Potential Donors in the Private Sector

The potential food donors that were interviewed were able to bridge the connection between the SoS Foundation and businesses in the private sector, with the interview questions designed to break this barrier. We found that companies in the private sector with decentralized systems have stated that because it is decentralized, it becomes tough to coordinate the organization, collection, and distribution of food surplus to the community. It supports the idea that many individual shops make it more challenging to organize and collectively follow unless there is a given policy they must follow. On the other hand, it was found that manufacturing companies are very efficient at minimizing food waste and produce little to no food surplus. In either case, there must be reasons or incentives to be motivated to donate to an organization. The incentives could range from reductions in transportation prices to tax incentives. It shows that if there is no benefit or reason for the food business to donate, simply disposing of the food would be much easier and more efficient from a business perspective.

Recipient Community Leaders & Recipients

The SoS Foundation currently provides aid to many communities throughout Bangkok. For the research project, insight into the organization's impact and concerns on these recipient communities is essential. One thing worth mentioning is that between recipient organizations, there were varying degrees of food, frequency, and quality of food aid provided by the SoS Foundation. The recipients also informed us that the donated food typically has a short shelf life. While this may be potentially concerning, the SoS Foundation had informed their recipients about the food conditions prior. The use of this information varies between organizations, where specific organizations cannot use the food

products by the expiration date, and others have a plan on how to use them efficiently. Communication within the partnership is vital, with the recipient organization stating that the LINE app is the primary choice. The interviewees had varied perspectives on their communication with the SoS Foundation too.

Although there were concerns among the recipient organizations, community leaders, and community recipients, they acknowledged the effort SoS Foundation puts forth. It was shown through connecting with individuals from the community interviewed, whom we loved to hear opinions and insights on improving SoS's operations. The community recipients were satisfied with SoS Foundation's service and food aid quality. They also described the positive impact of the reduction in their expenses with SoS's food aid and had very few preferences. With the approval of how SoS Foundation assisted their community and their belief in the organization, the community leaders favored the policies that would help expand its operation. Despite limited knowledge of policies and government, there is support for the SoS Foundation's mission when information is provided.

5.2 Suggestions for the SoS Foundation

Based on our findings, we devised several suggestions for the SoS Foundation to help its collaboration with the government to establish a national food bank policy and to improve its workflow.

Suggestion 1: Incorporate the expectations of the donors and recipients in developing actionable policy recommendations for the government.

Based on [Finding 3](#), Starbucks and MaxValu mentioned their hesitancy to donate cooked food, such as steamed rice, to the SoS Foundation since they are worried it may cause harm to the recipients. Moreover, during the interview with Betagro, the representatives mentioned that they were also worried about donating pre-cooked surplus meals in Betagro's retail stores due to food safety concerns. These highlight the need for liability protection which all donors expect from the national food bank policy.

Moreover, from Findings [4](#) and [14](#), we found that some current partners and recipient organizations of SoS interviewed had explicit suggestions and expectations for policy and government actions such as tax benefits, promoting conscience amongst the public, and increasing accessibility of food banks. Therefore, we suggest that the SoS Foundation include clauses and arguments that address these expectations in the presentation to the government during their collaborative planning of a national food bank policy.

Suggestion 2: Collaborate with a government research facility to survey a nationwide sample of SoS's partners and beneficiaries.

Based on [Finding 2](#), all the three current partners of SoS we interviewed were happy with SoS's efficiency and transparency and generally benefited from the partnership with the SoS Foundation. [Table 1](#) also shows quotes from the representatives we interviewed supporting the finding. Similarly, based on Findings [10](#), [11](#), and [13](#), all three recipient organizations acknowledged SoS's redistribution of food aid to be of good quality, with zero food poisoning cases reported. The organizations also complimented SoS's treatment towards them. Additionally, based on Findings [15](#), [16](#), and [18](#), all three recipients interviewed from Phra Jen Alley Community were satisfied with the food aid and appreciated the SoS Foundation for their help. Testimonials were recorded about the recipients' experience (see [Appendix D](#)), which can serve as strong evidence supporting SoS's contributions and reliability as an organization.

As the results are based within Bangkok. The data we collected can be used by the SoS Foundation to show the BMA (Bangkok Metropolitan Administration) the reliability of the SoS Foundation and first try for a local food bank-related policy to facilitate the work within Bangkok and the nearby areas. These data can also be submitted to NSTDA (National Science and Technology

Development Agency), which SoS is currently working with, to accelerate the research on the national level of the food bank policy.

However, the data we collected is limited by the sample size. While SoS has over 700 partners and aids more than 1,000 communities in Thailand, we could only interview three current SoS partners and three SoS recipient organizations. The data collection was limited due to the time-consuming nature of interviews, the time constraint of the project, and the difficulty in contacting corporations. However, a sample size of three helped us understand that the relationship of SoS with its partners and recipient communities is positive. Our research also helped to test our interview questions in the real world and validate that they were well-formulated since we obtained many data useful to achieve our objectives.

Since the sample size is insufficient to show the actual reliability of the SoS Foundation, we recommend that the SoS Foundation collaborates with a third party with more reach, such as a government research facility, to survey a nationwide sample of SoS's partners and beneficiaries. The nationwide sample should include more of SoS's current partners and recipient organizations in Bangkok and other cities that SoS operates in, such as Phuket and Hua Hin. The survey questions can be similar to our interview questions with some necessary modifications.

Overall, a survey will allow for a larger number of data to be collected in a short time. A larger sample nationwide for current partners, recipient organizations, and recipients will provide more extensive and complete data showing SoS's reliability and potentiality as a national food bank.

Suggestion 3: Re-evaluate the “Urgency Indicator Index” to ensure effective food redistribution to the recipient organizations.

[Finding 9](#) shows good use of the Urgency Indicator Index, such that the SoS Foundation distributes more varied food aid to organizations in most need.

[Finding 8](#) is an exciting finding because it slightly contradicts what we expected according to the SoS Foundation's Urgency Indicator Index, which is the metric the foundation uses to identify which community should have priority regarding food aid. The higher the number, the higher the priority for it to receive food aid from the SoS Foundation. The Childline Foundation, at Level 3, receives food most often (every week) with no control over quantity. On the other hand, Phra Jen Alley Community and Wat Amphawa are at Level 5 and Level 4, respectively. These recipient organizations receive food less frequently, and the SoS Foundation controls their food quantity. Although [Finding 9](#) shows good use of the Urgency Indicator Index, it is suggested that the SoS Foundation re-evaluates its Urgency Indicator Index. The re-evaluation should include updating and strictly enforcing the index so that recipient organizations at Level 5 (one in most need) get the food more often than those at lower levels.

Suggestion 4: Implement a separate communication channel for each of its recipient organizations.

Based on [Finding 12](#), we found that Wat Amphawa and the Phra Jen Community were satisfied with their communication with the SoS Foundation. However, the Childline Foundation faced problems with their LINE chat using the same group chat as many recipient organizations. Therefore, it is suggested that the SoS Foundation implement a separate communication channel, such as a separate LINE chat/group for each recipient organization to maintain effective communication and good relationship with its recipient organizations.

Suggestion 5: Implement different food aid packages for children and adults.

Based on the interviews with Childline Foundation and the Phra Jen Alley Community, they suggested that the current food aid the SoS Foundation provides is targeted mainly toward adults. Childline Foundation described how the food aid lacked milk and materials to fit the five food groups necessary to prepare nutritious children's meals. Therefore, it is suggested that the SoS Foundation

implement different food aid packages for children and adults, including food materials explicitly targeted to their age group.

Suggestion 6: Reach out to the government to approach more potential donors in the private sector.

During our project, one of the most challenging tasks was to obtain contact and contact potential food donors in the private sector. We had to ask the SoS Foundation and our advisors to assist in finding the contacts for the potential donors. However, despite our efforts, we could only interview two organizations. When trying to contact some large corporations, it was impossible. Therefore, the data we obtained to identify the barriers to food donations for different food business types ([objective 2](#)) was limited. Therefore, we suggest that the SoS Foundation reaches out to the government and ask for their assistance to approach more potential donors in the private sector. Potential donors that can make a significant difference in planning a national food bank policy, i.e., hold a strong position in the food surplus circle, need to be approached. They will help further identify the barriers to food donations which can be addressed in the national food bank policy.

5.3 Limitations of this study

Throughout this project, we identified limitations from the methodology we chose and the results we obtained. Firstly, the results do not represent the whole country and possibly not even Bangkok. Some limitations, like the duration of the project and the travel costs, made it feasible for us only to gather information from a few selected sources within Bangkok. Furthermore, some of the interviewees we planned to have, panned out differently than we had expected. Initially, we wanted to cover as many business types that produce food surplus/waste as possible to obtain information from various perspectives. However, it was occasionally challenging to schedule an interview with them: some businesses did not respond in a reasonable time frame, some needed help finding the contact, and some

even rejected the interview. The difficulty was also noticeably more incredible for finding potential food donors not yet partnered with the SoS Foundation since we can not obtain the contact directly from the SoS themselves. They might also not have a system that makes food donation a reasonable thing for them to do.

Additionally, we also have a plan to interview the food recipients within each community as well. However, as the two recipient groups we contacted are primarily focused on children, interviews with them could be inappropriate and complicated to conduct effectively. These reasons, combined with the limited time for the project, resulted in fewer interviewees than we initially expected to have.

Finally, during the interview, there was some uncertainty regarding the reliability of the interviewee's response. We made much effort to formulate the interview question with multiple revisions. We also did a pilot study to reduce leading questions and make them less likely to have biased answers. However, we can still not be assured that the interviewees are completely honest with the information they gave. We did try to cross-check information with the other interviewees to see if the interviewees' claims were aligned or not to increase the reliability of the answer. However, with our limited data points, it still might not be 100% reliable.

5.4 Recommendations for future research

During the project's progress, we encountered many interesting questions and concerns that we did not have the time to address or are beyond the scope of our current project. After the data collection, we also found some intriguing findings that we could not include since they were incomplete. However, these findings can formulate potential research questions for future projects relating to food donation. All in all, we formulated five research questions as recommendations for future research projects.

Recommended Research Question 1: What is needed to increase donations of pre-cooked foods?

Firstly, during our team meetings with the advisors' the question of donating surplus cooked rice from temples were raised. From our interview with existing SoS food donors ([Finding 3](#)), Betagro, and with the help of our advisors, we found that leftover cooked meals, especially cooked rice, generally have a much higher chance of causing food poisoning. It is hard to ensure it is safe ([Raemont, 2023](#)), thus making donors hesitate to donate ready-to-eat meals. Still, the donation of cooked rice and other pre-cooked ready-to-eat meals needs to be investigated in future research. Aside from temples, many restaurants and hotels hold buffets from which surplus cooked food is inevitable. We know that cooked food generally needs more advanced measures to maintain quality since it has an exceptionally short-shelf life and must be rescued and redistributed almost immediately. Researching how to create a reasonable system that addresses that can be interesting.

Recommended Research Question 2: How can decentralized systems such as food courts and fresh markets be assisted to partake in food donations?

Secondly, based on [Finding 5](#) and contacting the food courts, we learned that decentralized systems need help managing food donations. Sam Yan Market suggested that having more centralization for food surplus rescue would be best. Therefore, we recommend that a future project researches such decentralized systems in detail to learn how they can be assisted in managing their food waste/surplus and partake in food donations. Helping decentralized systems to manage their food surplus and waste would make a massive difference in reducing food waste in Thailand since these systems are widespread in Thailand.

Also, based on [Finding 7](#), Sam Yan Market mentioned that non-financial incentives could be of greater importance to individual shop owners to incline them toward food donations. We suggest the future project confirm this finding and further investigate it by interviewing other decentralized systems,

then prepare recommendations for food rescue organizations such as the SoS Foundation to know about it.

Recommended Research Question 3: How can donations of fresher and higher quality foods be encouraged?

Thirdly, donating higher quality and fresher foods can be a goal that future projects can investigate. Currently, most of the donated food is surplus and close to expiry or wastage, which is acceptable to donate. However, providing higher quality and healthy products can elevate the nutritional value the recipients will get from the food aid. Recipients should have a chance to take or try a healthier diet, which is generally more expensive. Food-donating corporations may need sufficient incentives or a significant mindset shift to start considering donating their higher-grade products. It is essential to research manufacturing companies for this research question since, based on our interview with Malee and from [Finding 6](#), we know manufacturing companies produce very minimal food surplus yet have the freshest products. Therefore, it should be researched whether this idea of fresher food donation will be feasible and, if it is plausible, what kind of incentives would be required to benefit the less opportune people in the country.

Recommended Research Question 4: How can brand image be used to incentivize companies to partake in food donations?

Fourthly, utilizing brand image as an incentive should be investigated. In this project, only the surface level of the brand image was discussed: a company may want to do things that would improve public perception. Future research can expand on this concept and find a suitable use case. Things like what contributes to a brand image, which/how many companies are actively engaged in keeping a good brand image, and how significant a good brand image is can all be researched further. The result may be

beneficial as additional factors that charitable organizations can use to leverage and incentivize the corporation to participate in their good faith actions, food donation included.

Recommended Research Question 5: How can the awareness of the best before and expiry date system impact food waste and donations?

Lastly, a deep dive into the expiration date and best-before system could be interesting. Understanding the labeling system can be confusing and ambiguous; for example, a food product passed the best-before date shown on the label does not necessarily mean it is unsuitable for consumption. Therefore, spreading this knowledge in public via various media could help reduce household food waste production and reduce some of the fear from possible food donors regarding donating products close to the best-before date.

5.5 Conclusion

Overall, our research collected evidence supporting that the SoS Foundation is a reliable and helpful organization. They have well-planned logistical systems allowing them to collect excess food efficiently from various donor organizations and quickly distribute them as food aid to various vulnerable communities in Bangkok. However, we identified some system issues in the SoS Foundation that can be further improved and created multiple suggestions for SoS Foundation to reflect on and enhance its workflow. In addition, we collected evidence that agrees that the SoS Foundation is limited by a lack of sufficient awareness of their organization or food banks in general, a lack of immediate monetary benefits for donating food, and a lack of food bank-related liability protection. All in all, these substantiate establishing the need for a national food bank policy and other government actions such as helping develop conscience regarding food donations among the public.

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Appendix A: Interview Protocols

Below is a brief code of conduct that we aimed and managed to follow during our interview. The consent form is also provided, which we presented to each interviewee before beginning the interview to get their consent.

A.1 Code of Conduct

- **Be on time for the interview appointments.** Every person designated for a specific interview should arrive at the location around 10-15 minutes before the appointment. The interviewees prepare some time for us in their usually packed schedule - it is essential to respect that.
- **Be mindful of how much time the interview has taken.** It should not be too long before we overuse the allocated time slot, but we should also make sure that we can get the needed information.
- **Wear student uniforms or business casual attire.** Adhere to professionalism standards.
- **Always tell the interviewee about the purpose of the interview and the project, and always ask for informed consent for the recording.** Adhere to ethical standards.
- **Do not collect any photos of any interviewees.** Ethical standard; since we do not have the PDPA form for the interviews.
- **Be respectful.** To ensure that everyone will be comfortable with the interview and make the interviewee more likely to open up and give more insightful answers.
 - **Do not ask for personal information if it is irrelevant to the project.**
 - **Do not press further if the interviewee does not want to answer a question.**
 - **Do not inquire about the income or occupation of the interviewees.**
- **Remain attentive for the entire interview.** Listen carefully to the interviewee to obtain the most information.

A.2 Consent form

ใบยินยอมเข้าร่วมการวิจัย (Consent Form)

โครงการวิจัยเรื่อง: การบริโภคอาหาร ภาวะอาหาร และนโยบายอาหารแห่งชาติ

วันที่ให้คำยินยอม วันที่.....เดือน.....พ.ศ.....

ก่อนที่จะลงนามในใบยินยอมให้ทำการวิจัยนี้

1. ข้าพเจ้าได้รับการอธิบายจากผู้วิจัยถึงวัตถุประสงค์ของการวิจัย วิธีการวิจัย และมีความเข้าใจดีแล้ว
2. ผู้วิจัยรับรองว่าจะตอบคำถามต่าง ๆ ที่ข้าพเจ้าสงสัยด้วยความเต็มใจ ไม่ปิดบังซ่อนเร้นจนข้าพเจ้าพอใจ
3. ข้าพเจ้าเข้าร่วมโครงการวิจัยนี้โดยสมัครใจ และมีสิทธิ์ที่จะบอกเลิกการเข้าร่วมโครงการวิจัยนี้เมื่อใดก็ได้ และการบอกเลิกการเข้าร่วมการวิจัยนั้นไม่มีผลต่อคะแนนหรือเกรดของรายวิชา 2302307 ที่ผู้วิจัยพึงได้รับต่อไป
4. ผู้วิจัยรับรองว่าจะเก็บข้อมูลเฉพาะเกี่ยวกับตัวข้าพเจ้า รวมถึงการบันทึกเสียงในการสัมภาษณ์จะเก็บเป็นความลับ และจะเปิดเผยได้เฉพาะในรูปแบบที่เป็นสรุปผลการวิจัย การเปิดเผยข้อมูลของตัวข้าพเจ้าต่อหน่วยงานต่าง ๆ ที่เกี่ยวข้องต้องได้รับอนุญาตจากข้าพเจ้า แล้วจะกระทำได้เฉพาะกรณีจำเป็นด้วยเหตุผลทางวิชาการเท่านั้น ทั้งนี้ข้อมูลทุกอย่างจะถูกทำลายหลังจากงานวิจัยชิ้นนี้เสร็จสมบูรณ์
5. ข้าพเจ้าได้อ่านข้อความข้างต้นแล้วและมีความเข้าใจดีทุกประการ และได้ลงนามในใบยินยอมนี้ด้วยความเต็มใจ

ลงนาม..... ผู้ยินยอม

(.....)

ลงนาม..... พยาน

(.....)

ลงนาม..... ผู้วิจัย

(.....)

Appendix B: Interview Questions

Below is the list of interview questions for each stakeholder group we planned to interview. After reviewing with advisors and the sponsor, the list is in its final revised format. During our interviews, we followed the list of questions and asked follow-up questions as necessary.

B.1 Interview questions for existing SoS Foundation donors

1. Could you please briefly introduce yourselves and describe your company?
2. How long have you been partnered with the SoS Foundation?
 - a. How did you first learn about the SoS Foundation? What motivated you to partner with the SoS Foundation?
3. What type of food and how much of it does the company donate to the SoS Foundation? Can you please provide specific examples? Examples are fresh ingredients (like vegetables and fruits), produced goods (like canned products), and others.
 - b. What type of food is unfit for donation, and how does the company manage this waste?
4. Before working with SoS Foundation, has the company donated excess food/worked with other food banks?
5. Can you please briefly explain how you work with SoS Foundation in terms of operation? Such as, how do they support you in management of excess foods.
6. What challenges have you had in managing excess food before partnering with SoS Foundation, and how has your corporation benefited after the partnership?
7. Is there any way you think the food recovery process/operation by SoS Foundation can be improved?
8. SoS Foundation is currently working with the government to develop the “National Food Bank Policy.”
 - a. Are you aware of this proposed support/policy? What do you know more about it?
 - b. What is your opinion regarding establishing a “National Food Bank Policy”? How might it affect your company’s food donations and food donation process in general?

B.2 Interview questions for potential food donors in the private sector

1. Could you please briefly introduce yourselves and describe your company?
2. Since your company is a food-related business, how does it manage excess food and food waste?
 - a. What type of food excess is commonly produced and approximately how much of it is wasted? Can you please provide specific examples? Examples are fresh ingredients (like vegetables and fruits), produced goods (like canned products), and others.
3. Have you encountered any challenges regarding your current practice of managing food excess, for example, related to cost or others?
4. Have you ever heard about the concept of food banks/food donations?
 - a. Could you explain what you know about food banks/food donations and if your corporation has worked with one before, what is or was that experience like?
5. Have you considered taking part in food donation?
 - a. What are the barriers for your company to being able to donate it to food banks or other organizations?
6. The government is currently working in collaboration to develop the “National Food Bank Policy.”
 - a. Are you aware of this proposed support/policy? What do you know more about it?
 - b. What is your opinion regarding establishing a “National Food Bank Policy”?
 - c. What policy/support system would you expect to see from the national food bank policy/government that would make your corporation more inclined to participate in food donation?

B.3 Interview questions for recipient communities' leaders

1. Can you briefly introduce yourselves, including your role within the community/organization?
What is the purpose/operation of this community/organization?
2. Approximately how many people does the community/organization serve?
 - a. How would you describe them? (mostly children/mostly adults/mostly elderly or others)
3. How did you learn about and get in touch with SoS Foundation?
 - a. Have you worked with other food banks and how did your community manage food distribution before working with SoS Foundation?
4. What challenges did the community/organization encounter regarding food distribution to the members before working with SoS Thai?
5. Can you please describe how SoS Foundation provides food aid to your community?
 - a. What kind of food do you receive (Fresh ingredients to cook yourself/dry foods/pre-cooked meals or others)?
 - b. How often and how much food aid does the community/organization receive from SoS Foundation?
 - c. (if the food aid amount is a lot) How do you manage the excess amount of food you receive?
6. How has the food aid impacted the community/organization? Can you please talk about your experience working with SoS Foundation?
7. Is there anything that could be improved upon with regard to SoS Foundation's current food distribution/redistribution process?
8. SoS Foundation is currently working with the government to develop the "National Food Bank Policy."
 - a. Are you aware of this proposed policy/legislation? What do you know more about it?
 - b. What is the most crucial aspect that you think the government/the national food bank plan should focus on for the best of your and other similar communities/organizations?

B.4 Interview questions for food recipients at the recipient community organizations

1. Can you please briefly introduce yourself (Age/Age range)?
2. Can you describe which kind of food you have received from your community/organization (distributed from SoS Foundation)? Examples: Fresh ingredients to cook yourself/dry foods/pre-cooked meals or others.
 - a. How much variety is there in the ingredients/meals that you received?
 - b. Does the food fit your preferences? Do you have any other preferences?
 - c. Do you have any suggestions as to how to improve anything about the services you receive?
3. How has receiving food from the SoS Foundation impacted your life? Please talk about your experience.

Appendix C: Interviewees' Information

Below is a short description of the organizations whose representatives we interviewed. The majority of the information is from the interviews conducted.

C.1 Existing SoS Foundation donors

Coffee Concepts Retail Co., Ltd. - Starbucks

Coffee Concepts Retail Co., Ltd. is a company that operates and develops Starbucks outlets within Thailand. In addition to selling coffee and other beverages, they sell desserts and prepared foods such as sandwiches. Khun Sasivimol, the Assistant Manager of Business Partnerships, told us the context of their relationship with the SoS Foundation. The company partnered with SoS Foundation in July last year since they shared the vision to provide food aid to vulnerable communities.

About 40-50 Starbucks branches in Bangkok and around 450 nationwide participate in the donation program. Starbucks donates the desserts such as cakes and croissants. Before donation, they perform quality control to ensure that no risk of microbial or mold growth would spoil those deserts. Initially, SoS handled training employees in food donation practices, but Starbucks now conducts that training. She also provided insight into SoS's workflow: each night, each Starbucks store sends a list to SoS of what they want to donate, and the following morning the SoS Foundation picks it up and distributes it to the community within the same day.

In addition to a food rescue program, Starbucks Thailand hosted a program to manage food surplus in the past: a one-month food discount program in July 2022. Around 2-3 hours before the standard closing time, there was a 20% discount for food that would go to waste. Some of the profits of the program were donated to the SoS Foundation. There is currently no plan for this program (wholly separated from the branch doing the food rescue) to continue.

AEON (Thailand) Co., Ltd. - MaxValu

AEON is a multinational group of retail companies primarily based in Japan. It came to Thailand in the eighties, then known as Siam Jusco, with its outlets being "Jusco department stores." In 2010,

their outlets became MaxValu, and the company changed its name to AEON Thailand. We spoke to Khun Walairat, the General Manager of Corporate Planning, and Khun Usanee, the Section Manager of Corporate Social Responsibility (CSR), who provided details regarding the company's relationship with SoS Foundation. MaxValu was introduced to the SoS Foundation by someone from the Pollution Control Department, Ministry of National Resources and Environment, and they partnered in April last year. Their association with SoS fits the AEON group's philosophical dedication to peace and community and a desire to help people.

MaxValu also has a processing center to convert waste from trimming vegetables to animal feed to donate to the nearby community.

Regarding the food they donate to the SoS Foundation, they primarily provide fresh items, such as vegetables and fruits (e.g., dragon fruit, bananas, orange, and papaya), daily but also include other dry food products, such as canned food and sauces, monthly. Currently, four stores of MaxValu participate in donations. Each day after 6 pm (or after 11 pm for stores that operate 24 hours), the employees sort out the food items in fresh produce according to an ordering system to arrange materials to keep for the next day and donate. Then they perform a quality control test and send a list of items that want to be donated to the SoS via a LINE chat. The following day, the SoS Foundation has its routing to match each store and picks up the baskets of surplus food.

Malee Group

Malee Group Public Company Limited is a leading manufacturer, distributor, and exporter of Thailand's fruit juices, beverages, and canned fruits. We were able to interview Khun Sumana, the vice president of the Malee Group Public Company Limited, with her role revolving around dealing with the company's legal, internal audits, and community relations. Thus, our questions were answered concerning SoS, company structure, and opinions.

In 2020, the company's sales drastically decreased due to the pandemic. There were a lot of excess products being stored in the warehouse. According to her, the company's CEO knew of the SoS and assigned her (Khun Sumana) to communicate with the SoS. Malee trusts SoS's intention and believes their mission of helping the vulnerable and those in need are invaluable. They began giving away some of the products in their stock (that did not qualify the modern trading regulations, i.e., too

short shelf life) to the SoS Foundation and officially became partners in September 2020. She claims that the SoS's transparency in their data management/report helps reduce doubtfulness from Malee regarding food donation. Two main concerns from Malee SoS Foundation's operations have become more evident. It can be shown with Malee's communication in what and how much they donate to help the organization. Malee's main concern was about the product's shelf life and uncertainty about whether their donation reached the needy. SoS's consistent reports and high expertise in food safety mitigate most of the concerns Malee previously had.

The interview with Malee also informed us about a different type of product that can not be donated, which is not concerned with food safety. Half of Malee's revenue is from being a part of original equipment manufacturing (OEM) as their primary contracting manufacturer. They do not have a right to donate that product by themselves, and they would have to ask for consent from the contracted partners before they can donate or destroy the product. This concern had been raised due to protecting their reputation, which could be tarnished through liability issues, public viewing, and other reasons. With this in mind, they suggested that cutting off brand tags would be one of the courses of action they could take to get approval from the OEM, but that can have a different problem.

Although the partnership is thriving and continues to be, we asked how this can be improved between the two organizations. The vice president stated that the operations of the management/organization of food waste seem efficient and do not seem to be an issue. However, what was suggested was retrieving and delivering the products to the location through managing logistics. It would make the process more convenient for SoS Foundation to pick up at warehouses and allow Malee to focus on controlling what they have to donate. Some other improvements they suggested are that if a policy change would encourage tax incentives, they believe it would attract other donors to participate. However, the interviewee stated that financial incentives are not the most important for all corporations. Even with other incentives (did not specify), the companies would be encouraged to donate not just their surplus food but also healthy and immediate food.

C.2 Potential food donors in the private sector

Sam Yan Market

Sam Yan Market is a traditional Thai market owned by Chulalongkorn University. Locals come not just to buy vegetables, seafood, flowers, and groceries but also set up shops to sell their produce. These shops would be under a lease agreement and had mainly come from the old Sam Yan Market, located previously near Samyan Mitrtown. The market has adopted the zero waste policy on campus, and the management requests (not forces) the shop owners to comply.

We spoke with Khun Wassana, Assistant General Manager of the Sam Yan Market Section from PMCU (Property Management of Chulalongkorn University); she oversees other PMCU employees and outsources. Her role opened the opportunity to learn about the organization's details and structure, management, knowledge, operations with food waste, and information about generated food excess. The market had difficulty managing its waste in the past, and most was thrown into the garbage. Then the market had a biogas tank to convert food and vegetable waste into biogas, fertilizer, and bio-extract. However, the tank had a high maintenance cost and labor effort from the workers, thus making it inefficient and terminated years ago.

Currently, food waste is separated into different categories, with the vegetables and fruits being sent to the university to manage instead. General food waste, however, is collected by the sector under the management of the Ministry of Agriculture and Cooperatives in Ratchaburi that is either buried in a landfill or converted into fertilizer. For food excess, there is minimal edible food surplus created in the market in general. Most of the food-related produce from the market is just inedible waste. The food surplus is also usually managed individually by the different sellers within the market, generally donating the excess food that cannot stay longer than a day.

Betagro

Betagro, founded in 1967, is a food manufacturing company heavily involved in Thailand's large-scale agricultural business. They are one of the food manufacturers that aim to produce higher quality food while simultaneously having a fairer price. The company has five core values: Professional, Integrity, People-Centric, Innovation, and Quality.

As a large-scale agricultural business, Betagro has its farms, livestock, feed production for their animals, and a processing factory for their raw agricultural produce - changing into things like cooked meat or processed meat (ex. sausages) for sale at the retail stores (Betagro Daily / Modern Trade Supermarket) or restaurants. Product under Betagro company is divided into three grades, depending on the product's price and quality.

Betagro currently has over 4,800 farms and 236 Betagro outlets and retail shops. There are about 32,000 employees in total, and there are approximately 35 subsidiaries. Betagro is mainly located in Thailand, with some offices, farms, and factories in nearby countries. Most of the production is located in South East Asia, and the product is exported to around 27 countries - mainly in the UK and the European region.

Additionally, Betagro is a unique existing SoS Foundation partner; they do not participate in the donation of surplus food but instead support the Foundation in other means, often financially. They participate in or help organize the Foundation's activities and help with broadcasting information about the SoS Foundation.

We were able to interview three company representatives: Khun Chakarin, in charge of the Office of Social Affairs; Khun Piyaporn, the assistant general manager; and Khun Niwit, responsible for Betagro's environmental, social, and governmental (ESG) and sustainability-related work. We aimed to learn about the organization's structure and operations and identify Betagro's barriers to donating food surplus in the conducted interview.

C.3 Recipient Community Organizations

Since we promised the recipient community leaders and food recipients to keep their identity confidential, we will not be stating their names and just referring to them by their position.

Childline Thailand Foundation (มูลนิธิสายเด็ก)

Childline Thailand Foundation 1387 (มูลนิธิสายเด็ก 1387) is a foundation that helps kids nationwide from abuse and other problems such as homelessness, hunger, and lack of education. The foundation took inspiration from the Exodus Foundation in Australia and initially established a call center: 1387. The call center helped kids open up about problems they may otherwise be hesitant to discuss. However, after the call center launch, the foundation realized that the kids requested food, a place to live, education, and other services that they could not provide through a call center alone. Therefore, after ten years of the foundation's establishment, the foundation established "The Hub Saidek" at Hua Lamphong. The Hub is close to the train station, allowing kids easy access to the foundation. The Hub oversees around 150 kids at a given time, with the targeted age range of 0-18. If the kids are past 18 but cannot settle alone, the Hub will still care for them. We spoke with the Hub of Childline Foundation manager, with some staff present on the interview day to join in on some topics. We also conducted a separate interview with a staff volunteer at the Hub.

The hub manager told us about how they connected with the SoS Foundation, which was from a volunteer doctor who was the founder of SATI Foundation (มูลนิธิสติ), a foundation located next to the SoS Foundation. We also learned they partnered with the SoS Foundation before COVID-19, and it is their first partnered food aid organization. Before SoS, they have to spend some of their budgets directly purchasing fresh ingredients for cooking for the kids. The Hub manager also provided insight into how the Childline Foundation interacts with the SoS Foundation regarding the food aid program. Every Monday, a team, including herself, visits the SoS Foundation's headquarters to pick up food aid. The food materials are arranged in baskets, and her team can choose any materials and pick up any amount.

Amphawa Temple - Small Children Center (ศูนย์เด็กเล็กวัดอัมพวา)

Amphawa Temple - Small Children Center is a facility functionally similar to a daycare or a nursery. Generally, it is much cheaper and aimed at reducing the workload of working parents. The center is located in Bangkok Noi, Bangkok. They have four volunteer teachers and 52 2-4 years old children. The building is split into two floors, separated by the age range of the children: lower and higher than three years old. The younger kids can not properly control themselves yet, and still sob occasionally; the teachers will mainly look after and care for their needs. The older kids can start doing something by themselves, and the teaching method will reflect that. They will start teaching children to care for themselves, describe their needs, and do essential studying or reading. We spoke with all four teachers of the Small Children Center to learn more about the SoS foundation's assistance in the food department.

The leader of the volunteer center also revealed to us how she learned about the SoS Foundation via a teacher she knows from another center for children who introduced her to the SoS operations. After understanding all the details and the procedure, they tried to put their suggestions into practice after learning to take photos and write reports for the meals they had prepared from donated supplies and sent to the SoS foundation. Therefore, they joined the SoS foundation less than a year ago, between August and September last year. However, they had never collaborated with other food banks, except SoS. Thus, before collaborating with the SoS Foundation, if the food is insufficient, staff members must use their funds to purchase food and prepare meals for the kids. She also gave a brief explanation of how their foundation receives food aid. Typically, the teacher will pick up food at the SoS center once a week; SoS will organize the food and then depart from the center, where an assistant is present to help with packing.

Phra Jen Alley Community (ชุมชนซอยพระเจ็น)

Phra Jen Alley Community is located in the Lumpini area, Bangkok. The community is led by a group of 15 people who take the management role of the community. Phra Jen is a medium-sized community of around 35,000 square meters, consisting of 476 households and over 6,000 people. Most people in the community are in the low-income group, with the number of older people rising while the number of kids and teenagers decreasing. We spoke with the community leader and three other community members to learn more about the SoS foundation's operation in the Phra Jen Alley Community.

The community leader and the committee told us that they are the ones that initiated the connection with the SoS Foundation about three years ago, a little bit before the COVID-19 pandemic happened. During that time, they said many people lost their jobs, and diseases spread - making some people in the community less independent and needing help. The leaders found the foundation online and did some initial research on the foundation. She trusts it and contacts the SoS Foundation. They (the SoS), alongside some of their partners, begin the food aid operation within the community - donating food with low shelf life and creating some activity there. The SoS Foundation's operation in the community has been consistent for the entire duration since the beginning, especially during a crisis like the pandemic. They have a lot of positive impacts on this community.

Appendix D: Food Recipients Testimonials

Below are some verbatim transcriptions in Thai with translations from the interviews we conducted with three food recipients in the Phra Jen Alley community.

First recipient

“มันทำให้คนที่ได้รับอาหาร ได้ลดค่าใช้จ่ายในมือนั้นๆลงไป มือนี้อาจจะเคยต้องจ่าย100 อาจจะลดเหลือแค่50 หรืออาจจะไม่ต้องจ่ายเลยก็ได้”

“For the people that received the food aid - it helps them cut the cost for that meal. Like, usually we have to spend 100 Baht for a meal - with the help it's decreased to 50, or completely free.”

“ที่เขาให้มา มันก็ช่วยให้เราได้ลดค่าใช้จ่ายได้มากพอสมควรแล้ว”

“What is given (by the SoS Foundation), it has already helped us reduce our expenses considerably.”

“ส่วนตัวที่ไม่ได้อยากได้อะไรเพิ่ม เพราะที่ได้แล้วก็หลากหลายแล้ว”

“Personally, I don't really want anything more. The received food already varies quite a lot.”

“เราจะหยิบแต่พอกินเพื่อให้คนอื่น ๆ ได้รับทั่วถึง ถ้าเหลือค่อยหยิบเพิ่ม”

“We will only take an adequate amount (of food) to allow everyone to have at least something first. If there are any leftovers, then we can pick up more.”

“8 9 10 ช่วยได้เยอะ ไม่เคยขาดกับชุมชน คอยช่วยตลอด”

“(SoS Foundation) is consistent - always assists us and never misses to communicate with the community, I would give them a rating of 8-10 out of 10.”

Second recipient

“ส่วนใหญ่จะเลือกรับผัก เพราะส่วนตัวทานคีโต”

“I'm personally on a ketogenic diet, so I will pick mostly vegetables.”

“ผลไม้และผักก็มีมาหลากหลาย”

“Fruits and vegetables have quite a variety.”

“อาหารตรงความต้องการทุกอย่าง แต่ก็อยากได้ไข่ไก่เพิ่มเพราะไข่ไก่ไม่ได้มาบ่อย แต่ผักมาบ่อยและหลากหลายมาก”

“The donated food meets the needs for me. Vegetables are regularly donated, with a high variety of them. Though, more eggs would be nice - eggs are not very commonly received here.”

“การบริการไม่ต้องเพิ่มอะไรเลย เขาบริการให้เราหมดทุกอย่างคอยเตรียมของให้เราแค่เอาโต๊ะมาวาง เขาก็จะเอาของลงให้เลย”

“There's nothing about the SoS's service that really needs to be improved. They already do almost everything when they come here. We only need to set up the table, and they will bring all the food ingredients and put it on the table for us.”

“เราไม่ต้องเสียเงินในการประกอบอาหารทุกวันและเราสามารถเอาเงินตรงนี้ไปใช้กับอย่างอื่นที่จำเป็นกว่าได้”

“We don't have to spend money on preparing the meal everyday - and we can use this money elsewhere that also requires attention.”

“เราก็ได้ คนอื่นก็ได้ เราก็ช่วยแบ่งเบาภาระให้คนอื่นด้วย” (นำไปแจกให้คนในชุมชน)

“We receive food as well as others and we can all help relieve each other's burdens by doing it.”
(distributing the food to people in the community)

“ที่เขาทำมันดีอยู่แล้ว เราไม่รู้ว่าจะอยากได้อะไรเพิ่มเพราะเราก็ทานได้ทุกอย่างไม่รู้จะขออะไรเพิ่ม”

“What they did currently is perfectly fine. I don't know what else to ask for, I'm okay with anything. It is already very good of SoS that they do this - there's no main thing that needs to be changed.”

Third recipient

“ไม่นะ ก็แบบว่าทุกวันนี้ก็ดีแล้ว เขาก็เอามาให้สัปดาห์ดี”

“Not really. Right now it is already quite good. They (SoS Foundation) support it well.”

“เขาทำดีแล้ว เขาก็ทำสุดยอด ดี”

“The SoS already did a very good job.”

“เราแล้วแต่เลย เพราะเราแบบว่าเราเป็นไอ้ไม่ต้องเลือก เราต้องกับมัน รับได้หมด”

“It’s all up to the SoS Foundation because we are the (recipients) so we should be able to accept anything - we shouldn’t choose.”

“ก็น่าจะเพิ่มให้พวกเขาละ เราเห็นเขามาแจก เราก็มีความดีใจ พวกทุกคนก็มารับบริจาครับของก็มามากันเต็มไปหมดเลย เขาก็ดีใจยิ้มแย้ม มีความสุขว่าเขาได้จากSoS”

“The food distribution might help the others. I saw them distributed and the people who came to receive them were all happy and enjoyed what SoS did.”

“9/10”

“คนนอกก็ได้ แบ่งให้บ้านชงบ้านเช่า เราสามารถให้เขาหมด พม่าเขมรเราให้เขาได้หมด เขาสามารถมารับกับเราได้หมด เราไม่แบ่ง”

“People outside the community can also come and receive the food. We do not discriminate - Whether they are Burmese, Cambodian, or any nationality anyone can ask for it (food aid) if they need.”

“คือแบบว่า ถ่ายรูปมาเขายิ้ม ขอขอบคุณครับ ขอขอบคุณ เขาเรียกขอบคุณSoSว่าที่เอาของมาให้เขา ประมาณนั้น”

“In addition, when we took the photos during the donation - they seemed really happy - they would say thank you quite a lot. They really appreciate the SoS for giving them the food.”

Appendix E: Interview Transcripts

Below are the edited transcripts for all the interviews performed. The Thai transcript with its English translation is provided for the interviews conducted in Thai. While for the interviews conducted in English, only the English transcript is provided.

E.1 Existing SoS Foundation donors

Coffee Concepts Retail Co., Ltd. – Starbucks

แนะนำตัวเอง/บริษัทสั้น ๆ

พี่ชื่อพีแวน ศศิวิมล ล้อคุณปลื้ม ผู้ช่วยผู้จัดการฝ่ายพันธมิตรธุรกิจ Coffee Concept Retail Co. Ltd. (หรือรู้จักในชื่อบริษัท Starbucks) ตามที่เห็นกันเลย สตบมีให้บริการเครื่องดื่ม อาหาร Merchandises ต่าง ๆ

SoS Partnership status

เริ่มทำกับ SoS เมื่อ July 22 - แต่เรื่องของ CSR โดยรวม ของสตบมีทำมาตั้งแต่แรกแล้ว เช่น จำหน่ายกาแฟร้อนใจที่ผลิตจากทางฝั่งตอนเหนือของประเทศเรา แล้วไปรวมกันที่เมืองนอก แล้วนำกลับเข้ามาจำหน่ายในประเทศไทย รายได้ที่ได้ตรงนี้ ส่วนหนึ่งก็นำไปช่วยพัฒนาชีวิตของชาวไร่กาแฟให้มีคุณภาพชีวิตที่ดีขึ้น แล้วก็มีการสร้างโรงเรียน ช่วยส่งเสริมด้านการเรียนรู้ให้กับเด็ก ๆ ที่อยู่ในพื้นที่ตรงนั้น เราทำมาเรื่อย ๆ ตัวอย่างอีกอันหนึ่งคือการณรงค์เรื่อง Personal Cup แทน Plastic/Single Use Cup ที่ทางร้านจะมีส่วนลดให้สำหรับลูกค้าที่นำแก้วมาเอง ก็เป็นการทำ CSR แบบนี้เหมือนกัน

ส่วนเรื่องของ Food Donation เป็นสิ่งที่เพิ่งเพิ่มขึ้นมา ทำร่วมกับ SoS จริง ๆ ก็มีคัดเลือกมานานเหมือนกัน กว่าเจอ NGO ที่ตอบโจทย์สำหรับบริษัทเรา จนมาเจอ SoS ก็ถึงได้เริ่มจอยกัน

How do you know SoS / Why work with SoS?

จริงๆ SoS เป็นฝั่งที่คอนเน็คมาหาเรา ตอนนั้นเรากำลังคุยกับหลาย ๆ ที่อยู่ แต่สิ่งที่ทำให้ SoS คลิ๊กกับ Starbucks คือด้วยวิสัยทัศน์ของทั้งสองบริษัทค่อนข้างที่จะไปในทางเดียวกัน คือการนำอาหารให้ให้กับกลุ่มคนที่เค้าขาดแคลน หรือเค้าไม่มีโอกาสที่จะเข้าถึงอาหารดี

SoS เข้ามาตอบโจทย์ตรงนี้ให้เรา เพราะว่าด้วยตัว Starbuck อย่างเดียว ไม่สามารถที่จะทำการบริจาคให้ครอบคลุมได้ แค่นั้น ทำให้คิดว่า SoS น่าจะเหมาะกับการมาเป็น Partner กับเราในส่วนนี้

Type of donated food?

ขนมเค้ก Croissant ต่าง ๆ ที่เราจำหน่ายกันปกตินี้แหละ แต่ก็จะมีคัดกันก่อน ถ้าตัวขนม อายุของขนมมันสั้นเกินไป หรือเสี่ยงที่จะเกิดพวกเชื้อราระหว่างขนส่ง (temp factor) ที่จะทำให้มันเสีย ก็จะตัดไป ไม่บริจาคนะ ก็จะเหลืออยู่ประมาณ 30-40 อย่างที่สามารถบริจาคได้ ลิสต์ทั้งหมดจำไม่ได้ แต่คร่าว ๆ ก็จะเป็นพวก เค้ก Croissant - แชนด์วิช เหมือนจะไม่มี เพราะว่าตัวไส้ค่อนข้างที่จะ Sensitive นิดนึง

ส่วนที่บริจาคไม่ได้ ปกติห้อง ๆ ที่ร้านสามารถนำขนมกลับไปได้ เอาไปทานเอง เอาไปแจกครอบครัว เพื่อนบ้าน ฯลฯ ได้หมด → จะเป็นกลุ่มพวกขนมที่ทานได้อยู่ แต่อาจจะเสียระหว่างขนส่ง (นาน + อุณหภูมิ?) ถ้าบริจาค → พวกนี้ ถ้าเก็บในอุณหภูมิที่เหมาะสมก็ทานได้ปกติ + เก็บได้ซักพักนึง ตัวพี่เองก็เคยลองเทศแล้ว มันก็โอเค ไม่มีปัญหาอะไร ทานได้ปกติ ไม่ท้องเสีย

ไม่มีพวกอาหารที่เป็นวัตถุอันตราย เราไม่ได้ผลิตเอง

ไม่เคยร่วมกับบริษัทอื่น ในแง่ของ Food Donation

How does the SoS Foundation help with the food surplus management?

เข้ามาช่วยได้เยอะเลย จากเมื่อก่อนให้ห้อง ๆ ในร้านจัดการกับพวก Food Surplus ส่วนนี้กันเอง แต่ตอนนี้จะมี SoS ที่เข้ามาช่วยเป็นตัวกลาง ผ่อนแรงของห้อง ๆ ที่ร้านไปได้มาก และก็ค่อนข้าง Happy กับการทำงานกับ SoS

แต่ละวัน ก่อนที่จะปิดร้าน ห้อง ๆ ที่ร้านจะมีลิสต์ไว้ว่าขนมไหนบ้างที่ใกล้หมดอายุแล้ว (ในกลุ่มที่บริจาคได้) แล้วก็ส่งรายการนี้ไปให้ทาง SoS ก่อนปิดร้านช่วงประมาณ 2-3 ชม แล้วตอนเช้า SoS ก็จะเข้าไปรับ ในวันเดียวกัน SoS ก็จะนำไปบริจาคให้กับชุมชนต่าง ๆ ได้เลย

เค้าจะมีเป็นเหมือนรถยนต์เข้ามารับ เพื่อทำให้อุณหภูมิมันโอเคกับขนม ที่ช่วยให้ขนมไม่ Sensitive มากตลอดการขนส่ง ก็จะเป็น Routine แบบนี้ทุกวันเลย

ก่อนที่จะร่วมมือ เคยมีอุปสรรคกับการจัดการอาหารส่วนเกิน

ห้อง ๆ ที่ร้านทานไม่ไหวกันแล้ว จำนวนส่วนเกินบางวันเยอะ เพราะว่าการ Forecast จำนวนขนมที่ต้องเตรียมมาขายที่ร้านในแต่ละวันมันทำได้ยากมาก เราไม่รู้เลยว่าในแต่ละวัน ลูกค้าแต่ละคนเค้าอยากจะทานอะไร เราก็ก็น่าจะต้องสั่งมาให้มันครอบคลุมกับความต้องการ

เหลือไว้ดีกว่าขาด ?

ใช่ แต่ก็ไม่แน่ใจว่าจะใช้ค่านันได้มัย คือถ้าเป็นไปได้ เราก็ก็น่าไม่อยากให้มันมีเหลือ แต่จะให้มันขาดไปเลยก็ได้เหมือนกัน เพราะว่าร้านเค้าก็มี Target ในแต่ละวัน แต่ละเดือนที่ต้องทำ

เคื่อก็ต้องพยายาม Live Sale ให้ได้ดีที่สุด ในเรื่องของการจัดการตรงนั้น การ Forecast จำนวนขนมให้ตรงกับความต้องการของลูกค้าในแต่ละวัน เป็นเรื่องที่ยาก ทำให้มีพวกจำนวนอาหารตรงนี้เป็นหนึ่งในอุปสรรคสำหรับการจัดการอาหารส่วนเกิน

อีกอย่างคือ ขนมเก็บได้ไม่นาน ส่วนใหญ่ทำมาเป็นวันต่อวัน ไม่ได้ผลิตเอง มี Supplier ที่ Partner มานานผลิตให้อายุขนมตรงนี้ก็เป็นอีกหนึ่งอุปสรรคเหมือนกัน

แต่ละสาขาที่จอยกับโครงการจะรู้ขั้นตอนการดำเนินการ ช่วงแรก ๆ มีการเทรนโดย SoS ให้ แต่ช่วงหลัง ๆ เฟสสอง เฟสสามที่มีการขยายสาขาที่ร่วมโครงการเรื่อย ๆ Operation จากทาง Head Office ของสตบ (ที่เห็นทาง SoS เทรนมาแล้ว) ก็จะเป็นคนเทรนให้เองเลย

ข้อเสนอแนะที่จะทำให้การ Partner กับ SoS ดีขึ้น

จริง ๆ ทำมาก่อนข้างคืออยู่แล้ว ค่อนข้าง Professional ในสายงานของ Food Donation

มีแค่ทางฝั่งสตบ จะช่วย support อะไรให้ ที่จะช่วยให้การดำเนินงานของ SoS continue ต่อไปได้ ก็พยายามหาทาง Support ในทุกอย่งที่ทางสตบสามารถพอจะทำได้ เช่น การช่วยรวบรวมขนมมาที่จุดจุดหนึ่งเลย เพื่อให้สะดวกมากขึ้นให้ SoS มารับอาหาร เนื่องจากบางที SoS อาจจะมีข้อจำกัดในเรื่องของการตรอปรถไปรับตามที่สาขาต่าง ๆ

อาจจะค่อนข้างยาก

อาจจะต้องมาช่วยหาจุดศูนย์กลาง มาคิดว่าสตบ จะปรับตัวยังไงเพื่อช่วยให้ SoS ทำงานได้สะดวกขึ้น และยังเป็น Partner กับเราต่อไปได้เรื่อย ๆ ถึงแม้ว่าทาง SoS จะมี Route ของเคื่มาแล้ว บางสาขามีข้อจำกัดที่อาจจะทำให้รถใหญ่เข้าถึงไม่ได้เลยเป็นสาเหตุที่การร่วมมือนี้ยังทำได้ไม่ครบทุกสาขา

เร็ว ๆ นี้ ทางสตบกับ SoS จะมีการ Cooking Program ขึ้นมาด้วยกัน เป็นการทำอาหารแจกจ่ายคนในชุมชน ปกติเป็นโปรแกรมที่ทาง SoS มีทำเป็นประจำทุก ๆ เดือนอยู่แล้ว มีการนำอาหารสดที่ Rescue มาจากหลาย ๆ ที่มาปรุงอาหารเป็นเมนูต่าง ๆ

Extra/Additional Program ที่เคยทำกับ SoS

เคยมีทำอยู่ช่วงสั้น ๆ แค่เดือน July เดือนเดียว ประมาณ 2-3 ชม ก่อนร้านปิด จะมี 20% Discount

สำหรับอาหารส่วนที่เป็น Food Markout (บางส่วนสามารถบริจาคได้) แต่ร้านที่ทำตัวนี้ไม่ได้ร่วมอยู่ในเครือข่ายสาขาที่ทำ Food Donation

เป็นระบบแยกกันเลย กลุ่มนี้จะเรียกว่าเป็น Food Discount ก็จะมีเอาขนมออกมาตั้งโชว์บน Shelf เลย มีแปะ dc ลูกคื่าก็สามารถมาซื้อได้เลย

ตัว Food Discount ทำแค่เดือนเดียว ยังไม่มีแพลนที่จะทำเพิ่มอะไร
ส่วนรายได้บางส่วนที่ได้จากตรงนี้ก็จะมีไปบริจาคให้กับทาง SoS

สาขาที่ร่วมกับ Food Donation มีประมาณ 40-50 สาขา ทั่วประเทศ จากทั้งหมดประมาณ 450 สาขา
สาขาที่ทำคือสาขาที่ SoS สามารถเข้าถึงได้ (refer to SoS network system)
จำนวนสาขาน่าจะ expand เรื่อย ๆ ตามเครือข่ายของ SoS มีแพลนที่จะ Collaborate ต่อไปอยู่

General Information

My name is ศศิวิมล ล้อคุณปลื้ม Assistant Manager of Business Partnership at the Coffee Concept Retail Co. Ltd. (or also known as Starbucks). As you guys can see, Starbucks serves drinks, food, and some merchandise.

How long have you been partnering with the SoS Foundation?

Since July last year. But Starbucks have been partaking in the CSR (Corporate Social Responsibility) model even before partnering with the SoS Foundation. For example, the “Muan Jai” Coffee Blend (กาแฟม่วงใจ), which is grown in the northern part of Thailand, export to foreign country (likely for manufacturing purpose - but we’re not sure), and import back to sell in Thailand. Part of the profits from this program is used to improve the quality of life for the coffee farmer in the north, and also for building schools to promote education of the kids in the area. The other example is the campaign to use personal cups where there are discounts for customers that bring their own cup to the store. For the food donation part, it is a new thing that Starbucks just started the collaboration with SoS. Starbucks have been researching NGOs that answer the company’s needs for a while, until they find about SoS, and start the partnership.

How do you know SoS / Why SoS ?

SoS is the one that initiates. At that time, Starbucks was in negotiation with various places, but the thing that made SoS “clicked” with Starbucks, is that they shared the same vision / go in the similar direction. Which is to provide food to the group of people who are in poverty or lack the path for good quality food. SoS provides the answer for Starbucks - as Starbucks alone can not provide good coverage for food donation. → As such, They deem it appropriate to partner with the SoS for the food donation purpose.

Type of food that the company can donate?

Dessert, cakes, croissants - basically the stuff that we normally sell at the shop. However, there is quality control before donation. → If the dessert life is too short, or at risk for molds and microbials during the food transportation that can spoil the food → Those will not be donated. Cutting those things out, should be around 30-40 different types of food/dessert that can be donated. Sandwich is one of the foods that can't be donated due to the filling being quite sensitive.

Of those that can't be donated (Still can be eaten on the day - possibly even longer if kept properly → but they are at risk of spoilage during transportation from time/temperature factor) - usually the employee at each retail store will take those back home to eat themselves, or share with their family/neighbors. I have personally tried the food in this group, there is no problem consuming it - It's perfectly fine

There are no fresh ingredients as the food surplus - Starbucks didn't produce their own food. They have a supplier.

Never work with any other business regarding the food donation aspect.

How has the SoS help with managing food surplus

They help out quite a lot. Previously, the employees in the store had to manage the food surplus by themselves - now SoS acts as the middleman and reduces quite a lot of workload from Starbucks' Staff. They are quite happy working with SoS

Everyday before the shop closed - the employee will prepare a list of food items in the donatable group, and close to expiry. The list is sent to the SoS in the night, SoS will come pick up the food from Starbucks in the morning, and redistribute the food to communities within the same day. They have a "cold truck" that can control the temperature inside to be appropriately low for storing dessert; keeping them in good quality.

Every branch that is in the food donation program will know about this operation. Initially, it was trained by the SoS Staff. But in the later phases of the program where more branches join the program, the operation team from the Starbucks head office will train the staff themselves.

Difficulties managing food surplus before partnering with SoS

The employee can't manage the food surplus anymore - they can't eat/take all of it home. On some days the amount of food surplus may be large, due to the difficulty in forecasting the amount of food that will be needed. We have no way to know what the customer wants for each day, so we have to order quite a lot to have a good coverage over the customer needs.

More food generally better than having the food be out of stock?

(Not a strong yes - they don't agree with that wording of the question completely)

If possible, we don't want to have leftovers food either. But, we can't also just have it missing or out of stock completely. Each store will have the daily and monthly target that they have to hit. → The difficulty in forecasting the amount of food causes the amount of food surplus to be high someday. Making the food surplus management to be more difficult.

Another point - the desserts can't be kept for a long time. They are usually produced for a day-by-day purpose by the partnered supplier. The food lifespan is also a difficulty for managing food surplus as well.

Suggestion to improve the partnership?

For the SoS side, they are already done decently well. They are quite professional in the food donation field.

It's mostly on Starbucks - what can they do to help support the SoS operations. → They will try what they can. For example, they can try to collect all the food to be in one place that would allow easier pickup from the SoS Foundation. Currently, SoS may have some difficulty traveling to each branch to collect the food. As some of them may be more difficult for a large truck to navigate; which is one of the main reasons why not all of Starbucks branches are involved in food donation yet. Currently, there are about 40-50 branches that are in the food donation program - countrywide, from a total of ~450 branches. Those branches are the ones that SoS can reach. Expect the amount of branches that are involved to be increasing as the SoS Network gets broader - They plan to continue the collaboration into the future.

Soon Starbucks and SoS will have a cooking program together, which is an event where they go to the community and cook some food using the rescued ingredients. Usually, SoS does this monthly - this will be the first time Starbucks will join.

Extra/Additional Program in the past with the SoS Foundation.

We had the food discount program for a short period in July (2022). About 2-3 hours before normal closing time → 20% Discount for the food that's going to waste otherwise. This program is separate from the branches in the food donation network.

Only lasts for a month - have no plan to continue - some part of the profit from this program was donated to the SoS

AEON (Thailand) Co., Ltd. – MaxValu

Could you please briefly introduce yourselves and describe your company?

My name is Walairat Apinainad, now responsible for CSR and customer service. One project of the CSR is about food waste. MaxValu is a part of a company "AEON" group - a big company in Japan consisting of many joint ventures. Originally, MaxValu existed under the name "Siam Jusco" department store, first coming to Thailand about 38 years ago. The name change to be called "AEON Thailand" is around 2010.

Our philosophy in the AEON group is about people, the community and peace. We would like to make the world be at peace, and donate something to the community, and at that time we deliver something to humans. AEON group comes to Thailand and would like to run and make something advantageous to the community too.

What type of products are available in MaxValu?

MaxValu is categorized as a supermarket, so many different types of products are available. For the food products specifically, they have both fresh food ingredients and ready to eat meals. Some food products are short-shelf life products.

How long have you been partnered with the SoS Foundation?

Almost a year, Since April last year.

How did you first learn about the SoS Foundation? What motivated you to partner with the SoS Foundation?

The motivation for partnership is that we can help less opportune people; homeless people, people who do not have enough money to buy food, and good products. The SoS Foundation has access to these

communities that they can donate the food we have to remove from the shelf. We can indirectly help them.

We know about the SoS Foundation from Dr. Anuda, from the Pollution Control department, Ministry of National Resource and Environment. She usually sends out invitations to various businesses to attend her department meetings. She called for reduction of single-use plastics a few years ago, and also talked about the roadmap that consists of food waste management. One of them was a “bin” system that can change food waste into useful fertilizers. When she sees that we (MaxValu) are interested in management of food waste - she helps us introduce it to the SoS Foundation.

What type of food and how much of it does the company donate to the SoS Foundation? Can you please provide specific examples? Examples are fresh ingredients (like vegetables and fruits), produced goods (like canned products), and others.

While we have some data from the SoS, we cannot calculate (%) exact amount donated.

We know the number in kg. A total of around 700 kg of food, mostly vegetable and raw ingredients to be used for cooking later, is donated in the month of January this year. Donated daily from 4 MaxValu branches.

We also donated some dry food, like canned products. We donated it once a month, as they generally can last longer. SoS accepts everything we donate but most of the donations are fresh food ingredients. Fresh food we donated is the one that “gone bad” by MaxValu standards; but they still can be reprocessed and redistributed - They are not spoiled.

Example of the product that we have donated before :

Bakery, sauces, vegetables, fruits, uncooked Jasmine rice, Fruits: Dragon fruit, bananas, orange, papaya etc. Frozen products like Gyoza / Frozen Dumplings.

What type of food is unfit for donation, and how does the company manage this waste?

- Product containing Steamed/Cooked rice.
- Not much milk because packaging gone bad already → blue at bottom, gone bad.
- Frozen meat.

These must be destroyed in front of CCTV to prevent cheating, to be clear for how many we throw away, how many products, pieces. This is to keep a record of everything, to make everything transparent and be clear. Prevent possible staff cheating, be good government citizens.

Before working with SoS Foundation, has the company donated excess food/worked with other food banks?

Never with other food banks. We used to donate occasionally, when there was too much food to throw away. Usually, vegetable trimmings are donated as animal feed.

Can you please briefly explain how you work with SoS Foundation in terms of operation? Such as, how do they support you in management of excess foods.

SoS one of the associations has professionals, food science expert Khun Tawee. He has knowledge in this field, he shares with us, orientation with our staff : Which one can still be used, which one needs to be thrown away. Some of the products we previously thought needed to be thrown away end up being perfectly fine. The professionals help us identify those.

They go to visit stores and help us to explain the stuff that we have to do routinely. For example, we have to keep it (the food) in good condition and temperature. SoS have direct connection to disadvantaged communities so can deliver the rescued food directly to the community day by day.

MaxValu currently has four branches doing the food donation, with the plan to extend to 10 this year. For the four existing branches - the trucks come to each store to collect the food - the route of the truck is decided by the SoS - they will try to adjust to make the routing be as efficient as possible.

We have an ordering system, we can check what and how much we throw away. For contacting the SoS, we used LINE. Everyday in LINE we shoot photos of what we would like to donate to them. Ask what time they would pick and then after pick-up they go where to donate and report back to us everyday. It's a routine thing. Furthermore, they also provide some data for a monthly dashboard. It states how much we donate: how many kg and how much carbon footprint/emissions reductions. What type of food to donate. How many days electricity, how much energy we saved.

What challenges have you had about managing excess food before partnering with SoS Foundation, and how has your corporation benefited after the partnership?

Since collaborating with the SoS, only minor problems come from operation.

Because they have too many, too much workload, separate merchandise, keep it, have some space, containers we have to pay, pay facilities for this project, have some budget to explain to management to understand about this project.

As for the benefit after the partnership - We can use data from the dashboard from SoS to manage our order everyday, so we don't have to lose or waste a lot of waste. Our final target is zero waste not surplus food, we will try to make ordering system matching we throw away or donate

Is there any way you think the food recovery process/operation by SoS Foundation can be improved?

SoS system has been very good for us

We have to declare and SoS also declares, we can show to our store/management what they donate, how much they donate and where they donate. Overall operation is transparent.

SoS Foundation is currently working with the government to develop the “National Food Bank Policy.”

Are you aware of this proposed support/policy? What do you know more about it?

Yes we are aware, already join the seminar with them. At that time some parts of the government and some parts of companies and some parts of the foundation were there.

What is your opinion regarding establishing a “National Food Bank Policy”? How might it affect your company’s food donations and food donation process in general?

Government should declare tax deductions for every company. Everybody will be happy about this project. They should also promote the conscience in the food excess problem for everyone. The government should promote this idea on TV, radio, online, social media, or other channels. People should be aware about this ongoing problem. Newer generation already cares and thinks about this - but the older (Gen X, Baby Boomer etc.) may not be aware just yet. The Government should work on that.

Are there any fines for waste?

Nothing, don't want to talk too much. Sensitive matter.

Current tax really bad?

She doesn't know - may need to ask the person in the finance department.

Do you have a system to keep food in good shape before donation?

We have a cold room in every branch to keep temperature low and preserve good quality food, which is also useful for the food donation aspect as well. We make some space in those rooms for them to donate food.

Routine of day: start with ordering of products to sell to customers. Most branches, at 6 pm everyday (the time varies depending on the closing time of the different MaxValu branch; but it will be before 5am the next day) the staff will check for the list of items that should be donated. We will send the photo of those, and also state the amount of basket to be donated to the SoS. Keep everything chilled in the cold room until the SoS comes in the morning.

MaxValu sells ready to eat meals, packaged meals, so what is done with that, cooked meals?

Do not donate because ready meals have higher risk, and are dangerous for health.

Malee Group

Could you please briefly introduce yourselves and describe your company?

My name is Sumana, vice president of the Malee Corp Public Company Limited, role covers many departments including legal, internal audit, community relations, and other special assignments.

Working with SoS Foundation is one of the many special projects she is in charge of coordinating and is something that is need to be done because their main task to not directly work with the donations

She is assigned by the CEO to contact the SoS Foundation and have been working with them since 2020 when covid began.

About the Malee Group Public Company Limited.

Current head office is in Pathumthani, Thailand. Malee Brand & Chokchai Farm Brand is sold in 4 continents, 23 countries. They are a leading manufacturer, distributor, and exporter of fruit juices, beverages, and canned fruits. (she shows the simple org chart structure that demonstrates what each section of Malee is responsible for and where it is located.)

Most Malee Products deal with agricultural products (ex. Canned fruits; rambutan, lychee, logan, etc)

They prioritize good practices of harvesting, making the environment for the surroundings healthy and increasing longevity.

Half of Malee's revenue is the OEM, contracting manufacturing for global brands e.g. S&P, Vita Coco Malee routinely takes the quality standards tests to keep the product up to standard. They have passed numerous quality tests.

How long have you been partnered with the SoS Foundation?

Unofficially since early 2020: At that time it was a Covid Relief Group: Vulnerable communities and those impacted from the pandemic thus, looked for an organization to assist. Because of the pandemic, sales have drastically decreased; having piles of products left in stock/inventory to give away. Officially signed the donation agreement with the SoS Foundation on September 2020.

How did you first learn about the SoS Foundation? What motivated you to partner with the SoS Foundation?

The CEO happened to know someone from SoS Foundation to help communities and those impacted from the pandemic.

For the motivation : It's quite normal to have surplus products from the company and when selling foods/beverages to the MT (Modern Trade) market. They limit the shelf life of the product, for e.g. shelf life must be over 75% otherwise it will impact consumers and have other conditions. Shorter shelf life will have other conditions, limited time to sell products.

Have tried dealing with this limitations/condition and in the past, and have previously donated before partnering with the SoS Foundation. It is difficult to find a suitable place for donation - the main reason in the past is to try looking for recipients that can provide tax benefits. It can get complicated. Examples would be to issue donation attention thus, ask them for permission, product acceptance. Considered a waste of time but still a necessary process to go through.

The reason to partner with the SoS is that Malee genuinely believes SoS has good intentions to help the vulnerable and those in need. Previously, it is common to have doubts on whether the donation has made an impact or if the product has reached the receiver or not. When meeting the SoS Foundation, they had proper data management and the report was very transparent with partners.

What type of food and how much of it does the company donate to the SoS Foundation? Can you please provide specific examples? Examples are fresh ingredients (like vegetables and fruits), produced goods (like canned products), and others.

What type of food is unfit for donation, and how does the company manage this waste?

All of the products under the Malee brand can be donated to SoS Foundation due it being canned fruit dairy products but the limitations would be the OEM customer's product due to the contract. If the food surplus/waste is one of the OEM customer products, then they would have to be contacted for consent for both destruction/donation. As this could harm their reputation with branding, it is VERY important.

If Malee is allowed to manage those products, cutting off the brand tags would be one of the first courses of action. (But that also creates a concern about the lack of labelling.)

Before working with SoS Foundation, has the company donated excess food/worked with other food banks?

Kind of, donate directly to the community, usually for tax related benefits, but not anymore since I'm worried about how our products are used.

Can you please briefly explain how you work with SoS Foundation in terms of operation? Such as, how do they support you in management of excess foods.

At the beginning, they were not systematic due to being a volunteer group and nonprofit organization. Did not have a problem with this initially as Malee invested in a worker to deal with customer relations that coordinates with many organizations.

Working with SoS Foundation specifically was very manual systemically, in which they had to ask/confirm consistently on what they can/cannot accept as donation as there was no clear guideline yet. One thing that it's good about the SoS is that they are very fast in distributing our very short shelf-life products. They work very well at managing food expirations/dates and proves to be one of the motivations to work with SoS. As short shelf life is one of the main concerns for Malee, with SoS being very skilled in managing this problem; it works out when coordinated.

SoS Foundation asks their partners how much they want to donate, what they want to donate, thus making it a lot easier as the donor. It makes the donations very organized and easier for coordinating.

What frequency does the Malee provide goods to the SoS Foundation?

In 2020, it was monthly which was a concern as it wasn't very efficient with the frequency.

This became especially difficult with food surplus as there were other factors to worry about.

In 2021, was very difficult as they had to deal with a lot of aging products and was during the hit of Covid-19

Last year of 2022, became a lot better with now product are being donated quarterly and deep sell aging products becoming much more efficient, profitable, and organized

What challenges have you had about managing excess food before partnering with SoS Foundation, and how has your corporation benefited after the partnership?

Before partnering, in Covid, we had a lot of overstocked products and we didn't know what to do with them. After partnership we have better management of them.

For donation, they (the SoS) help reach the actual target groups for food donation and that the partners don't have to worry about. Assured that the corporation's donation is going to a place of their need and knows they are making an impact.

Is there any way you think the food recovery process/operation by SoS Foundation can be improved?

In terms of operation it's fine.

One thing if possible is about delivering products to the location. (It's not a problem for Malee to deliver the product to the SoS, since they have the transportation already, but it not might not be convenient for other donors)

If SoS Foundation could manage the logistics and provide trucks to donors that would be more convenient in terms of operation or pick up at the company warehouses, instead of delivering it to the SoS office.

Other incentives are about tax incentives that will draw other donors to this program more.

SoS Foundation is currently working with the government to develop the “National Food Bank Policy.”

Are you aware of this proposed support/policy? What do you know more about it? Can you share more of what you know about it so far?

Malee heard about it and learned a little but didn't keep up with the progress of the government work and what their plans were to make it happen. Malee is considered to be very small in this industry when compared to CP which would impact more on this program.

The government cannot easily manage so they are trying to accomplish this project, issue this policy, and make it happen, but the Malee doesn't know when it's gonna happen.

The overall project is good for hunger and who really need it in this economic situation; hard for the majority of people.

What is your opinion regarding establishing a “National Food Bank Policy”? How might it affect your company's food donations and food donation process in general?

It's good for business because it helps donate and manage food surplus.

What would be an ideal thing to add to the national food bank policy? That would invite more companies (& including the Malee group) to participate in food donation more.

For business courses the financial return might be the first priority in the past but not in the present.

Thinking about the younger generation is now very important. It's not only just the financial incentives anymore, but it's also about the mindset.

However, Two sides: 1. Financial 2. Compromising with good mindsets ; does not gonna meet in the middle easily. Though it is a good sign that the younger generation sees the importance of this matters not only on politics or themselves but about global issues.

Government should try doing the best to reduce waste and manage surplus as much as possible.

Hopefully more and more incentives. Incentive for healthy food and donate good stuff. About other donors where they manage the fresh vegetables and fruits where the incentive should go through this process since the start at the farmers not only limited to manufacturer or brand owners.

Malee has best before date on the Malee's product (on the canned)? For example, Korea's government has introduced the system to write the best before date or expiration date. Do we have that in Thailand?

We have the expiration date on some of the Malee products.

Thai food processes association try to encourage manufacturers and brand owners to use "Best Before Date" and also educate the government to give incentive or to accept using the best before date.

I work with Malee only 5 years and never been in food industry before. If you randomly ask people outside, they wouldn't know about "Best Before Date or Expiration Date" because it's also about part of education. Malee might have to educate consumers as well.

Other donors are concerned about food safety when donating goods, how about for Malee's goods?

For the Best Before system → sometimes color changes but it's still edible for example, fresh milk after the expiration date condition, they can still drink it and don't get stomach ache. The color may change from orange to dark orange (it may not look good) but don't throw it away. We can even transform it into something else, ice cream or smoothies.

E.2 Potential food donors in the private sector

Sam Yan Market

แนะนำตัวเองและตลาดแบบสั้น ๆ ได้ไหมคะ

ผู้ช่วยผู้จัดการทั่วไป ฝ่ายบริหารตลาดสามย่าน จะดูแลการทำงานของน้องๆ แล้วก็ outsource ที่มาทำงานในตลาดสามย่าน แม่ค้าในตลาดส่วนใหญ่จะมาจากตลาดเก่า (แถวๆสามย่านมิตรทาวน์) ย้ายผู้เช่าทั้งหมดมาจากตลาดเก่า แล้วส่วนใหญ่จะอยู่ในสัญญาเช่า ผู้เช่าทุกรายต้องทำสัญญาเช่า

ทางตลาดสามย่านได้ควบคุมอะไรผู้เช่าบ้าง

ตอนแรกไม่มี เมื่อก่อนเอาอาหารส่วนเกินทิ้งใส่ขยะมูลฝอย แล้วนำส่งเขต เพราะว่าเขตจะมารับขยะมูลฝอยทุกวัน แต่ตอนนี้ทางจุฬามี zero waste ก็เลยมีการรณรงค์ โศกกับสหกรณ์การเกษตรเพื่อที่จะมาเอาเศษอาหารจากร้านชั้นสอง (ร้านอาหารตามสั่ง) แล้วก็พวกเศษผักจะมีรถทางกายภาพมาเก็บทุกวัน มันไม่ใช่การบังคับ เป็นการขอความร่วมมือ ก่อนที่ chula จะเข้ามา ทางตลาดมีถัง biogas ถังใหญ่ๆ เพื่อทำการแปรรูปเอง แปรรูปออกมาเป็นน้ำ พวกเศษอาหาร ผัก จะทำเป็นปุ๋ยจุลินทรีย์ แล้วก็ผลิตออกมาเป็น gas แล้วก็น้ำหมัก แต่ว่าค่าใช้จ่ายเรื่องการซ่อมบำรุง (maintenance) แล้วก็เสียเวลาพ่อบ้านแม่บ้านต้องมานั่งหั่นผักให้มันเป็นชิ้นเล็กๆละเอียด เพราะเราไม่มีเครื่องบด เลยขออนุมัติยกเลิกที่นี้ ทางมหาลัยเลยเข้ามาจับบทบาท รับเรื่องเศษผักและผลไม้ไปดูแลแทน

อันนี้คือเฉพาะอาหารที่ไม่สามารถกินได้แล้ว

แต่อาหารส่วนเกินส่วนใหญ่ในตลาดนี้ส่วนใหญ่จะทิ้งเลย ทั้งรวมในถังเศษอาหาร แต่อาหารสดที่เหลือ แต่ละร้านแพลง เช่นกะทิ ที่หมดอายุวันต่อวัน หรือเนื้อสด และแต่ละร้านจะเอาไปบริจาคตามโรงงานเองเลย เป็นแต่ละร้านดูแลไป แต่ส่วนกลางคือจะมีพ่อบ้านเก็บเศษขยะให้ มีถังมาตั้งให้

แล้วแต่ละร้านจะมาเทรวมกันกลายเป็นเศษอาหารที่ส่งต่อให้จุฬา (แค่ผักผลไม้)

ขยะเปียกจะฝังกลบ ทำปุ๋ย ขององค์การการเกษตรที่ราชบุรี มานับไปเดือนนึง 3 ครั้ง หรือถ้ามันเต็มก็จะโทรแจ้ง แล้วเขาจะมารับไป แต่ถ้าเป็นพวกเนื้อสัตว์พวกเนื้อปลา จะมีบริษัทที่ขอเข้ามาเพื่อเอาไปทำปุ๋ย (หัวปลา ไล่ปลา)

มีปัญหาอะไรมั๊ย กับการจัดการอาหารส่วนเกินในตลาด

ที่ผ่านมาได้รับความร่วมมืออย่างดีในการแยกเศษอาหาร แต่ว่าถ้าเราไม่ได้มีความตั้งใจหรือแรงกระตุ้นเดิมลงไป เช่น ลิฟท์ คนก็จะไม่ค่อยให้ความร่วมมือหรือเกิดคำถามว่าทำไปทำไม ทำไปเพื่ออะไร ไม่ได้ 100% ในการแยกเศษอาหาร

คุณเคยได้ยินเกี่ยวกับแนวคิดเรื่องธนาคารอาหารบ้างไหม

เคยได้ยิน แต่ไม่เคยศึกษารายละเอียด เพิ่งมาเปิดดูว่า food bank คืออะไรตอนเราขอมาสัมภาษณ์

มีโอกาสมั๊ย ที่จะจัดการอาหารส่วนเกินที่ยังกินได้ โดยเอามารวมกันที่นึงในตลาด แล้วส่งไปบริจาค

ถ้าจะเก็บ เราต้องร่วมมือกัน และต้องการคนหรือองค์กรที่จะมาช่วยจัดการเรื่องนี้ เพราะขาดแคลนบุคลากรจริงๆ แล้วผู้เช่าให้เข้าร่วมมือ ตัวอย่าง อาหารส่วนเกินของผลไม้ จัดการแคะสลักผลไม้ ผักที่ใบเหี่ยวๆ ก็ยังไม่ค่อยมีร้านขนม มินิมาร์ท กับข้าวที่มีตุง ไร่รอขายแต่ขายไม่หมด ถ้าเราถามเค้า คิดว่ายังไงเขาก็ให้ความร่วมมือ เพราะเขาคิดที่จะบริจาคอยู่แล้ว ถ้าเรามีการจัดเตรียมให้เขาว่าเราจะรวบรวมอาหารนี้ไปบริจาคในนามของนี้ เพื่อนี้ นะ ก็พร้อมที่จะให้ความร่วมมือ

อะไรเป็นอุปสรรคที่บดบังการบริจาคอาหาร

บุคลากรไม่เพียงพอ งบประมาณ การสร้างแรงจูงใจ ที่ปรึกษาที่คอยบอกว่าแนวทางนี้ถูกมั้ย ผลตอบรับจากการบริจาคอาหาร(หมายถึงได้อะไรคืนมาบ้าง)

คิดว่านโยบายอาหารมีอะไรที่สามารถ สร้างแรงจูงใจให้คนมาบริจาค

คำว่าธนาคารอาหารดูไกลตัวเกินไป อาจจะเริ่มจากเล็กๆ ก่อน
ใช้คำพูดง่ายๆ ของเหลือพวกนี้จะมีคนเอาไปบริจาคแล้วพอบริจาคไปแล้วจะมีfeedbackยังไงบ้าง (ได้อะไรตอบแทนบ้าง)
หรือใช้incentiveเพื่อกระตุ้นให้คนอยากบริจาค อาจจะเป็นสิ่งของเล็กๆ น้อยๆ ก็ได้ ตีกรอบให้แคบขึ้นมาหน่อย

ตัวอย่างในตัวกฎหมาย

ผมอยากรู้ว่าในตัวนโยบายหรือกฎหมายอะไรบ้างที่จะทำให้แต่ละคนมีแนวโน้มในการอยากบริจาคอาหารมากขึ้น / ภาพรวมอะไรก็ได้ที่จะทำให้ตลาดสามย่านรวบรวมคนให้บริจาคอาหารมากขึ้น
เท่าที่ผ่านมาขอความร่วมมืออย่างเดียวเลย เพราะถ้าเอาไปใส่ในสัญญา มันคือไม่ใช่

หากมีการบริจาคจะลดหย่อนภาษีอะไรประมาณนี้

ถ้ามีอะไรแบบนี้ก็คงดึงดูดผู้เช่าของพี่ เพราะปัจจุบันคนเช่าก็เสียเรื่องภาษีเยอะอยู่แล้วแต่คนอายุผู้เช่าคืออยู่กันมานานแล้วคนที่จัดการเรื่องนี้ให้ก็จะป็นรุ่นลูก เขาก็อาจจะไม่ค่อยสนใจเรื่องตรงนี้สักเท่าไร
กรณีอยากให้มีการบริจาคอาหารเพิ่มขึ้น ถ้าอยากให้ชัดเจนก็ควรเป็นรูปธรรมกว่านั้นมัย ในระดับของแม่ค้าเห็นภาพมากขึ้น เช่น กระเป๋าสตางค์ พิธีแบคแบบนี้ น่าจะสนใจ ตอนนีที่รับอาหารทะเลมาจากนอร์เวย์ เขาบรรจุโฟมมาสมัยก่อนต้องเขารถจากเขตเลยที่เอามาอัดหรือเอาไปทำลาย ตอนนีตลาดหาแนวทางที่จะจูงใจให้โฟมตัวนี้มีคุณค่า และให้พนักงานทำความสะอาดของเรามีความกระตือรือร้นในการที่จะเก็บมาแล้วทำอะไรแบบนี้ก็มีบริษัทมาซื้อได้สองสามพันต่อเดือนและก็แบ่ง

พวกผลประโยชน์ที่เห็นภาพ ช่วยสร้างแรงจูงใจ แต่เจ้าของร้านอาจจะไม่สนใจ ส่วนใหญ่ขอเป็นความร่วมมือแต่ไม่ค่อยวางใจให้คุยกับลูกจ้าง

แต่ถ้ารวมๆ ก็คือให้มีอาหารส่วนกลางแล้วแต่ละร้านต้องรับผิดชอบตรงของตัวเอง วิธีจัดการ

พวกเขาจะหาหน่วยงานมารับซึ่งเราขอความร่วมมือจากร้านค้าให้ช่วยเราหน่อยว่าอันไหนเป็นขยะเปียกอันไหนเป็นขยะที่เป็นเศษผักผลไม้ จะมีคนคอยคิดว่าน้ำหนักเท่าไรและคำนวณทั้งหมด

จัดการกับพวกอาหารส่วนเกินอย่างไร

แล้วแต่ร้านเลยว่าเขาจะทำยังไง พวกของที่สามารถบริโภคได้ส่วนใหญ่จะแจกจ่ายให้คนแถวนี้ และก็พวกสารตามโรงทาน เศษผักผลไม้ก็คือกายภาพจู้หา

คนที่เข้ามาดูแลเรื่องเศษอาหาร ผักผลไม้ก็กายภาพจู้หา ขยะเปียกก็เป็นกระทรวงเกษตรสหกรณ์ของราชบุรี ใใส่ปลาเป็นบริษัทเป็นนิติบุคคล

ทำไมต้องแยกตัวปลาออกจากอาหารส่วนอื่น

เพราะเวลาตัดต้องขวกใส่ออก ตัดหาง ตัดคิ๊ป รวมกับพวกหมูไม่ได้เพราะเขาไม่ได้คิลด้วย ส่วนใหญ่ก็ร้านปลาทะเลเอาไปทำเป็นปุ๋ยอยู่แถวนครปฐม พวกกล่องโฟมส่งให้บริษัท vityl?

ช่วยอธิบายเรื่อง zero waste

ตลาดทำมาช่วงนี้ ยังไม่ร้อยเปอร์ เพราะยังต้องขอความร่วมมือ ตอนนีพ่อบ้านยังต้องมีเก็บไปแล้วเลือกที่ ต้องเริ่มปลูกฝัง ต้องแยกดี ๆ เพราะไม่มันบางทีอาจจะไปกระทบกับตัวเครื่องจัดการและอาจจะทำให้พังถ้ามีเหล็กอยู่

มีของส่วนกลางไหม

ไม่มีของส่วนกลาง ถ้ามีมีแต่บริการน้ำ แต่ถ้าในอนาคตก็ต้องมีตู้เย็นดี ๆ ไว้เก็บ

ถ้าอุปกรณ์พร้อมทุกอย่างก็จะค่อยๆเป็นค่อยๆไป

ควบคุมลูกค้ายาก อยากรั้งขยะสีไหนก็ทิ้งไป เหนื่อยที่พ่อบ้าน มีเช่า9คน บ่าย8คน มีเกือบสองร้อยร้าน + อยากรดูดี ๆ ก็หา premium market จะมีคนมาคอยดูว่าเป็นไปตามเป้าหมายที่วางไว้มั๊ย

Brief Introduction

She is the Assistant General Manager of Sam Yan Market Section from PMCU (Property Management of Chulalongkorn University). She oversees the PMCU employees' and also other outsources. Most of the shops here came from the old Samyan Market which was near where Samyan Mitrtown currently is. Most shops are on lease agreement.

How do you manage food waste / food excess?

In the past, food waste was simply thrown into the garbage and collected by the district. Recently, Chulalongkorn University developed a zero waste policy within the campus, so they have to change accordingly. The Sam Yan Market requests (not force) the shop owners to comply with the policy.

We once had our own biogas tank that can convert the food and vegetable wastes into biogas, fertilizer, and bioextract. That system has a high maintenance cost, and requires the market staff to chop down the vegetable pieces manually since they don't have a grinder. So, they canceled the tank at this place - and instead sent the vegetable and fruit waste to the other section in university to convert them.

These are foods that are no longer safe to eat.

For the food excess (the edible food surplus) - there's not a lot of those at the market. The management doesn't control these - each individual store will manage it by themselves → Usually they will donate food that can't stay for longer than a day.

Food waste, on the other hand, the management has a system for.

The vegetable and fruit → sent to a section within CU to transform into fertilizer and other bio products.

The general food waste / wet waste → collected by the sector under the management of the ministry of agriculture and cooperatives in Ratchaburi. → Either bury it in a landfill, or change it into fertilizer.

The fish guts / Fish Heads → There is a company that specifically asks for those and collects them to make fertilizer as well.

Any problem managing the food waste / food surplus?

- Initially - good cooperation from each of the store in separating the food waste into different categories (see above)
- But if we didn't provide the incentives to do so - or there's no clear positive result of their action. People may ask - Why? - And may make them less likely to help separate the waste in the long term.

Have you heard about food banks?

I've heard of food banks, but I've never looked into them in depth. Only done a brief research on it when asked for an interview.

Is it possible/feasible to have a centralized system that collects every (edible) surplus food in the market - then donates it in one big amount collectively?

Possibly, if there are people or other organizations that can help with that. Currently Sam Yan Market has a lack of employees.

As for the willingness of the storeowners to participate → It is very likely that they will. The shop that currently has a food surplus - like the minimart/rice shop that has everything wrapped ready to be sold but doesn't sell out. They usually intend to donate those food anyway - so if we have a system that can collect and donate for them - making it easier - will likely have good participation.

What is/would be the main thing that block/impede (surplus) food donation

Insufficient amount of employees if the management takes control. Budget, and the incentives for the shop owners. A clear evidence that donation is good for them would be ideal.

What could the food (related) policy contain to incentivize the people (shop owners/ the Sam Yan Market as a whole) to partake in food donation?

“Food Bank” might seem too idealistic for now → can be a difficult concept for most to have a grasp on. Should start from something small and simple.

Use simple language like “These excess food will have someone take it and donate them for you” - then ask for their feedback (*and create the policy accordingly*)

Alternatively, addressing/providing incentives would also persuade a lot of people to donate as well.

Currently, the Sam Yan market management only asked for cooperation from the shop owners - it does not feel right for her (or the PMCU) to force it in the contract..

What about tax related benefits?

Could attract some of the shops, but likely not all of them - Some shop owners are here for a very long time - very old - and might not do their taxes themselves. → They might not really care about tax benefits as an incentive.

Maybe other incentives; stuff that could be clearly seen - physical items could work as better - more interesting incentives for the shop owners.

For example; packing styrofoam from long distance transportation of seafood → In the past, they would need to rent cars from the district to compress or destroy it. Now, they have a way to increase the value of them (selling it to a business), incentivizing the employees to be more active when managing these things. These accumulated to be around 2-3k /month, and would be split equally on top of the salary.

Clear Incentives can attract the market staff. However, she is not sure about if it will work for some shop owners - they can be very busy.

After this is mostly just a repetition of what was said before → Some part with more details

- For the food waste system - there is a centralized system managed by the management team. They have agencies that will come and collect the waste. They ask (not force) the store owners to separate the type of waste for them (general waste vs vegetable scraps etc.). P’Buay (one of the management team) calculates the amount of food waste.
[Reaffirming the stated facts]
- For the shop that produces edible surplus food → Donates to the local community or an almshouse.
- Chulalongkorn University’s Office of Physical Resources Management picks the veg and fruit scraps.
- Section under the Ministry of Agriculture and cooperatives in Ratchaburi collects other wet food waste.
- Fish Guts is collected by an individual business.
 - Why are fish separated?
 - A deal with the business - they only want that part of the fish, without the fins and tails.
No other type of protein waste is a part of that deal.
- Zero waste policy - It’s still a new thing and we are still asking for cooperation. It is not run perfectly right now - the janitor staff still have to collect and separate the waste at the end of the day. Some waste is currently still mixed up. Particularly, if somehow there is metal/hard materials mixed in the food waste → It could damage the machine that repurpose the waste.
- Part of the problem - They can’t control the market’s customers → They might not know/not care about how to properly separate the waste on their own.
- The Market is quite understaffed - with around 200 different store - there is less than 10 staff per shift (9 in the morning / 8 in the afternoon shift)
- There’s currently no shared equipment that is managed by the management team. No refrigerator that can be used to preserve surplus food for donation.
Might have to change before
- If you want to find some other market that we have a central management. You can search for “Premium Market”

Betagro

เล่าเกี่ยวกับตัวเอง และตัวบริษัทคร่าว ๆ ให้เราทราบได้ไหม

ในบริษัท Betagro มีทั้งหมด 3 ท่านวันนี้ 1) คุณจักรินทร์ ทำหน้าที่ดูแลสำนักกิจการเพื่อสังคม 2) คุณปิยพร เป็นผู้ช่วยผู้จัดการใหญ่ แล้วก็ดูแลงานเรื่อง Betagro Daily ที่เป็นสาขาต่าง ๆ ของ Betagro retail business 3) นิวิธ ดูแลงานด้าน ESG แล้วก็ Sustainability ของ Betagro

Betagro ก่อตั้งเมื่อปี 1967 ก็ประมาณ 55-56 ปีแล้ว เป็นหนึ่งในผู้ผลิตอาหารที่จะผลิตอาหารที่ดีขึ้น ในราคาที่เป็นธรรมมากขึ้น ปีนจุดประสงค์ของเรา มี core values 5 อย่าง Professional, Integrity, People Centric, Innovation, Quality มีปศุสัตว์ตั้งแต่ ทำฟาร์มเอง ทำโรงเรียนอาหารสัตว์เอง มีโรงงานเป็นของตัวเอง โรงงานแปรรูปก็เป็นเนื้อสัตว์ปรุงสุกต่างๆหรือว่าจะขายแบบ Betagro daily ขายให้พวก supermarket หรือขายตรงให้ร้านอาหาร

สำหรับช่วงปี 2021-2022 ยอดขาย 85,000 ล้านบาท มีฟาร์ม 4,800 กว่าฟาร์ม Betagro outlet (retail shop) 236 ร้าน มีพนักงานประมาณ 32,000 คน มีบริษัทลูกอยู่ประมาณ 35 บริษัท

Product ของ Betagro แบ่งเป็น 3 เกรด premium food, standard, สีเขียว แบรินด์ราคาประหยัด

ตอนนี้ Betagro อยู่หลัก ๆ ประเทศไทย มีออฟฟิศที่เวียดนาม และจะขยายไปประเทศลาว แล้วก็ Cambodia สินค้าส่วนใหญ่ผลิตอยู่ที่ South East Asian ทั้งหมด แล้วส่งออกไปหลายพื้นที่ ส่วนใหญ่เป็นยุโรปค่อนข้างเยอะ อังกฤษ ประมาณ 27 ประเทศทั่วโลก

ปกติทางบริษัทมีอาหารส่วนเกินบ้างหรือไม่

หมู ไก่ ปลา ไข่ แล้วก็อาหารแปรรูป พอเราผลิตของคนกินแน่นอนว่ายังงักต้องมีเศษเหลือ food lost not food waste ที่เกิดจากกระบวนการผลิต เราเลยเอามาทำเป็นอาหารสัตว์แต่เป็น premium grade (เพราะมาจากเกรดที่คนกิน) เวลาผลิตพวกเนื้อสัตว์ พวก byproduct Food lost วนมุมของการชำแหละหมูไก่ ในโรงงานแต่ละโรงงาน ตัดหมูชิ้นใหญ่ก็จะมี scrap จะเอาไปขายในอีกเกรดหนึ่ง เอาไปบด ทำไส้กรอก หมูบด หมูสับ ในโรงงานเราแทบไม่มีอะไรที่ lost เลย ไส้ไก่หรือหัวไก่ ก็เอาไปเป็นอาหารสัตว์ได้ ขนไก่ก็เอาไปบดแห้งทำเป็นโปรตีนอาหารสัตว์ได้ ในบ่อบำบัดน้ำเสีย มีกาก...เอาไปทำปุ๋ยต่อได้ บ่อดักไขมันก็เอาไปใช้ประโยชน์ได้ ง่าย ๆ ก็คือไม่มี waste เลย ขายได้หมดเลย

พอผลิตของออกมาขาย เคยมีอาหารส่วนเกินที่เหลือมั้ย

อาจจะมีการที่ออกมา forecast จะเอาไปขาย แต่ที่เสียหรือ accident ระหว่างขนส่ง อาจจะเอาไปขายแบบ post sell ลดราคาลง หรือว่าแบบ pet food อาหารขั้วกล่องที่ขายไม่ทันเวลา ก็มี แต่น้อย ไม่เกิน 1.5% ประมาณ 180,000 บาทต่อเดือน สำหรับยอดขาย 12 ล้าน

ยังงักก็มีเหลือ เพราะว่าเราจะสต็อกของให้มากไว้ก่อน เพื่อให้ display ดูดี เพื่อให้ลูกค้าเลือกซื้อ

ไข่ไก่ long shelf life และสามารถนำไปแปรรูปเป็นไข่ต้มได้ สินค้าแปรรูป ผลิตภัณฑ์ในกระป๋องไม่ค่อยมีปัญหา

เหมือนกัน เพราะว่า long shelf life เราต้องบริหารจัดการก่อนที่มันจะ go bad ส่วนที่ challenge คือ short shelf life.

ทางบริษัทจัดการกับอาหาร short shelf life ex พวกไส้กรอก ไก่สด โดยเอาไปแปรรูปเป็นอาหารพร้อมทาน แล้วก็ขาย เป็นอีกแบบหนึ่งได้ พวกขนมหรืออาหารกล่องสั้นต่อวันต้องทิ้ง หรือใช้โปรโมชันในการขายเร่งให้ขายได้ แต่ถ้าเหลือจริง ๆ ก็ ต้องทิ้ง

ในการจัดการกับอาหารส่วนเกินเคยเจอปัญหาอะไรบ้าง

ปัญหาจริงๆคือการทิ้ง กับ ยอดขาย ไม่matchกัน เราต้องปรับให้มันสมดุลกัน จริงๆมันไม่ได้เป็นปัญหาแต่เราเสียดาย อยากให้มีการบริหารจัดการที่ดีกว่านี้เพราะว่าเคยทดลองการบริจาคหรือส่งต่ออาหารแล้ว แต่มีปัญหาเรื่อง logistic and food safety เราไม่รู้ว่ากว่าอาหารจะไปถึงปลายทางมันโอเคหรือเปล่า cost ในการบริหารจัดการด้วย ส่วนใหญ่มันเลยจบที่ การทำลายเศษอาหารทิ้ง

เคยลองคิดที่จะบริจาคอาหาร 180,000 มันอาจจะฟังดูเยอะ แต่ว่า $180,000/30 =$ วันละ 6,000 ถ้ามันอยู่แค่ที่เดียวคง เยอะ แต่มันโดนกระจายไป 30 สาขา มันจะเหลือแค่ที่ละ 200 พอจะไปคิดเรื่องการบริหารจัดการมันเลยไม่คุ้มกับค่า transportation

ขายได้เดือนนึง 12 ล้าน จะมี waste around 180,000 per month which is 1.5%

Improve มาแล้ว ก่อนหน้านี้ used to be 3% เราปรับปรุงเรื่อง broadcasting แล้วก็เพิ่มกระบวนการทำ promotion at the end of the day or สั้นรอบ แล้วก็เพิ่มกระบวนการแปรรูปของสินค้า ex ไส้กรอกเป็นลูก ถ้าใกล้หมดอายุก็จะไม่ ขายให้ลูกค้า แต่จะเอาไปทอดละลายไม่ขายให้ลูกค้าแทน หรือว่าขายเป็น topping salad ให้ลูกค้าแทน ทำให้ reduce ไปได้ครึ่งนึง เหลืออยู่ประมาณ 1.5%

ก่อนโควิดจะมีรถเข็นมาเข็นตามชั้น แล้วเคลียร์ของออก

หรือจะขายออนไลน์ mobile, official building เดินเวียนตามโต๊ะแล้วขายออกไป

ก็คือ รู้ปัญหา แต่มันยังไม่ใหญ่มากพอที่ต้องการ immediate action?

ก็คือเคยคิดอยู่แล้วว่าปัญหาคืออะไร waste ที่เกิดขึ้นตอนนี้มันไม่ค่อยคุ้มค่า อาจจะไม่ไ้มีนัยยะมากพอที่จะทำ อะไรกับมัน ประมาณนั้นอะค่ะ สุดท้ายมันอาจจะนำไปในการทำให้ข้างขึ้น เช่นแม่บ้านในอาคารช่วยรับไปทานได้ไหม แต่ไม่ได้เป็นแบบนี้เป็น routine แต่ถ้าพาร์ทของ shop ไม่รู้ว่า process เป็นยังไง daily มีปัญหาแต่ scale ไม่ใหญ่ มันมี อีกส่วนก็คือ shop สองร้อยกว่าสาขาแต่เข้าไม่ได้เพราะติดประชุม สินค้ามีความคล้ายกันเช่น หมูไก่ไข่สด เข้าใจว่าทาง shopมีการระบายไปทาง channel ที่ราคาถูกต่ำลงอย่างเช่นขายเหมา อย่างเขามีสาขาที่จะมีแอดมินหลังบ้านที่นำไป บริหารต่อได้ กับมีอีกทาง consignment ทาง tops the mall จะเห็นพวกที่เขาทอดกรอบ สมมุติหมูขายสดอยู่ได้ 5 วัน ประมาณวันที่สี่ก็ต้องคิดแล้วว่าจะทำไรกับมัน ก็เช่นผัดเป็นกับข้าวแล้วก็ขายออกไป อันนี้ก็คือ process ในการจัดการ waste ของเรา

เล่าให้ฟังเพิ่ม Betagro มี 4 ช่องทางการจัดจำหน่าย

Modern trade เดอะมอลล์ เอ็มโพเรียม พารากอน วิลล่า โลตัส บิ๊กซี

Traditional trade ตลาดสด เช่น ตลาดสามย่าน

Industry พวกโรงงานที่เอาหมูไก่ไข่พวกเราไปทำอาหารต่อ

Food service ร้านอาหารที่อยู่ทั่วประเทศ

ความแตกต่าง Betagro shop and daily

ทั้งสองอันมีตัวที่เหมือนกัน ต่างกันในการขายกับกลุ่มลูกค้า shop ทั่วประเทศ daily ขายปลีก

Shop ขาย B2B เช่นแม่ค้าในตลาด size ใหญ่ Daily ร้านสะดวกซื้อ ซื้อมาขายไปอาหารทั่วไปมีพวกข้าวกล่องด้วย

คุณรู้อะไรเกี่ยวกับแผนนโยบายธนาคารอาหารแห่งชาติของรัฐบาลหรือไม่

รู้แต่ชื่อ ไม่รู้ใส่ใน

a. คุณทราบการสนับสนุนหรือนโยบายที่เสนอนี้บ้างไหม พอจะทราบอะไรเพิ่มเติมหรือไม่

= อาจจะไม่ตอบของ Betagro ในภาพรวมนะ แต่ในมุมมอง daily ถ้ามันมีตัวกลางในการ bridge ตรงนี้ที่ช่วยเชื่อม logistic ถ้ามีคนมาบริหารจัดการตรงนี้ก็ why not มัน reduce the waste ที่เกิดขึ้นอยู่แล้ว เพราะยังงี้ก็ไม่สามารถกดให้เป็นศูนย์ได้ และการที่มีคนเอาไปบริหารจัดการที่คิดว่าส่งผลได้ดี ในภาพรวมก็คงไม่ต่างน่าจะ concept ใกล้เคียงกัน

b. นโยบายอะไรที่คุณคาดหวังที่จะเห็นจากธนาคารอาหารแห่งชาติ/รัฐบาลที่จะทำให้คุณมีแนวโน้มที่จะมีส่วนร่วมในการบริจาคอาหารมากขึ้น

= น่าจะเป็นเรื่อง make sure quality okay ที่จะส่งไปให้คนรับในปลายทาง และความโปร่งใสในการของการส่งพวก process ช่วงเรื่อง expire แล้วเราส่งไปบริจาคแล้วคนบริโภคเกิดท้องเสียหรือติดเชื้อขึ้นมา มันจะกระทบที่ซื้อ กลัวเรื่องพวก สุขภาพ quality มันมีความเสี่ยงทุกครั้งที่จะ transfer จากที่หนึ่งไปอีกที่หนึ่ง Betagro แทบไม่เคยเอาสินค้าที่แบบขายไม่หมดหรืออะไรไปเผาหรือทำลายเลย สามารถถูกจัดการได้หมด ในโรงงานมันจะมีวิธี utilize ได้หมด เรื่องใน shop ถ้าสินค้าใช้เวลานานก็จะเอาไปชะลอของ product มาขึ้น shelf แต่ละที่มีแนวทางในการลด Waste ที่เกิดขึ้นที่ shop ตลอด มีการ monitor เนื่อออกสันในว่าวันนี้ขายได้เท่าไร จะได้ว่าพรุ่งนี้ลดหรือเพิ่ม จะไม่มีหรือปล่อยอายุให้หมดวันนี้

รู้จัก SoS ได้อย่างไร เป็น Partner ในด้านไหน

จริง ๆ ก็รู้จัก ต้องบอกแบบนี้ Betagro ที่เราเข้าไปส่วนของ SoS คือเข้าไปสนับสนุนด้านอื่น ๆ อาหารมาเยอะแต่บริหารจัดการภายในมีค่าใช้จ่ายเหมือนกัน บางทีได้แต่อาหารแต่ไม่ได้อะไรจ่ายต่าง ๆ มีการบริจาคเป็นเงิน donate เป็นเงินไปให้ ทำกิจกรรมร่วมกัน ช่วยเป็นกระบอกเสียงด้วยช่วยปล่าวประกาศว่ามีอาหารมา

Foundation cannot yet help decrease tax -> government thingy.

Pain Point การลดหย่อนภาษี เขายังไม่สามารถช่วยลด หลาย ๆ คนคิดบริจาคแล้วได้รับ มันมีเงื่อนไขต้องเอาเงินออกมาเป็นปีระดับหนึ่ง จริง ๆ เขาควรผ่านเพราะเขาทำเยอะ แต่มันวัดแค่มูลค่าทางตัวเลข ค่าใช้จ่าย logistics กับอาหารใช้มันกินส่วนนั้นไปแล้วรัฐบาลไม่มองว่าเป็นความต้องการด้านการกุศล ส่วนใหญ่ถ้าแทน value ชดเชยก็ต้องใบอนุญาตหรือใบรับเงินจากผู้รับโดยตรง เขายังเทียร์สอง แต่ว่าเขาก็วางตัวได้ดีมากๆๆ position ได้ดีมาก ๆ เพราะก็ยังมีร้านบริจาคถึงแม้ว่าจะไม่ได้ลดภาษี

Food bank มีสองประเภทที่เขานึกถึงได้

1. แบบเก็บอาหารไว้สำรอง เชิงใช้กับกลุ่มชุมชน vulnerable community
2. เก็บพันธุ์พืชไว้ส่งต่อให้มันไม่สูญหายไป

Brief Description

From Betagro, there are 3 people in today's meeting.

1) Khun Chakaran, in charge of the Office of Social Affairs. 2) Khun Piyaporn, the assistant general manager who is also in charge of Betagro daily stores 3) Khun Niwit, in charge of betagro's ESG and sustainability related work.

Founded in 1967, Betagro is one of the food manufacturers that aim to produce higher quality food while having a fairer price. The company has 5 core values: Professional, Integrity, People Centric, Innovation, and Quality.

Betagro is a large scale agricultural business. They have their own farms, livestocks, feed production for their animals, and a processing factory for their raw agricultural produce - changing into things like cooked meat or processed meat (ex. sausages) for sale at the retail stores (Betagro Daily / Modern Trade Supermarket) or restaurants. Product under Betagro company is roughly divided into 3 grades, depending on the price/quality of them.

Between the years 2021-2022 : Betagro has overall sales of 85,000 millions. Currently it has over 4,800 farms and 236 Betagro outlet/retail shops. There are about 32,000 employees in total, and there are approximately 35 subsidiaries. Betagro is mainly located in Thailand, with some offices/farms/factories in nearby countries. Most of the production is in SouthEast Asia, and export to around 27 countries around the world - mostly in the UK, Europe region.

What type of food excess is commonly produced and approximately how much of it is wasted?

When processing the raw produce for human consumption - there will always be some food lost as some part of the meat is undesirable. Betagro will usually recover that part and transform it into an premium grade animal food (as it is made from human grade meat).

Another way that betagro can transform the scrap meats: They can sell it in a lower grade, or ground it and produce it into ground pork and sausages. Chicken Intestine and head can be made into animal feed. Feathers can be dried and changed into proteins to be animal feed as well. Even the waste water treatment system (Treatment well/Grease Trap) can be used as a starter for fertilizers. Basically, most of the “waste” can be reused in the factory or sold in some way - they are very efficient. (Close to no lost at all)

What about after the production process - Is there food surplus in the retail stores step?

There is most definitely some food surplus. We have a forecast system to gauge how much product is needed per day. Usually they will stock slightly more product than needed to keep the display filled and the customer can freely choose. (In Betagro Daily) There are also some pre-cooked meal boxes that are not sold in time - but it's not very common. The total “waste” is about 1.5% of the total sale, approximately 180k a month wasted for 12M in sales.

Some parts of the forecast product got into some accidents during the transportation which may have impacted the quality - those will be sold at a lower price tag.

Eggs are not a concern for the most part - they have a very long shelf life and can be transformed into boiled eggs later. Same for other long shelf life processed products. The challenge is from the short shelf life stuff like products from fresh meats, pre-cooked ready to eat meal boxes, and desserts.

Fresh meats products like chicken meat or sausages, can be cooked into ready to eat meal first. They will try to sell every meal box by the end of the day - with uses of promotions. But if there are leftovers boxes - those will have to be thrown away.

Have you encountered any challenges regarding your current practice of managing food excess?

Food excess for Betagro - Wouldn't say that it is a problem (financially). - More like we feel slight regret that we produce waste from the mismatched forecasting. They have tried to partake in food donation before, but there are problems about the logistics and concerns about food safety. We don't know the condition of the food that reaches the final recipient whether it is in good quality or not.

There's also quite a high cost in managing it, so they ended up just destroying the small waste they produced.

180k of waste a month might sound like a lot - but averaging out it goes down to 6,000 Baht per day across multiple (30) branches of Betagro retail stores. Which ended up being around 200 Baht per day per location on average. If they have to manage by themselves - just the transportation cost will already make it not worth it.

Also, the 180k a month number (1.5% of total sales wasted) has actually already been improved quite a lot. They used to be at around 3% of total sales being wasted. With some policy like improving the product forecasting system, adding end of day promotion, repurpose some of the short shelf life product (ex: sausages in a bag - if close to being expired, they can take it out and fried it, sell it in individual piece instead of a lot in a bag, or as a salad topping etc.), they effectively reduce the waste by half.

Before COVID-19 pandemic - they also had a cart that collected some product (likely closer to expiry) to clear out the shelf - sell it with discount online - sell it to the staff in the building as a way to reduce the waste as well.

Essentially, you know about the problem, but it is currently not worth it to have a dedicated team to manage that?

It is not significant enough yet that we have to take immediate action/have a dedicated routine system for it : It's currently not worth their time and money.

For now, they can ask for the workers there to take some of the excess back home. At least for the Betagro Daily shops, which the scale of the waste is not large. She does not know the exact details about the Betagro Shop (more wholesale stuff - intended for restaurants and businesses, also more shops count + nationwide) - whether they are the same as Betagro daily or not. (The staff from Betagro Shop have a schedule conflict) From what they understand, they have a channel to sell food products for cheap (in case they are close to expiry). There is a person at every branch that will manage these product stock. There are also consignment agreements with the modern trade supermarkets like Tops or The Mall group. You probably have seen them fried some of the product. Basically, if the fresh pork meat can last for 5 days, on the 4th day they will think of a way to transform them, like making them ready to eat instead.

To clarify, Betagro has four distribution channels.

1. Modern Trade: The Mall, Emporium, Paragon, Villa, Lotus, Big C
2. Traditional Trade: Fresh Market
3. Industry: Factories that take their pork/chicken/eggs to be processed further.
4. Food Service: Restaurants from all across the country.

What is the difference between Betagro Shop and Betagro Daily?

The product is for the most part identical. The target customer group is the main difference.

Betagro Shop mostly sells B2B (Business to Business services) and has stores nationwide. Betagro Daily aims to be more like a convenient store, selling stuff for normal consumers on a day to day basis. They will also have pre-cooked meals and other types of food like snacks and dessert as well. Betagro Daily shops are mostly clustered in Bangkok, to answer the need for 9 to 5 workers in the city.

Have you heard about the government's national food bank policy plan?

Yes, recognize the name but don't know about the details

What is your opinion regarding establishing a national food bank policy in Thailand?

Answering for just the Betagro Daily part. She believed that if there's a bridge, a middleman team that can deal with the logistics for them, there's no reason not to try it out. Because it also helps reduce the waste that is occurring right now as it could never be completely zero. I think it will be a net positive - and for the overall view, I think the opinion will not be vastly different as well.

What would you expect to see in a National Food Bank Policy in order for it to help with the food donation process in Thailand.

In general:

1. Ensure that the quality of redistributed food will be okay.
2. Transparency of the transporting/distribution process.

We worry about the expired food - donated food making the consumer have diarrhea or other health effects will affect the business brand. Every time food is transferred, there's always a risk of contamination.

Betagro rarely ever burns or destroys the unsold items; there are always ways to utilize it before they expire. For the retail shop part, in addition to reprocessing some of the fresh meat, they can also slow

down the rate of bringing new product to be on shelf. They monitor the amount of sales daily and can use that number to adjust the following day order amount. They will always keep updating the forecast system to reduce the amount of waste to be as small as possible.

About the SoS - What's your relationship with the SoS Foundation?

Betagro Partnership with the SoS is mainly on the monetary side. They donate money, participate (or help organizing) in the foundation's activities, and help with broadcasting the information about the SoS. Betagro rarely donate actual food items to the SoS (due to them being very efficient with the production already)

SoS usually receives a decent amount of food, and there is a cost for managing all of it. The money is not a common donation that the SoS receives (at least compared to the food), Betagro helps with that.

One of the main points for the SoS Foundation is about tax deduction upon donation. SoS is currently a tier 2 foundation. They actually did quite a lot of help, and should be enough to increase a tier, but the condition the government has currently measures only the raw monetary value of the charitable action. They don't yet consider the amount of money spent on the logistic system as a part of that. They (the SoS) can not give a "donation certificate or donation receipt" to the donor (which can be used for tax deduction) Despite this, the SoS positions themselves well enough that there are donors while having little tax benefits.

When speaking about Food Bank - There are two different definitions in Thailand.

1. Store food in reserve and use it with vulnerable communities. (What this project refers to)
2. Saving seeds of plants so that it won't be extinct.

They suggest we be clear - be less ambiguous on this topic as well.

E.3 Recipient Community Organizations

Childline Thailand Foundation (มูลนิธิสายเด็ก)

Community Leader

แนะนำตัวเองสั้น ๆ ได้ไหมคะ

เป็นผลของเดอะฮับ เป็นศูนย์โครงการหนึ่งของมูลนิธิของสายเด็ก 1387 ช่วยเหลือเด็กทั่วประเทศ ทุกช่องทาง มี call center

ได้ต้นแบบมา Exodus of Australia คนก่อตั้งมูลนิธิได้ต้นแบบมาจากบาทหลวงที่นั่น ที่นั่นแกเป็นหลวงพ่อ แล้วแกมีวันน่าจะเป็นวันอาทิตย์ แกจะทำอาหารแจกให้คนร่ำร้อนที่ออสเตรเลีย คนก็มาต่อคิวรับอาหาร ก็เลยได้ไอเดียมาเปิด มูลนิธิที่นี้ แต่ปัจจุบันของบาทหลวงแกทำเป็นรถเคลื่อนที่นะ ล่าสุดที่เจ้านายไปเยี่ยมแก แกทำเป็นเหมือนรถ foodtruck และก็แพ็คอาหารเป็นร้อย ๆ กล่องเลยแล้วเอาไปแจก ตามชุมชนก็เลยได้ไอเดียมาเปิดมูลนิธิที่นี้ มาช่วยเหลือเด็ก แล้วพอผ่านไปสัก 10 ปีมันมีเด็กที่ต้องการความช่วยเหลือ อาหาร ตอนแรกเปิด call center 1387 แล้วมีเด็กบอกอยากได้ที่พัก อยากได้อาหาร อยากเรียนหนังสือ นั่นนี่นั่น ก็เลยเกิดความคิดนี้ขึ้นมา ก็เลยเลือกที่จะตั้งที่หัวลำโพงเพราะว่าแต่ก่อนรถไฟฟรีหนีออกจากบ้าน มาแล้วก็มาหาเรา แล้วก็ดูแลเรื่อง อาหาร เรื่องที่พัก เรื่องเรียน เรื่องบัตรประชาชน ช่วยทั้งหมดก็เหมือนเป็น บ้านหลังที่สองของเด็ก เด็กหนีออกจากบ้านมาด้วยความรุนแรงของครอบครัวแล้วก็มาเจอ เราก็ช่วยเหลือเด็กเล็ก ๆ มากเราก็ส่ง หน่วยงานรัฐโตวัยรุ่นปลาย ๆ หน่อยเราก็ช่วยเหลือตามขั้นตอนของเด็ก ที่ต้องการแฉนี้เด็กก็จะมีปัญหา เรื่องขายบริการ กบยาเสพติด 100% เลยทั้งผู้ชายผู้หญิง

เด็กในหน่วยงานมีประมาณกี่คน

ตอนนี้ห้อง ๆ ที่เปิดเคสอยู่ มีประมาณ 150 เคส แต่ทั้งหมดที่ทำมาแล้วน่าจะ 400-500 เคสได้เลย

แล้วเด็กเล็กช่วงอายุเดียวกันหมดไหมคะ แรกเกิดเลย ตั้งแต่ทารกเลย แล้วก็อายุมากที่สุดตอนนี้ 32 แต่กลุ่มเป้าหมายเราคือแรกเกิดจนถึง 18 ปีนะเอาแค่เด็ก แต่ด้วยความที่ที่เราดูแลกลุ่มนี้มาต่อเนื่อง พอเขาเกิน 18 เขายังช่วยเหลือตัวเองไม่ได้ก็ระดับประคอง ช่วยเหลือเป็นบางอย่างไป ไม่ได้ช่วยทุกอย่าง

แล้วรู้จักกับมูลนิธิ SoS ได้ยังไงหอะ

มีคุณหมอตานหนึ่ง เขามาเป็นอาสาสมัคร แล้วเขาก็เป็นผู้ก่อตั้งมูลนิธิสติ น่าจะรู้จักไหม มันอยู่ติดกับ SoS เลยนะ คือ SoS พนักงานเขาน่าจะเยอะมากนะ แล้วมันก็มีแค่บางคนที่รู้จักคุณหมออะไรอย่างเงี้ย คุณหมอเขาก็เลยแนะนำให้เรารู้จัก ด้วยสติกับSoSมันอยู่ใกล้ไข่มุข แล้ว SoS มันเป็นโรงครัวไข่มุข แล้วคุณหมอเขาก็เลยมีกิจกรรมพาเด็กไปทำอาหาร เขาก็จะไปอาศัยโรงครัวที่ SoS เราก็เลยได้รู้จักเขา

แล้วก่อนที่จะทำงานกับ SoS อะคะ เคยร่วมมือกับองค์กรอื่นมั้ยคะหรือชุมชนเคยได้เหมือนแบบแจกจ่ายอาหารไปโดนไม่ได้พึ่งพา SoS ก่อนมั้ยคะ

เรื่องอาหารหรอ ไม่เลย เราซื้ออาหารปรุงเอง แล้วก็มา ช่วงโควิด มีกลุ่มเกษมกิจ ไม่รู้เป็นชื่อบริษัทหรือเปล่า เขาเรียกตัวเองว่าเกษมกิจจะเกษมกิจเขาก็จะทำ โรงแรมทั่วประเทศ บริษัทใหญ่ แล้วก็ตัวลูกชายทั้งสองโรงแรมเขาก็ใช้งบส่วนตัว บริจาคอาหารให้เรา อาทิตย์ละสองวัน โดยปรุงอาหารที่โรงแรม โรงแรมในกรุงเทพฯนี่ละ แล้วก็เที่ยงก็เอามาส่งปรุงให้เรียบร้อย แล้วก็มาส่งสองวันต่อสัปดาห์

แต่ส่วนใหญ่อาหารที่ได้รับจาก SoS ก็คือเราต้องเอามาปรุงเองใช่ไหมคะ

เป็นวัตถุดิบ ไม่มีอาหารสำเร็จรูป อะโรยอย่างนั้น ไม่ค่อยไม่มี ถ้ามีก็จะเป็นแบบขนมปังที่เขาเก็บ มาเป็นของใกล้หมดอายุ เขาเก็บมาแล้วเรา ก็โยกโยกมา แล้วก็มาแจกให้

แล้วปริมาณอาหารที่ชุมชนได้รับมันค่อนข้างมากไหมคะ

เขาให้ไม่อั้นเลยนะ ให้เยอะมาก แต่อยู่ที่ว่าเราจะหยิบเท่าไหน เราก็คำนวณว่าวันหนึ่งเราทำอาหารกี่จาน อาทิตย์หนึ่งเราไปรับอาหารเขาอาทิตย์ละครั้ง ก็จะคำนวณเอาว่าอย่างสมมุติวันนี้เรามีแค่ผักบุงกับหมู กรอบอย่างจื้ออะ เราก็เอามาอย่างละ 5 โล ไม่ได้เอามาเยอะ กินทุกวันมันก็น่าเบื่อ เด็กก็เบื่อ

แล้วถ้าสมมุติถ้าเราหยิบออกมาเยอะเกินไป เรามีจัดการกับอาหารส่วนเกินยังไง

เราแจกคะ ถ้าเราเห็นว่ามันพอใช้ได้แล้วเราบางทีเราก็เอามาเยอะนะ เราก็เอามาแจกชุมชน ร้านค้าร้านนู่นนี่นั่น เราก็สร้างเครือข่ายคนแถวนี้ไปด้วย

ที่ SoS ให้หยิบนี้คือ มันเลือกหยิบตามใจได้เลยใช่ไหมครับ

ว่าอยากได้อะไรคือพอไปถึงเขาก็จะบอก วันนี้มีหมูกรอบกับผักบุงนะมันก็จะอยู่ในตะกร้าเราก็มีหน้าที่ไปเลือกหยิบเอา ว่าเราจะเอาเท่าไร

ก็คือเขาจะบอกว่ามีอาหารกับประเภทอะไรบ้าง แล้วเราสามารถเลือกคุณภาพตามที่เราต้องการ

ใช่ เราเป็นคนตัดสินใจเองว่าจะเอาปริมาณเท่าไร ตามความต้องการ ถ้าเรารู้ว่าเราเอามาแล้วมันพออยู่ได้ เราก็เก็บไว้ตู้เย็นเรามีแค่นี้เอง มันไม่ได้เยอะอะไรมากมาย ถ้าเราเอามาเยอะ ก็เห็นว่ามันดีเราก็เลยเอามา แบ่งเพื่อนบ้านเพราะว่าเด็กข้างหลังนี้มันมีแพลตเป็นหลายร้อยห้องเลยแหละ แล้วเด็กของเรามันอยู่ที่แพลต ข้างหลังก็สามารถให้ครอบครัวเป็นบุคคลหารอยู่ด้วย อย่างเช่นหมูกรอบเจี๊ย หมูกรอบถุงนึ่งมันประมาณ 5 โล พี่ก็จะเอามาซอยๆออกอย่างละโลๆ แล้วก็ให้เด็ก เด็ก

เขาก็เอาไปให้ผู้ปกครองเขาทำอาหาร อาหารที่ซ้ำๆ (หมูกรอบ), เด็กจะเบื่ออาหารที่จำเจ เครื่องปรุงอาหารบางอย่างที่ได้รับสองอาทิตย์จะหมดอายุ

แล้วพีคิดว่ามีความคิดเห็นอะไรเพิ่มเติม ที่จะสามารถพัฒนากระบวนการทำงานของมูลนิธิ SoS

การสื่อสาร ปกติเราจะติดต่อกันทางLine ไม่มีlineแยกระหว่างชุมชน มูลนิธิ ควรแบ่งหมวดหมู่
ตอนถ่ายรูป ผู้คนในชุมชนไม่ค่อยมีความรู้เกี่ยวกับกฎหมาย PDPA เด็กโดนละเมิดสิทธิส่วนบุคคล

นโยบายอาหารแห่งชาติ

นโยบายของพีคือต้องการให้น้องอิม อะไรปลอดภัย อยู่ในโบรชัวร์ (กินอร่อย ท้องอิม ตัวสะอาด) > “Grub n Scrub” ซึ่ง
ตอนนี้พีทำงานได้แค่ในเขตป้อมป่า ยังมีเด็กอีกหลายคนที่ต้องการอาหารที่พีไปไม่ถึง

อีกหลายจุดที่พียังไม่ถึง ถ้าได้ร่วมกับSoS หรือ SoS ทำงานได้มั่นคงมากขึ้น มันก็จะเชื่อมโยงกันได้ แล้วก็กระจายอาหาร
ให้เด็กที่เค้าต้องการอาหารห้าหมู่ ให้ถูกสุขอนามัย เด็กจะได้เข้าถึงอาหาร ในชุมชนแออัด ยกตัวอย่างในเขตที่พีดูแล คือเขต
ตลาดน้อย อยู่ใกล้เยาวราชมาก เหมือนเมืองเจริญแล้ว แต่ยังมีเด็กที่ขาดสารอาหารกันเยอะอยู่ ไม่ได้กินนม ไม่มีอะไรกินดีๆ
แล้วต้องมาจ่ายค่าเช่าห้องแพงๆ 7-8พัน เวลาพีได้อาหารมา พีก็จะให้น้องๆเด็กโตเอาอาหารใส่ถุงแล้วก็ไปแจกคนยากไร้ คน
เร่ร่อน

อยากให้SoS กระจายให้มากขึ้น จะทำให้นโยบายดีขึ้นแล้วก็ช่วยเด็กได้มากขึ้น เพราะว่าตอนนี้SOSทำอยู่ไม่กี่โครงการ
อย่างเช่น ส่วนใหญ่จะทำผู้ใหญ่เร่ร่อน แต่ไม่ค่อยมีที่ช่วยเหลือเด็ก อยากให้โฟกัสที่เด็กมากกว่านี้ อยากให้มีนมผงที่สักอีก1ปี
ถึงจะหมดอายุ (food safety) ได้นมมาจากแลคตาซอย (แลคตาซอยบริจาคให้) อยากให้โคกกับหนองโพ (อยากได้นมจืด) มี
ให้แต่เครื่องปรุงอาหาร ซอส อาหารไม่ค่อยครบ5หมู่ แต่จะได้เนื้อสัตว์แช่แข็งตลอด ได้ผักกับไข่จากMK วันจันทร์ได้แต่หมู
กรอบกับผักบุง 7-eleven ได้ขนมปังใกล้หมดอายุ S&P ได้เค้ก เพราะSOSรู้ว่าเด็กเล็กๆ ชอบมูลนิธินี้ชอบกินของหวาน
เขาก็โทรมาบอกว่าวันนี้มีเค้กSoS จะมีคอนแทคของมูลนิธิ และเขาจะรู้ข้อมูล รู้จักว่าเราทำอะไรบ้าง แต่ว่าปัญหาคือจะได้
แต่เดิมๆ เลยทำให้ไม่ค่อยอยากจะทำแล้วเพราะเด็กเบื่อ ก็จะไม่กิน มันเลยต้องทำให้พวกเขาต้องไปซื้อวัตถุดิบมาเอง ไป
จ่ายตลาดมาเองเลยต้องเสียต้นทุนเพิ่ม

11-12 ขวบ เด็กบางคนจะรับอาหารเป็นชิ้นๆแล้วนำไปให้พ่อแม่ที่บ้านข้างหลัง น่าจะเป็นแพลต

แต่เด็ก street จะกินอาหารที่มูลนิธิ ชั้น1เป็นโซนกิจกรรมเด็ก ชั้น 2 ออฟฟิศ ชั้น 3 เรียงนส ซักผ้า ตากผ้า, มีโรงอาหารอยู่
ด้านหลัง

ตอนเป็นหุ้นส่วนกับ SOS ช่วยแค่ 2% จาก 100% เพราะไม่ค่อยหลากหลาย แต่ถ้าเป็น Dutchmill เด็กจะชอบมากกว่า
เด็กชอบถุงยังชีพ ของแห้ง นม มาว่า แปรงสีฟัน ยาสีฟัน ตบโงทย์มากกว่า

แต่ของอาหารสดที่ปรุง ก็โอเค เคยได้ไก่ทั้งตัว มาทำอาหาร แจกคนในหมู่บ้านได้ด้วย เคยได้ผักกาดกับผักบุ้งเก็บได้แค่วันสองวัน ก็ประกอบอาหารไม่ได้แล้ว เพราะตู้เย็นมีพื้นที่จำกัด ส่วนใหญ่จะเป็นของสด ผักที่ต้องทิ้ง ของแช่แข็งเลยจะดีกว่า อยู่ได้นานกว่า

SOS ใหญ่ แต่ไม่ทั่วถึง ไม่หลากหลาย ติดเรื่องการสื่อสาร จนบางคนตี บางคนสื่อสารแย่ โยนไปโยนมา งงว่าสรุปไปรับอาหารได้มัย (ทางเข้าเล็กมาก) จนหน้าจะแบ่งงานกันสับสน แต่คนน่ารักๆก็มีเยอะ

ไม่เคยเปลี่ยนวันรับอาหาร หรือ เพิ่มวัน เพราะมูลนิธิไม่ว่าง อาหารไม่ทำให้ไม่ค่อยตอบโจทย์ ex ขอสหภาพลิ ขอสหภาพคิวใช้ ทำอาหารเด็กไม่ได้ ตอบโจทย์ชุมชนแต่ไม่ใช่สำหรับมูลนิธิสายเด็ก sosกำหนดวันให้ว่าสายเด็กให้ไปรับของวันจันทร์เท่านั้น

เมื่อก่อนเคยทำนสขอบริจาคอาหารเอง ตัวอย่างเช่น ขอวิตามินซี Blackmore ใกล้เคียงอายุ1ปี บังคับเด็กกินทุกเช้าเคยขอนมจืด นมผง ไปก็ไม่ให้ มีแค่แลตตาชอยที่ให้ เดือนละครึ่ง วันอังคารไม่กัพหุส แต่เลือกไม่ได้ เขากำหนดมาให้ต้องเป็นซังซัง แต่เด็กจะชอบกินน้อย เด็กๆชอบกินนมจืดมากกว่า

คุณออกแบบ(ดาราร) เอนนมจืดไทยเดนมาร์คมาให้เมื่อก่อนมูลนิธิอยู่ตรงชอยนาน คุณออกแบบเลยเอามาให้ เคยทำกับ กองทุนเพื่อความเสมอภาคด้านการศึกษา (หน่วยงานรัฐ) ขอกิจกรรม,ค่ารถเด็กไปเรียน, ถุงยังชีพ,การศึกษา เคยขอไป แต่ว่าเอกสารยุ่งยากมากเลยไม่ได้ทำต่อ

เอกสารรายงาน

ขอเงินองค์กรของต่างชาติจะง่ายกว่า เช่นทำงานกับSOS ส่งงานเดือนละครึ่ง รัปโก้ไป10ตัวปรุงอาหารไปก็งาน เดือนนี้ได้รับวัตถุดิบอะไรบ้าง ปรุงอาหารได้ที่งาน เด็กได้รับกี่คน แต่ไม่ได้ส่งมา2เดือนแล้ว SoSก็ยังไม่ตาม แต่เขาก็ชอบที่ทำ รายงานผลนี้ดีมากเลย

เพิ่มเรื่องรายงานสำคัญ ตอนที่จ่ายอาหารเขาแค่บอกว่ามีอะไรบ้าง แต่ไม่ได้จดเลยว่าเราเอาอะไรไปบ้าง

แต่ว่าสายเด็กไม่เคยร้องขอว่าอยากได้นมผง มีแต่SOSบอกว่าวันนี้มีอะไร

ถ้าSoSสามารถให้ทำลิสว่าต้องการอะไรบ้างสามารถเขียนบอกได้เลยจะดีขึ้นมัย

ตอนทำMOUเคยทำลิสไปว่าอยากได้อะไรบ้าง แต่ว่าเขาเจียบไป ตู้เย็นต้องตึๆ ไม่มีตู้เย็นดีเก็บๆเลยเอา นมมาไม่ได้ อุปกรณ์ทางSoSค่อนข้างทันสมัย แต่ว่าถ้ามูลนิธิมีอุปกรณ์ค่อนข้างจำกัด

Please briefly introduce yourself.

I am the manager for this hub/center. This is a part of the larger operation / foundation called Childline Foundation 1387. It is a foundation for helping kids nationwide from abuse and other stuff. They have a contact center that can provide support to the child.

The foundation founders have the idea from Exodus of Australia, which is a project initiated by one of the priests there. Every Sunday, he prepares cooked meals for homeless people in the area. Many people would queue up and receive the aid from him. - That's the origin of the Childline Foundation. Recently, when the founder visited Australia, the priest upped the scale of his aid, now having a moving vehicle; similar to a food truck, preparing hundreds of meals and giving out to wider communities.

The initial idea for Childline foundation is to help kids - starting with just a call center - 1387 - to listen to various problems from kids they might be keeping to themselves otherwise. About 10 years after the initial launch of the foundation; they realized that the kids usually requested the food, places to live, education, and other miscellaneous stuff that cannot be provided through a call center alone → create "The Hub" here to serve those purposes.

Choose to locate the Hub at Hua Lamphong → Close to the train station, and the train used to be free. The kids would flee from their home (which, to them, is a hostile environment - domestic violence etc.) and can get to the help of the childline foundation easily. Very young children will be sent to be taken care of by other dedicated/government controlled childcare facilities; and the older ones will receive help according to their need. In this (Hua Lamphong & Nearby) area, the biggest problem that they observed is human trafficking and drugs. It is present in both male and females.

How many children are in your care?

150 cases at the moment. The total count since the opening is approximately 400-500 cases.

The age range of the children in the foundation care?

The actual target range they have in mind is from firstborn to 18 years old. But if they are past 18, have been with the foundation for a long time, and still can't settle by themselves; the foundation will continue to still help them. The oldest currently is now 32.

How do you know about the SoS Foundation?

One doctor came here as a volunteer, he was a founder of SATI Foundation (มูลนิธิสตี); it was next door to the SoS foundation. Since SoS foundation is related to food / have canteen/community kitchen etc.

Sometimes this doctor will have activities where (he?) takes the kids to cook there. That doctor introduced the SoS Foundation to Childline/The Hub.

Have you had any partnership with other organizations before SoS and how do you distribute the food before partnering with SoS?

No Official Partner before SoS regarding food aid. - They used to purchase the ingredients and cook them to give to the kids themselves.

However, during the COVID-19 pandemic period, there is a “เกษมกิจ” group (don't know if its a business/family name; they called themselves that - they have a huge hotel business all over Thailand) The sons of เกשמกิจ uses their personal fund donates pre-cooked food (cooked at the hotel within Bangkok) to the foundation around noon, two days a week.

[Most of the food received from SoS has to be cooked ourselves, correct?]

Only raw ingredients - Usually no instant food and food that can be eaten directly. Sometimes there is stuff like bread available, and they are usually close to being expired that they (SoS) collected from the food donors.

What about the quantity of the food that SoS provides to the community/foundation?

They (SoS) provide unlimited amounts of food - we have the decision. We can calculate the amount of meal that we are going to prepare and can go and pick up accordingly. We go pick up the food usually once a week. For example; if it is only water spinach and crispy pork available on the day they go pick up; they will take around 5 kg each, depending on how much the children want those kinds of food. (if it is too repetitive; the amount they take may be lowered, for example)

If you take too much of the food; how do you deal with the excess?

Giveaways - If the food SoS provides looks good; they may pick up more than usual and will also distribute the extra food to the local community - shops and stuff. Creating a network with the locals.

When you say that you can pick - Is it anything that you want you can pick?

When we get there (SoS HQ), the staff will say which type of foods are available, and will be arranged

in baskets. Our job is to go and pick how much we wanted. We also have the control of the food quality (as we have the final decision)

If we know that we can preserve the food - we will take the food. However, the foundation fridge has a limited space so usually the amount we take isn't that high usually. But as I said, if the food is in good/decent quality we may pick up more to distribute to the locals. Behind the foundation is a flat for the kids - having like 100 rooms. Some of the kids may live with their family, and the extra food we take can be redistributed there as well. For example - one bag of crispy pork is 5 kg → I will slice it into around 1 kg portion to give to the kids, which will be brought back to their guardian to cook for them.

Any comments / suggestions that could improve the SoS workflow?

The Communication/Line group. Usually, we contact SoS via a large line group that contains both low income communities and foundations. The chat can get messy at times - some of the people who may not know their way around technology sometimes accidentally remove pictures, or not uploading them in an ideal format, for example. I think that there should be a separate line group for each type of recipient to reduce clutter - making communication more clear. Additionally, as you can see from this line group (shows a picture of children receiving food - with their whole face visible), I think this may violate the children's privacy (even if the adult taking the photo didn't intend to). People in this group can easily take these photos and use them for malicious intent - so it is something that SoS should be careful about.

Other than that - the repetition of the available food is the area that SoS could improve. Being assigned only one day out of the week = usually only the same type of food is available (in her case : water spinach and crispy pork almost every time) - Kids in the foundation get bored of the same food every week. Additionally, some of the cooking products they can pick up- like sauces - are close to expiration and usually cannot be used up within the expiry date - and would be thrown out anyway.

National Food Bank Policy

Our foundation have a policy for kids to “กินอร่อย ท้องอืด ตัวสะอาด” [Eat delicious food, be full and be clean → “Grub n Scrub” : more detail in the booklet they gives us]. With the current limitation being that I can only work in the nearby area (เขตป้อมปราบศัตรูพ่าย - Khet Pom Prap Sattru Phai) and there are

so many kids that I cannot reach. If the SoS work is more stable - we could likely collaborate and form a network that would allow them to reach more kids. Providing them with a balanced, healthy and sanitary diet in the crowded area.

For you guys to see the picture of the problem - let's say Talad Noi Area - very close to Yaowarat/ChinaTown, right? At the surface it may seem like a developed and civilized area - but actually there are so many kids that are undernourished. No access to good food and milk, while also having to pay quite a high amount for rent (7-8k). I will occasionally assign the more grown up kids to help me distribute the food they received from SoS to these communities as well.

I don't have a specific policy in mind - but I will support the policy that would let SoS widen their operation and help out more children. Policy that is focused on the children's quality of life would be preferred as well.

Other Miscellaneous Information

Currently, there is a minimal program designed to help the children from the SoS foundation. Mostly focusing on the homeless and low-income adults. She wishes there would be more focus on helping the children.

She wants powdered milk that has ~ 1 years lifespan before expiring - for the younger kids in the foundation.

Milk - the product most kids wanted - is not available from SoS. She has to contact the manufacturer directly for stuff such as powdered milk and fresh milk; with most declining to donate. The one brand that regularly donates is from Lactasoy - which donates their soy milk product line (Sung Sung) once a month - but it is not the appetite for most children - they prefer plain milk. Other brands that have donated in the past consist of Nong Po plain milk (but they have not donated more), some Dutch Mill Product, and some Thai Denmark Milk. (donated from a celebrity - ออกแบบบ → The foundation once rent their bottom floor space for a film crew; which is how the celebrity knows of this foundation.)

Other brands that they have contacted are Blackmoore → They got vitamin C that has about 1 year of life left.

More about the food product available at the SoS

- Seasoning Items and Sauces are common. Some of them aren't really useful for producing children's meals. Ex. BBQ Sauce. It answers the community, but not a children based foundation.
- The food received will not make for a balanced diet. (Usually not cover the 5 main groups) → Common types of food are frozen proteins, some vegetables and eggs (likely from MK).
- On Mondays, the main available ingredients are just crispy pork and water spinach. Sometimes the almost expired bread and baked goods (from 7-11) are available as well.
- SoS has some information specific to the community. Ex : they know that children at the childline foundation like desserts → SoS call the foundation if they have received an item such as cakes from S&P for them to take and give the children.
- The main problem is the repetitiveness - Children are bored and making them don't want to pick up any more of the same food → Childline Foundation would still need to buy their own ingredients anyways to have the variety in their food = increase the maintenance cost of the foundation.
- Overall rating of the help from SoS Foundation - currently 2% - because of the lack of variety, and that most of the item available are not really satisfying the kids' needs → They (The Kids) would prefer the survival bag style - containing food stuff like Milk,
- Instant Noodle or other processed foods, and other non-food items such as toothbrush and toothpaste.
- BBQ Sauce/Korean Sauce - not suitable for cooking for kids.

However, the raw ingredients that are available are generally fine - quality wise. She once picked up a whole chicken to cook for the children and the locals. That was good.

- The fresh vegetables and other fresh ingredients, the more commonly available thing at the SoS, are not for this foundation - as they are limited by the amount of space in the fridge - Lettuce and Water Spinach can be kept at most for 2 days, they will wilt and have to be thrown out anyway. - Frozen meat is preferable as it can be kept for longer.

Other SoS Foundation related information

SoS is a large foundation - but they still have relatively small coverage, and the group they help is usually the same group of people.

Some of the staff have poor communications, which can make it confusing on whether she can go pick up the food or not (in addition, the entrance is also really small for some reason) - I speculate that the work distribution within the foundation is confusing. However, there are also a lot of nice people working there as well.

SoS only assigns one day of the week for the foundation - only Monday. They never change the day or add another day, due to the foundation being busy themselves.

SoS Equipment is very good - the refrigerator is up to date and can preserve the quality of the food very well. However, the foundation does not have access to those technologies and can't bring as much milk as they wanted.

Miscellaneous Details about the location.

First floor is for the kids' activity. Second floor is the office. Third floor is a classroom, and also space to do laundry. There's a canteen behind as well; for some kids to eat.

Previous Experience Working with a government sector.

Used to collaborate with the government on education quality and asking for funds on activities, travel expenses, survival bags, and education etc. However, because of a lot of difficulties with paperwork, She did not continue working with them.

For comparison, private sector and foreign organizations are much easier to work with. There is much less paperwork she has to worry about.

With SoS, for example, we report to them once a month on the ingredients she received each month, how many meals are made from it, and how many children are served. However, she hasn't sent the report for two months. Since the SoS Foundation doesn't ask for them when she misses it, she doesn't continue the report. According to her, the SoS likes the report that she provided.

She thinks that these kinds of reports are important for the SoS to do when distributing the food. From her perspective - she never saw the staff taking notes of the type/amount of food that is taken.

Has your foundation requested anything from the SoS before?

Childline really wants powdered milk, but she never requested them from the SoS explicitly. → The SoS tells them which items are available.

Would It be better if SoS allowed you to list what your foundation wants?

When doing the MoU (*Memorandum Of Understanding*) with the SoS, She already listed what she wanted for the foundation, but there is no response from SoS; at least an acknowledgement would be better.

Currently, she does not know if the provided information is useful or not.

Staff Volunteer

แนะนำตัวเองสั้นๆได้ไหมคะ

ปัจจุบันอายุ 30 ปี อยู่กับองค์กรสายเด็กมาตั้งแต่ปี 2562 (ทำงานเป็นพนักงาน? - แต่รู้จัก/อยู่กับมูลนิธิมา 11 ปีแล้ว)

อาหารที่ได้รับมาจากทาง SoS เป็นยังไงบ้าง

เธอพูดว่าอาหารประเภทเดียวที่ส่วนมากได้รับที่ SoS Foundation (โดยเฉพาะวันจันทร์) คืออาหารสด งดอาหารสำเร็จรูป อาหารแปรรูป เป็นต้น อาหารไม่ค่อยหลากหลายเท่าไร (ปกติได้อาหารประเภทเดียวกันทุกครั้ง : หมูกรอบ ก๋วยเตี๋ยว ฯลฯ) ไม่เคยได้รับข้าวจาก SoS ในวันจันทร์ เธอต้องได้รับจากแหล่งอื่น เช่น: โตโยต้าบริจาคข้าวดิบ 1 ตันให้กับมูลนิธิ บางครั้งยังได้รับน้ำผลไม้กล่องละ 1 ลิตร (โดยปกติจะหมดอายุ - อยู่ได้ประมาณ 4-5 วันหลังจากได้รับ) ยังได้รับซอสบาร์บีคิวในบางโอกาส

พี่ชอบทานอาหารประเภทไหน :

อาหารทะเล (กุ้งหรือปลาหมึก) / หมูประเภทอื่นๆ เช่น หมูสับ / ผลไม้อื่น ๆ เช่น แอปเปิ้ล แตงโม และองุ่น

-สิ่งที่เธอคิดว่าน่าจะดีสำหรับเด็ก: ไข่กรอก แฮม และน้กเก็ต พวกเขาโอเคกับอาหารแช่แข็งหากช่วยให้ได้รับอาหารที่หลากหลายมากขึ้น

โดยรวมแล้ว เธอให้คะแนนความช่วยเหลือจาก SoS ที่ 5/10 การหักคะแนนส่วนใหญ่มาจากความซ้ำซากของอาหารที่ได้รับ หรือ “หมูกรอบ” ที่ได้รับบางครั้งไม่กรอบ แต่สุดท้ายเธอก็ยังรู้สึกขอบคุณความช่วยเหลือด้านอาหารจากมูลนิธิ SoS

Brief introduction

She is currently 30 years old and has been with Sai Dek organization since 2562 (working as a staff - But have known/been with the foundation for 11 years now).

The type of food received from the SoS Foundation

Only type of food that you can get at the SoS Foundation (on Mondays, specifically) is fresh food. No instant food, processed food etc. Not really have a variety of food (usually get the same type of food every time : Crispy pork, banana etc.)

-Rice is not available at SoS, on Monday. She has to get from other sources : Toyota donated 1 ton of uncooked rice to the foundation.

-Sometimes also get cartons of juices, 1 liter each. Usually they are about to expire - can last approximately 4-5 days after receiving.

-Also get barbeque sauce on some occasions.

Preference for any specific type of food?

Seafoods (Shrimp, or squid) / Other type of pork, like minced pork / More fruit options e.g. apple, watermelon, and grapes

-What she thinks would be great for the kids : Sausages, Hams, and Nuggets. They don't mind frozen ingredients, if it allows for more variety of food received.

-Overall, she rated the help from SoS at 5/10. A major score deduction comes from the repetitiveness of the received food, or that the "crispy pork" received are sometimes not crispy. But at the end of the day, she still appreciates the food aid from the SoS Foundation.

Amphawa Temple - Small Children Center (ศูนย์เด็กเล็กวัดอัมพวา)

ช่วยแนะนำตัวเองแบบสั้นๆได้ไหมคะ

พี่เป็นอาสาสมัครของศูนย์พัฒนาเด็กเล็ก ทำงานอยู่ที่ศูนย์พัฒนาเด็กเล็กก่อนวัยเรียนเขตบางกอกน้อย กรุงเทพฯ เป็นผู้ดูแลเด็ก หน้าที่ ทำอาหาร ทำความสะอาด แบ่งเบาภาระผู้ปกครอง

มีเด็กอยู่ทั้งหมดประมาณกี่คนหรือคะ

มีเด็กอยู่ทั้งหมด 52 คน ครู 4 คน หนึ่งในนั้นหัวหน้าศูนย์ เด็กจะประมาณ 2-4 ขวบ มีทั้งหมด 2 ห้อง

2-3 ปีคือห้องน้อง น้องยังช่วยเหลือตัวเองไม่ค่อยได้ จะร้องไห้เยอะ

3-4 ปีคือห้องพี่ เริ่มมีการเรียนการสอน ตักอาหารเองได้ บอกความต้องการของตัวเองได้

รู้จักกับ SoS Foundation ได้อย่างไรคะ

คุณครูที่รู้จักกัน จากศูนย์เด็กเล็กอีกที่หนึ่งเขาแนะนำมา แต่ว่าต้องมีถ่ายรูป ทำรายงานส่ง ก็เลยเข้าไปคุยละเอียดเอามาทำ ติดต่อกันผ่านกลุ่มไลน์ ไปรับ แล้วเอามาทำแล้วถ่ายรูปส่ง เริ่มเมื่อปีที่แล้วเดือนสิงหาคมยาไม่ถึงปี

เคยร่วมงานกับธนาคารอาหารอื่นๆมั้ยคะ

ไม่เคยร่วมกับธนาคารอาหารที่อื่นมาก่อน ดูว่าได้วัตถุดิบอะไรมาบ้างจะทำอะไรได้บ้าง ได้มื่อกลางวัน1มื่อ ประหยัดค่าใช้จ่ายส่วนตัวไปได้ ได้แค่20บาทต่อหัวต่อคน หน่วยงานจากเขตกทม งบน้อยมาก ก่อนหน้าที่จะพาร์ทเนอร์กับSOSถ้าอาหารไม่พอก็ต้องออกเอง

ส่วนใหญ่ได้อาหารประเภทไหนบ้างคะ

ส่วนใหญ่ที่ได้ เนื้อสัตว์ เนื้อหมู เนื้อไก่ แซ่แข็งมา ไข่ แป้ง เส้นพาสต้า น้ำตาลทราย เครื่องปรุง นมจืด ได้ตับหมู ลูกชิ้น ไส้กรอก นกเก็ด ทูน่า ข้าวสาร ข้าวกล้อง ไรซ์เบอร์รี่ มากสุดที่ประมาณ60กิโลกรัม 2วันก่อนหมดอายุ ครูจะลองทานดูก่อน เทศก่อนมห้เด็กกินเสมอและศูนย์อื่นๆก็บอกว่า ไม่มีปัญหา กินได้ ไม่ต้องกังวล ไม่ท้องเสีย ไม่อาเจียน ปกติคุณครูจะไปรับอาหารที่SoS, SoSจัดอาหารไว้ให้อันไหน ของศูนย์ไหน มีเจ้าหน้าที่ช่วยแพ็คของ ช่วยขนของ วันไหนมีของก็จะโทรบอกวันนี้มีอาหาร 4โมงเย็นให้เข้าไปรับ มีไก่ ไข่ นมจืด ส้มโอ(ที่ผิวไม่สวย ก็จะเอามาให้) ตัวอย่างเช่น foodpanda, โรงเรียนนานาชาติก็เป็นผู้บริจาคและยังมีบริษัทอื่นหรือโครงการอื่น ที่มาทำอาหารมื่อกลางวันให้กิน ได้แต่วัตถุดิบจากSoSต้องเอามาทำอาหารเอง ไม่เคยได้อาหารปรุง มีอาหารแห้ง ซีเรียลได้มา2รอบแล้ว ผลไม้ เช่น กีวี คิดว่าเด็กน่าจะไม่ชอบเลยไม่เอา แอปเปิ้ลเขียว ช่วงแรกๆ เมื่อก่อนเข้าไปรับอาทิตย์ละครั้ง ได้หมูได้ไข่ อาทิตย์ละ2-3ครั้ง ทำอาหารได้ประมาณ3วัน บางอย่างที่อยู่ได้เป็นเดือนสองเดือน ก็จะเปลี่ยนเป็น4-5เมนู

เคยมีอาหารส่วนเกินในองค์กรไหมคะ

เรารับอาหารมาในปริมาณพอดี ไม่เคยมีอาหารส่วนเกิน อาหารไม่ได้เยอะเกินไป แต่ตอนนี้เหมือนไม่มีของบริจาคเพราะว่า หลายๆศูนย์เข้ามาร่วมกับSoSอาหารที่บริจาคเริ่มจะไม่พอ แต่ว่าชุมชนทำมาก่อนศูนย์เด็ก ชุมชนได้ทุกอาทิตย์ แต่บางอาทิตย์ศูนย์เด็กก็ไม่ได้

งบประมาณของเขต

ก็กระทบเพราะว่าได้งบแค่20บาทต่อหัว แล้วถ้าช่วงไหนของแพงขึ้นเราก้จะไม่สามารถซื้อวัตถุดิบได้ เคยขอไปแล้วว่าเป็น32เป็นเหมือนเขาอนุมัติ แต่เขายังไม่ให้เงินมา

อยากให้SoS มาสนับสนุนเป็นรายอาทิตย์และบ่อยกว่านี้ บางอันของที่จะหมดอายุ ต้องรีบทำอาหารเพื่อที่จะส่งรายงานให้SoS

เอาผลงานไปใส่ให้และนำไปเสนอให้SoS เพื่อตึงตูดให้มีครมาบริจาคมากขึ้น หรือไม่ก็ถ้ามีคนอยากมาจัดวันเกิด แต่ไม่มีเวลา เขาจะให้งบมาเท่านี้ ให้เราจัดให้เค้า แล้วถ่ายรูปส่ง เพราะกำลังครไม่ค่อยมีงบมากเท่าไรและใช้โซเชียลมีเดียเพื่อโปรโมท ให้กลายเป็นปากต่อปาก ว่าเราทำงานกันยังไง และต้องการให้เข้าร่วมกับชุมชน SoSจะขยายเครือข่ายให้มากที่สุด ทั้งชุมชนและศูนย์เด็ก ขยายไป10เขต-

แผนนโยบายธนาคารอาหารแห่งชาติ

อยากให้มีหน่วยงานรัฐที่มากำอาหารให้เด็กๆเลย ยกตัวอย่างเช่น 200-400 องค์กร

ปกติทางรัฐบาลจะจัดหาทั้งข้าวเช้าและข้าวเที่ยงให้กับรัฐทั่วๆไป แต่ทางศูนย์เด็กที่มีงบแค่จากเขต บางทีงบมันไม่พอ ไม่ถึงเรา แล้วอยากให้รัฐบาลช่วยสนับสนุนมือเข้าด้วย

น้องๆโอเคกับอาหาร เพราะครจะหาเมนูที่เด็กทานได้ง่ายที่สุด ไม่เผ็ด ไม่ฝัก ข้าวผัดไส้กรอก, ทุ่นาที่ได้มาก็เอามาทำแซนวิชทุ่นา เราซื้อเพิ่มแค่ขนมปัง แล้วลุ้นเอาว่าเด็กจะกินมัย

SOS สนับสนุนเยอะ แต่ว่าแค่ช่วงนี้ที่ไม่ค่อยมีของ แต่ถ้ามีก็จะเรียก แล้วถ้ารอบที่แล้วไม่ได้นม รอบนี้ก็จะได้นม สลับกันไป ส่วนใหญ่ได้เป็นนมสด นมจืด พาสเจอร์ไรซ์นม มาเป็นขวด 15วัน 2อาทิตย์หมด นมวัวแดงกินได้2เดือน

อยากได้อาหารประเภทไหนเพิ่มมัย

อยากได้ของสดเพิ่ม ข้าวสาร จริงๆข้าวสารก็ยังมีเหลืออยู่มาเป็นกระสอบใหญ่ ได้ถุงละ5โล 2-3ถุง ให้คุ้มค่ารถ

เพราะที่ศูนย์ไม่มีรถเป็นของตัวเอง เพราะทางเข้าsosมันเล็กมาก

อยากได้เนื้อไก่ ไช้ไก่ เนื้อหมู หมูสับ ลูกชิ้นหมู เต้าหู้ไข่ ปลา - ปลาทูน่า กระพง ซาปะ

เคยได้ลูกชิ้นเผ็ดกะผักมา แต่เด็กไม่ชอบ

ถ้าต้องให้คะแนนSoS

เกิน8/10 เพราะว่าเค้าก็ช่วยเราตลอด เกิน10/10 ถ้าเขาไม่สนับสนุน เราคงต้องออกทุนตัวเอง

แต่พอมีsosมาช่วยก็แบ่งเบาภาระขึ้นเยอะเลย แล้วจนทักดูแลดีมากเวลาไปรับของ and

alsoเอาโครงการเข้ามารู้จักมูลนิธิมากขึ้น แต่ข้อเสียคือ บุคลากรไม่พอ พอคนเข้ามาประมาณ30คน

เพราะว่ามีคุณครูแค่4คน วันที่มีโครงการมาทำอาหารให้เด็ก จะงดการเรียนการสอน การติดต่อสื่อสารก็ดี แต่ตอนนี้sosบอกว่าพยายามหาผู้บริจาคเพิ่มมากขึ้น แต่ศูนย์เราดูดี เพราะเมนูอาหารดูดี ส่งรูปภาพ ตัวอย่างที่ดี ทำให้ๆใครๆก็อยากมาทำกับศูนย์นี้ เช่น food panda เพิ่มเติมชนิดหนึ่งคือว่างบประมาณของศูนย์เด็กเล็กที่ต่างจังหวัดดีกว่า กทม มากๆ

Can you briefly introduce yourselves, including your role within the community/organization?

What is the purpose/operation of this community/organization?

One of the volunteers is Wat Amphawa Child Development Center, Bangkok Noi, Bangkok. Taking care of children, doing duties, cooking, cleaning, and relieving the load for parents.

Approximately how many people does the community/organization serve?

How would you describe them? (mostly children/mostly adults/mostly elderly or others)

-There are 52 kids overall, 4 teachers, of which 1 is also the center leader. Children range in age from two to four. There are a total of 2 rooms.

-The youngest's room is between 2-3 years. Still unable to control themselves. Lots of crying.

-The elder's room is 3-4 years old. Begin training students to scoop food on their own. Explain their own needs. Started studying a little.

How do you know SoS?

- One of the teachers she knows from another small children center introduced the SoS operation to her.
- Try to implement their suggestions after learning that they had to take pictures and write reports to send to the SoS foundation.
- They began in around August through September of last year, or less than a year ago.

What challenges did the community/organization encounter regarding food distribution to the members before working with SoS Thai?

- They had never collaborated with other food bank, except SoS
- Before collaborating with SOS if the food is insufficient, staff must use their own funds to purchase food and prepare meals for the kids.

- The agency from the Bangkok area has a very limited budget for us—only 20 baht per head per person.

Can you please describe how SoS Foundation provides food aid to your community?

- The majority of the food is composed of meat, pork, poultry, eggs, flour, pasta, sugar, sauces, fresh milk, fish balls, sausages, nuggets, tuna, rice, brown rice, and rice berries (maximum 60 kg) that must be consumed within two days after their expiration date.
- Also fruit like pomelo (not beautiful skin), green apple, kiwi (they didn't bring it because they thought the kids wouldn't like it.)
- First, the teacher will try to eat. Always evaluate a child's stomach before giving them food, even if other children centers say there is no issue and they may eat without worrying and experiencing no vomiting or diarrhea.
- See what type of food that we get and what we can cook for the kids. Make 1 lunch and save our personal expenses
- Typically, the teacher will go pick up food at SoS center, SoS will organize the food, and then depart from the center where an assistant is present to assist with packing. I occasionally get a call telling me that I'm eligible to receive food today.
- However, The center has to prepare the meal from the raw materials that SoS provided by themselves. They've never had a cooked meal served to them. Sometimes cereal (dry food) has been donated twice.

Working with anyone else other than the SoS?

For example, food panda, international school are others donors that willing to donate the food to small children center by provide the fresh lunch, actually came to cook lunch for students

- In the beginning, they could go and get food once a week, for example they would receive pork and eggs two to three times a week. It can be prepared for meals roughly 3 days, moreover with some meals lasting a month or two, they can be combined with other menus or changed to 4-5 menus.
- They received the right amount of food. Not really have the excess amount of food, take only appropriate amount of food

How has the food aid impacted the community/organization? Can you please talk about your experience working with SoS Foundation?

- But now it seems like there is no donation because many centers join in with so, donated food is beginning to run out. However, the community will get it before the children center. The community might get food every week, but the children's center might not.
- It's affected because the budget, which is merely 20 baht per person, is so little. They won't be able to purchase raw materials if the price of the goods ever goes up. It seemed as though he approved of my request to be 32 baht. He hasn't handed me any money, yet, so far.
- They want so much support weekly and more often. Some of the food that goes bad very fast, they have to get going on the cooking so they can get a report to SOS.

The national food bank policy

- They wish there was a government organization that actually came to provide meals for the kids.
 - Bring in the task you must perform, make the report and send them to SOS to encourage more people to donate
 - Alternatively, if someone wishes to do charity/donate but having limited time, they will provide a budget for the community. They will set up and send a picture of the meal that they cook.
 - Because the teacher's resources are limited, they want to use social media to spread the news about it. They do what they do to attract more people to donate more food to the center.
 - They want to join the community SoS will expand the network as much as possible both the community and the child center for example heard of 10 district something of SoS
-
- Normally, the government will have both breakfast and lunch provided for general public schools. However, the children's center totally depends on funding from the district, and sometimes that funding is insufficient and does not get to us. I therefore want the government to support breakfast as well.
 - The kids are okay with the food. Because teachers will choose foods that are not hot, do not contain vegetables, like fried rice with sausage or tuna that has been purchased, and that children

can easily consume. Make a tuna sandwich with it. We only buy bread and observe whether the child will eat it or not.

How has the food aid impacted the community/organization?

- SoS supports a lot, however lately there haven't been many items but they will call if there is some food to donate to us. And if the last time they did not receive milk, they shall receive milk alternatively this time. Most of them are milk in bottles, pasteurized milk and fresh milk in 2 weeks before expired conditions. But some of them are Thai Danish milk which can stay for 2 months before expiration.

More requests

- They want more fresh stuff. Actually, they also receive some rice and there is still some rice left in a big sack because they usually receive 2-3 bags of 5 kilograms per bag.
- SoS will give them a lot of food to make it worthwhile because the center does not have their own car and the entrance of SoS is very narrow.
- If they can ask for, they would like to ask for chicken, eggs, pork, minced pork, pork balls, tofu, eggs, fish - steamed such as mackerel, snapper, and saba. They used to get spicy or vegetable pork balls but the kids don't like it.

If they have to rate them

- Definitely above an 8 or 10 out of 10 because SoS is always there to assist them. If SoS doesn't support it. They have to use their own money but when they have SoS to assist, it greatly reduces their workload and saves their budget a lot.
- Then the staff of SoS took very good care when picking up the items and also brought in the new project/charity to make people know about the small children center more. But the disadvantage is that the staff is not enough, when about 30 people come in to organize and cook for the children. Because there are only 4 teachers and the day when there was an organization to perform activities, they had to refrain from teaching.
- Very good communication with SoS, but now sos says they're trying to find more donors.

- However, our center has a benefit because it looks excellent. The food menu appears very good when they send pictures and it looks presentable. Because everyone wants to visit and engage with this center, for example FoodPanda
- However, the budget that the government provides for children centers in rural areas is substantially better than Bangkok's (Small children center).
- The Small Children Center valued SoS's assistance because it was always available to them. If SoS doesn't support them, they must use their own funds, having SoS on board significantly reduces their workload and helps them save money. Additionally, the district funding for the center, which is about 20 Baht per individual, is extremely low. If the cost of the goods ever rises, they won't be able to buy raw materials. SOS has greatly aided them as a result.

Phra Jen Alley Community (ชุมชนซอยพระเจน)

Community Leader

ช่วยแนะนำตัวเองสั้น ๆ ได้ไหมคะ

เป็นประธานชุมชน มีคณะกรรมการของชุมชน 15 คน ที่ทำงานร่วมกันดูแลชุมชน ชุมชนมีขนาด 476 หลังคาเรือน พื้นที่โดยรวมประมาณ 22 ไร่ ประชากรโดยรวมทั้งหมดประมาณ 6,000 คน เด็กตอนนี้ไม่เยอะ ส่วนใหญ่เริ่มมีเป็นผู้สูงอายุมากขึ้น

คุณรู้จัก SoS ได้อย่างไร

มีช่วงหนึ่ง ช่วงที่มีคนตกงาน มีโรคภัย ไข้เจ็บ (pre-COVID) ก็มีเสิร์ชหา ไปเจอมูลนิธิ SoS ที่มีให้ความช่วยเหลือ ช่วงนั้น SoS เพิ่งเปิดใหม่ ยังไม่มีคนรับบริจาคเยอะมาก ยังไม่ค่อยมีใครรู้จัก เลยทักเค้าไป เค้าก็เข้ามาหา พามาพร้อมกับพันธมิตรของเค้า มาถามว่าของที่วางขายตามตลาด แต่ใกล้หมดอายุแล้ว ทางชุมชนต้องการมั๊ย พอเราบอกว่าเราต้องการ เราก็รีบรับ แล้วก็รีบกระจาย ต่อไปเลย เช่น ได้นม ขนมให้เด็ก นอกจากช่วยเรื่องอาหารโดยตรง - SoS พาให้รู้จักกับเครือข่ายของเค้า แล้วก็มีการเข้ามาทำกิจกรรมที่ชุมชนเลย เริ่มรู้จัก About 3 ปีที่แล้ว รู้จักกันมากขึ้นช่วงที่ COVID มา

มีมูลนิธิอื่นได้เข้ามาช่วยตรงบริจาคอาหารหรือไม่

เคยมีมูลนิธิเข้ามาบ้าง เช่นร่วมกตัญญู ส่วนมากเอาอาหารกล่อง อาหารปรุงสุกมาให้ SoS จะมีความหลากหลายกว่า - SoS รู้ว่าทางชุมชนมีทำครัวด้วย ถ้ามีได้พวกวัตถุดิบ - น้ำมัน กะทิ น้ำตาล ก็จะมีติดต่อมาหาทางชุมชนว่าสนใจมั๊ย ช่วงโควิดมี

ทำอาหารทุกวัน/เกือบทุกวัน มีจิตอาสาทำอาหารประมาณ 6-7 ท่านช่วยกัน ทำประมาณวันละ 200 ชุด แจกให้คนที่ต้อง กักตัว พอสถานการณ์โควิดดีขึ้นก็ทำน้อยลงบ้าง // ช่วงก่อนโควิด มีทำอาหารเข้าที่ครัว คอยแจกให้เด็ก ๆ วัตถุดิบ / เครื่องปรุงต่าง ๆ บางส่วนได้จาก SoS ของสทบบางส่วนซื้อเอง (ส่วนที่ SoS ไม่มีมาให้) ทางชุมชนพอมีทุนจาก ผู้ใหญ่ใจดีบ้างที่บริจาคมาเป็นเงินสดไปช่วยซื้อส่วนนี้ได้

- เป็นชุมชนที่มีจดทะเบียน จะมีเงินสนับสนุนจากทางเขตอยู่แล้วด้วย 7500 บาท/เดือน
- มีกองทุนของศาลพ่อปู่ ที่มีจัดงานเติมกองทุนไว้เรื่อย ๆ ไว้ใช้ในยามฉุกเฉิน

ถ้าไม่มีใครมาช่วย ชุมชนจะมีส่วนนี้ที่ใช้จ่ายการ – เช่นจัดสรรอาหารให้กับคนที่ตกงาน ซึ่งปกติแล้วไม่พอ แต่ส่วนใหญ่ทาง ชุมชนจะมีได้รับการช่วยเหลือเรื่อย ๆ มีการเล่าเรื่องราวของชุมชนให้กับมูลนิธิที่สามารถมาช่วยเหลือได้
Ex : โรงแรม AETAS ร่วมฤดี หนึ่งในคณะกรรมการบริหารโรงแรม เป็นหนึ่งในคณะกรรมการของสน.ลุมพินีด้วย แล้วเค้ามานั่งเห็นว่าชุมชนเราลำบาก ก็มีบริจาคข้าวสาร อาหารแห้งให้ทางชุมชน ช่วงแรก ๆ มาเดือนละสองครั้ง แล้วก็ช่วยเหลืออย่างอื่นด้วย

Difficulties before partnering with SoS.

ไม่ค่อยมีปัญหาเรื่องนี้ มีเงินทุนจัดการแก้ไขปัญหาได้อยู่บ้าง แต่การที่รู้จักกับ SoS ช่วยได้เยอะอยู่ ช่วยเรื่องอาหาร ช่วยให้ ได้ Connection

Some story of the help from SoS - during the COVID pandemic

ส่วนใหญ่ได้เป็นผัก มีทัศนภาพ มีได้ใช้บ้างในบางโอกาส ก็ทำอาหารแจกไป พอเริ่มมีคนรู้จักกับ SoS มากขึ้น บริจาคมากขึ้น ก็มีความหลากหลายของอาหารเพิ่มมากขึ้น มีชุมชนเข้าไปขอความช่วยเหลือจาก SoS มากขึ้น ทำให้ความถี่ที่เราได้อาจจะช้าลงบ้าง ตามความเหมาะสม

- คนที่อยู่ในแพลตฟอร์มใกล้เคียง มีบริจาคข้าวสารมาให้เราหุงบ้าง มาแลกกับสิทธิ์วีคซีน
- ช่วงโควิดมีทำอาหารทุกวัน/เกือบทุกวัน มีจิตอาสาทำอาหารประมาณ 6-7 ท่านช่วยกัน ทำประมาณวันละ 200 ชุด แจกให้คนที่ต้องกักตัว พอสถานการณ์โควิดดีขึ้นก็ทำน้อยลงบ้าง // ช่วงก่อนโควิด มีทำอาหารเข้าที่ครัว คอยแจกให้เด็ก ๆ

บางครั้งไปเอาที่ SoS บางครั้ง SoS ติดต่อให้ไปเอาที่ตัวบริษัทที่บริจาคโดยตรง เช่นนมที่มีเยอะเกินสต็อกของบริษัท เคย ต้องไปเอาที่แถวม.เกษตร เอานมมาบริจาคต่อในชุมชนเรา และชุมชนใกล้เคียง

สรุปประเภทอาหารที่ชุมชนได้รับ

ช่วงแรก ๆ - จะหาคนมาช่วยบริจาคให้ จะมีพวกเครื่องปรุง วัตถุดิบต่าง ๆ ที่ใกล้หมดอายุ หรือ ใช้ได้อยู่แต่ขายไม่ได้แล้ว แต่ก่อนจะ SoS เอาเข้ามาให้ ตอนหลังรอลงอาจจะไม่ค่อยจะพอ ถ้าเรามีรถว่างเราก็เข้าไปเอาเอง

ตอนแรก ที่ทำครัวเป็นประจำ จะมีพวกข้าวสาร ไข่ ไข่เส้น มินม ขนม พวกขนมเค้กด้วย Bakery ที่ทางโรงแรมทำไว้ มีเนื้อสัตว์บ้าง เค้ก็จะบอกว่ามีอะไรบ้าง เช่น หมูกรอบ หมี่หยก จาก MK ไก่สด ชิ้นส่วนไก่จาก CP บางที่ได้เป็นกล่องสุ่มเนื้อสัตว์ด้วย เคยได้มันหมูที่ต้องนำมาเจียวก่อนใช้

SoS จะแจ้งวันที่มีของให้เข้าไปเอาได้ผ่านไลน์ กลุ่มไลน์จะมีชุมชนหลาย ๆ ชุมชน ถ้ามีชุมชนไหนต้องการเท่าไรก็แจ้งผ่านไลน์ แล้วทาง SoS จะจัดสรรให้ตามความเหมาะสม ถ้าใน stock มีไม่พอ อาจช่วยประชาสัมพันธ์ว่าชุมชนนี้ต้องการวัตถุดิบนำไปทำอาหารให้ทางบริจาคด้วย (อาจจะต้องไปเอาเองที่โรงงานของบริษัทนั้น ๆ)

ที่ครัวมีตู้เย็น แต่ไม่ได้ใหญ่ เก็บได้ไม่เยอะ ถ้าเก็บมาเยอะต้องกระจายให้ไว

เพียงพอไหม?

ปริมาณอาหารที่ทางชุมชนได้รับพอสมควร มีตั้งจุดบริจาคตามทีต่าง ๆ ในชุมชนเพื่อให้ทั่วถึง ทำอาหารแจกจ่ายได้ 1 ครั้ง ถ้าได้เยอะ อาจจะสมารถทำได้ 2 ครั้ง

ได้รับเยอะจนเกินไปไหม?

ไม่เคยมีอาหารเยอะเกิน เพราะแถวนี้มีชุมชนที่ติดต่อกันหลายชุมชน สามารถเรียกชุมชนอื่น ๆ มาช่วยนำอาหารส่วนที่รับมาเยอะกระจายต่อได้ในพื้นที่ (แขวงลุมพินี) มีทั้งหมด 6 ชุมชน

อาหารช่วยมากน้อยแค่ไหน?

อาหารช่วยได้มาก ให้คะแนนเต็ม หรือเกือบเต็ม กลุ่มอื่น ๆ ส่วนใหญ่จะมาช่วงที่ฉุกเฉิน แต่จะมี SoS ที่จะมีการให้ความช่วยเหลืออย่างต่อเนื่องที่สุด พวกอาหารที่ได้ เราก็เอาไปช่วยพวกผู้ป่วยติดเตียงได้ให้ประชาชนทั่วไป ให้คนต่างด้าวที่อยู่ในชุมชน

มีเซ็นสัญญา มี rule ที่ sos ตั้ง - ต้องส่งข้อมูลให้ SoS ทุกเดือน ได้ของเท่าไร เอาไปทำอะไรบ้าง ช่วยคนได้กี่คน etc

SoS สามารถพัฒนาการดำเนินการได้อย่างไรบ้าง?

บางทีถ้า SoS มีรถเพิ่มขึ้นก็น่าจะดี ทางเข้าไปเอาอาหารที่ SoS เวลาที่ต้องเข้าไปเอาเองรู้สึกว่ายาก แต่ปกติถ้ามีเยอะมาก ๆ SoS จะมีการหาพื้นที่ที่กว้างกว่าให้อยู่แล้ว

นโยบายเกี่ยวกับธนาคารอาหาร

ใช่ เรื่องธนาคารอาหารแห่งชาติมันควรจะมีความคืบหน้าแล้ว เพราะมันช่วยลดพวกขยะอาหารได้ด้วย เช่น ให้โรงแรมที่มีทำพวกบุฟเฟ่ต์ จะมีอาหารเหลือ ถ้า Food Bank มันเกิดขึ้นได้ พวกนี้เค้าก็จะแปรรูปอาหารให้ แล้วก็มีคน/ชุมชนเข้าไปรับอาหารได้ รอให้มันเกิดขึ้นได้อยู่

นโยบายควรโฟกัสตรงไหน?

อยากให้มีการแยกประเภทของอาหารสำหรับกลุ่มคนที่ต่างกัน กลุ่มเด็กแบบหนึ่ง ผู้ใหญ่แบบหนึ่ง กลุ่มเด็กควรให้โรงเรียนเข้าถึงได้ เพื่อจะช่วยลดค่าใช้จ่ายของพ่อแม่ได้ด้วย

อยากให้ธนาคารอาหารของรัฐเข้าถึงได้ง่าย คนทุกกลุ่มสามารถเข้าถึง เข้าใจได้ สำหรับพี่ เวลาพูดถึงคำว่ารัฐ มันจะนึกภาพแบบมันเอื้อไม่ถึง มันมีขั้นตอนเยอะ ยุ่งยาก มีเอกสารต้องทำ ประชาชนอาจจะไม่อยากจะไปแตะ เพราะภาพจำที่ติดไว้อยากให้เป็้นแค่ ถ้าเราหิว เข้าไปที่ตัวธนาคารอาหาร สามารถไปรับอาหารได้เลย สะดวก ๆ

อยากพูด/ทำอะไรให้คนอื่นมีความสนใจกับการบริจาคอาหารมากขึ้น

เพิ่มการประชาสัมพันธ์เกี่ยวกับการบริจาคให้คนรู้มากขึ้น เคยมี Platform ให้ผู้รับสงเคราะห์ (ช่องทางที่ชุมชนที่ต้องการรับบริจาคสามารถแจ้ง) น่าจะมี Platform ที่คล้าย ๆ กันให้กับผู้บริจาคด้วย บางทีพวกร้านอาหารที่พร้อมให้ เค้าไม่รู้ว่าสามารถไปบริจาคที่ไหนได้บ้าง ลดภาษีน่าจะช่วยให้ ถ้าบริจาคแล้วได้ลดหย่อนภาษี คนน่าจะมาสนใจมากขึ้น

ไม่รู้ว่าจะให้ incentives อย่างอื่นอะไรได้บ้าง ประกาศนียบัตรก็ไม่น่าจะใช้สำหรับทุกคน บางที่ (โรงแรม) เค้าเต็มใจที่จะบริจาคโดยไม่ได้หวังผลตอบแทนอะไร แต่ก็ขึ้นอยู่กับคนหรือผู้บริหารด้วย

ช่วงที่โควิดระบาดแรง ๆ ไม่เห็นมีนายทุนใหญ่ ๆ มาช่วยเหลือคนที่ได้รับความลำบากเลย 7-11 เคยตั้งโต๊ะบริจาคข้าวกล่องมัย ไม่เคย แต่ตอนนี้เค้าบริจาคผ่าน SoS แล้ว แต่เป็นของที่ใกล้หมดอายุแล้ว

SoS จะแจ้งให้ทราบเสมอว่าของที่ได้มามันใกล้หมดอายุแล้ว ควรใช้ภายในวันไหน ช่วยให้เราสามารถบริหารจัดการได้ถูก พวกเครื่องปรุง มีเลยวันหมดอายุแล้ว มีเปลี่ยนสีแล้ว แต่ก็ยังใช้ได้อยู่ ไก่ - ห้างอาจจะมองว่าหมดอายุแล้ว แต่สำหรับชุมชนก็ยังสามารถกินได้ เน้นอิมไว้ก่อน แล้วก็ยังไม่เคยเจอปัญหาทางสุขภาพเลย ไม่มีท้องเสีย อาหารเป็นพิษ มามาหมดอายุแล้ว ก็ยังเอามาทำได้อยู่

Introduction & Community Information

I'm the Community Leader of the Phra Jen Alley Community, working alongside the community committee/management team of ~15 people who work together to manage and oversee the community.

The community consists of 476 households, with a total area of around 35k square meters. Total population of over 6,000 people. The elderly portion is increasing, while the kids and teenagers are reducing.

How does the community know SoS Foundation

Sometimes before the COVID-19 pandemic (about three years before the day of the interview), when there's also a significant amount of jobless people and spread of diseases.

She searches the internet and finds out about the SoS foundation, which was still quite new and there were not a lot of recipients at that time.

She contacted them, and they came to help with some of their partners - giving the food product in the market but close to expiry to the community. Other than the direct food aid - they also help the community to connect with their network system, and also being one of the activity sites for the SoS (to provide help).

Before Partnering with the SoS Foundation ?

There's some foundation - like Ruamkatanyu Foundation - donating the pre-cooked box of meals to them. But SoS generally has more variety. Since they know that the community has a kitchen - ingredients like oils, coconut milk, or sugar are sometimes offered by the SoS as well. Other than that, the AETAS Hotel in the nearby area also occasionally donates the dry food products and uncooked rice as well. They used to come 2 times a month and also help out in other parts as well.

The community is officially registered - they have funds from the government - 7,500 THB/month. In addition, they also have a temple's fund and other monetary donations. This emergency money is used when there's no help, or to use it to buy fresh ingredients that are sometimes not provided by the SoS. But normally, they will be able to find help - they can share the story of the community to foundations for them to come and help the community. (ex : lots of unemployment near the start of the COVID-19 pandemic from a lot of closed down shops - many people in the community works in a service field - most of them are affected by it)

The community kitchen - also produce breakfasts for kids (pre covid times)

Difficulties before partnering with SoS

Combination of the help from other sources and the emergency funds - they can somewhat manage the problem. But knowing SoS does help out a lot - either from food aid directly, or with the connection that they provided.

Some story of the help from SoS - during the COVID pandemic

- Vegetables most of the time, Eggs on some occasions. All is used for cooking
- During COVID - the kitchen operates almost daily, with 6-7 volunteers working there. The output is around 200 meals a day for the people in lockdown. / Slows down after COVID situation is slightly better.
- People who lives in flats nearby also help with the uncooked rice - in exchange for the vaccines
- As more people know about the SoS - the variety of food increases. But, also comes with the fact that more communities now ask for food aid - making the frequency of help slows down a little bit.

Summary of the type of food that the community received.

Initially - Ingredients and food flavorings products are received, mostly close to expiry or cannot be sold but still edible. SoS used to come in and donate here themselves. Now, their car might not be enough/available, and we sometimes go in and collect it with our own car.

When the kitchen was operating regularly - Jasmine rice, egg, vermicelli, noodles, pork and chickens are some examples. Milk and desserts/baked products are also available. Pork fat that can be fried into oil and kept for future cooking.

SoS will tell what is available via Line group and the community that are interested can let the SoS know. SoS will distribute it appropriately. If SoS themselves does not have enough food to provide in their stock, they might also announce the need to let the partnered donors know - but the community might have to go to the company factory directly.

If we receive a lot of donations, we have to distribute them quickly.

Is the food aid sufficient? What is the frequency of donation?

Good amount of donated food. They provide a set location to donate food to reach the whole community. The amount of food is sufficient for cooking 1 meal for most people. Sometimes the amount is high, and 2 meals can be prepared.

Used to get food aid once a week - now closer to once every two weeks.

Too much food?

Never a problem - this area contains 6 connected communities - we can call the others to come pick up if the food is too much for them to redistribute at their respective communities

How much does the food aid from SoS help?

Quite a lot. SoS is very consistent with their help. Other groups may help during emergencies, but the help is not as persistent.

The food is helpful for feeding the bedridden patients, and also other people within the community that needs it.

There is a contract that they signed with the SoS - there are some guidelines. They have to send SoS : how much food they received each month - what did they do with it and how many people do they help etc.

Possible Improvements Suggestions for the SoS

More cars by the SoS would be great. (If we have to go pickup ourselves) The entrance can be difficult to navigate. But if the amount of food is very very high - SoS will try to find a wider location already - This is a good thing.

National Food Bank Policy

The Food Bank should have existed a long time ago. It also helps reduce food waste. For example, I know that hotels have buffet service, which almost always have surplus of. If a food bank existed - these food could possibly be reprocessed for people and communities in need to go pick up. I am waiting for this to be a reality.

Want to see the policy have a separate set of recommended food for different groups of people. One set for children, different from adults, for example. The kids list should be accessible to the school - reduce the needs to collect extra from the parents.

The Food Bank, if government controlled, should be easily accessible. Everyone can reach and can understand it. Personally, when I hear “government”, it paints the picture of “out of reach” “lots of steps” “complicated” and “paperworks”, which may make people not interested in connecting with it. It should absolutely not be a thing.

Ideally - if anyone is hungry - they can go into the food bank and receive food aid. Simple as that - no need to complicate it.

Promote more about food donation. There is a platform for the recipient to voice what they want. Maybe there should be the same for the donor to voice what they can donate. Some restaurants may have the donatable foods, but don't know where to do it.

Tax Incentives definitely can help - people will likely be more interested

As for the other incentives - not so sure. Certificates are certainly not for everyone. Some places may even donate out of their good will, not expecting anything to return as well. It all depends on the board of directors of the company. - the ones that donate voluntarily are the minority.

Example : when the COVID-19 pandemic was at its peak - she never saw any of the big corporations help out the people. - Does 7-11 donate their pre-cooked meals? No.

Now, they do donate - the foods that are near expiry.

Almost everything is close to expired, is that ever a problem?

SoS will always say that the donated food is close to expiry, and which date should it be used before.

This helps with their management. There wasn't really any problem with it.

Some ingredients - like oyster sauces past the expiration date, color slightly changes - but are still usable. Some parts of chickens may be deemed unsellable/expired by a supermarket standard - but they are still okay to eat for the community. Same for instant noodles.

There has never been a health issue with this either. No diarrhea, No food poisoning. Perfectly fine.

Recipient 1

เป็นกรรมการ อายุ 40

รับต่อจากประธานชุมชน อาหารกล่อง ผัก นม อาหารกล่องแบบปรุงแล้ว อาหารสด (เนื้อไก่ เนื้อสัตว์) ผัก (ผักกาดขาว กะหล่ำ) ผลไม้ (เสาวรส เมล่อน สาลี่เกาหลี่) ไม่มีมาฆ่า น้ำผลไม้กล่อง ไม่มีอาหารกระป๋อง มีความหลากหลาย

ตรงตามวัตถุประสงค์ที่ต้องการ ได้ลดค่าใช้จ่าย จากมีอยู่ 100 อาจจะเหลือแค่ 50 ไม่ก็ไม่ใช่เสียเลย

ส่วนตัวโอเคที่ได้รับ ได้อาหารสดบ้าง ปรุงสักบ้าง ผลไม้บ้าง ผักไม่ได้แค่กะหล่ำ แต่มีบิทรูท โรสเมรี่ เอาไปทำอาหาร ผักคอส เอาไปทำสลัดได้

ที่ไม่ได้อยากได้ไรเพิ่ม เพราะปกติหลากหลายอยู่แล้ว ที่ไม่เคยได้คืออาหารทะเล กุ้งหอยปูปลา ที่อยากลองได้

ความถี่อย่างน้อยอาทิตย์ละครั้ง จะมีผักมาทุกวันพุธ ที่ให้มาจัดสรรมาได้มือเดียว หรืออาจจะแบ่งได้มือสองมือ เราต้องกระจายทุกคน ให้หยิบแค่พอกิน เป็นกติกากันเอง ถ้ามันเหลือก็สามารถหยิบเพิ่ม

ถามว่าอยากได้ก็อยากได้เพิ่ม แต่ว่าถามว่าพอมันก็พอแหละเขาก็มาช่วยเหลือได้บ้าง

ไม่ได้มีแค่ sos ที่มาช่วยเหลือ ให้เรท 8,9,10

ประสบการณ์ส่วนตัว อย่งได้ผักมาก็เอาไปประกอบเป็นอาหารช่วยลดค่าใช้จ่าย บางทีมาเป็นกะหมึ้นหอยกับหมูกรอบmk เลย มันขึ้นอยู่กับแต่ละครั้งที่ได้ นมก็ได้ 4 ถุง pasteurized เป็นถุงต่อ 1 คน ให้ลูกกินก็ได้ 2 วัน มีนมเปรี้ยวนมจืดนมช็อคโกแลต บางทีก็กาแฟหู เป็นแก้ว

The first recipient is a committee of this community, and her age is 40.

So basically, she received the food from the community leader. The types of foods are lunch boxes, vegetables (cabbage and lettuce), milk, raw fresh food (chicken), fruits (passionfruit, melon, Korean pears), and milk. There are no instant noodles and canned foods. Mainly there are a variety of foods that they received.

It meets the desired purpose where it helps reduce the costs from 100 baht per meal to 50 or sometimes no money was spent.

She's okay with what she has been receiving because sometimes it's raw materials, cooked food, beetroots, and rosemary which can be used to cook food. Whereas the vegetables can also be a part of the salad. She doesn't actually want anything more because normally they already receive a variety of food but if she could try any new stuff, seafood would be great.

The frequency of time they receive at the minimum is once per week where the vegetables would come every Wednesday. This can be allocated to one meal or sometimes two. They would make sure to distribute to everyone and the rules they make together is to grab appropriate amounts of food but if there's many leftovers you may come and get more later.

Asking whether she wants more or not it would definitely be a yes but right now it's also already enough because SoS Foundation also comes in handy.

The rate that she gives to the SoS Foundation would be about 8-10. But to keep in mind not only the SoS that help them but there are also other foundations.

Her personal experience on vegetables is that she makes the food out of it which helps reduce her expenses and sometimes even got the jade noodles and crispy pork from MK. They also got 4 bags of pasteurized milk per person where she gave it to her child, and it lasted for two days. There are about four three types of milk such as fresh milk, fermented milk, and chocolate. In addition, they also got coffee in a cup.

Recipient 2

อายุ 35 ผู้รับอาหาร

อาหารที่ได้รับส่วนมากเป็นผัก อาหารปรุงน้อย มีของสด (ไก่) อาหารแห้งไม่แน่ใจเพราะส่วนใหญ่เอาแต่ผักเพราะกิน keto ผลไม้ (เสาวรส) ได้หลากหลาย ผักที่ไม่เคยกินอะไรพวกนี้

ตรงความต้องการ เราทำได้ทุกอย่างเพราะเอาไปแปรรูป

ส่วนตัวกินผักอยู่แล้ว อยากได้ไข่ไก่ เพราะไม่ได้มาบ่อย ผักเราโอเคอยู่แล้ว

ด้านการบริการคือโอเคเลย เพราะเขามีอะไรเขาก็ให้ เอามาให้ แต่ก็จะมีพวกอาหารปรุงแต่งต้องไปเอามาเอง

การได้รับอาหารมา คือไม่ต้องเสียค่าใช้จ่ายกับไม่ต้องเสียเวลา เอาเงินไปใช้ในส่วนอื่น

ประสบการณ์ส่วนตัวคือได้แบ่งเบาภาระครอบครัว ทำได้หลายวันเพราะผักอยู่ได้นาน ของที่เอามาคือดี เอาผักไปต้มผัดแกง

ที่ทำก็โอเคอยู่แล้ว เพราะเรากินได้ทุกอย่าง การที่เขาเอามาให้ก็ดีอยู่แล้วไม่ได้มีข้อเสียอะไร

She's one of the recipients, aged 35.

Mostly, she received vegetables, not much of cooked food but would be raw materials such as chicken. However, it's because she eats keto so she prefers vegetables and some passion fruits and many types of veggies and fruits would be great.

Preference is basically anything given because we can cook raw materials into food and can make something out of.

Normally, she eats vegetables but also would like some chicken eggs cause it doesn't come often.

The service is completely fine because whenever they have any food they would come and distribute but if we cooked food we would have to get it by ourselves.

By receiving these food it helps us to decrease the expenses and times where those money could be used in other parts.

My personal experience is that it helps lighten the family's burden. The vegetables can last for several days which are good.

It's already good because we can eat everything they provide.

Recipient 3

กรรมการชุมชน อายุ 52

ปกติได้รับอาหารมาหลายรูปแบบ สำเร็จรูป ผัก นม มีทุกอย่าง สำเร็จรูปคือทำมาเสร็จแบบปรุงสุกสามารถแจกได้เลย

ถ้าเขาให้มาเยอะเกิน เราจะแบ่งแบบถุงหนึ่ง ขอครึ่งนึง อีกครึ่งก็แจก มันจะได้ทั่วถึง มีความหลากหลาย เพราะแต่ละอาทิตย์ได้ไม่เหมือนกัน ผลไม้ (เสาวรส) นม (ถุง กล่อง ได้นมหลายรส)

ส่วนตัว ได้อยู่ พอตรงตามที่ต้องการ

ทุกวันนี้ที่ได้ก็ดีแล้ว ไม่ได้ต้องการรีเคิวอะไรพิเศษ เราแล้วแต่เลยเพราะเราเป็นคนรับก็เลยไม่ขอเลือก

ไม่มีอะไรให้ปรับปรุงเพราะเขาก็ทำมาดีแล้ว เพราะพอเขาแจกทุกคนก็ดีใจยิ้มแย้มมีความสุข แต่ไม่ได้ช่วยแบ่งเบาภาระส่วนตัวอะไรขนาดนั้น

ให้เรท 9

คนที่มารอรับก็แถวยาวเลยหน้าปากซอย เพราะถ้าของมาเยอะก็คือจะประกาศของมาเยอะ หรือวันไหนมาน้อยก็จะบอก เพราะจะแจกให้ทั้งหมด สามารถมารับได้หมด บ้านเช่าบริเวณข้างๆก็ได้

Community committee age 52

Usually receive food in many forms, cooked food, vegetables, milk, everything that is ready-to-eat and can be distributed immediately.

If the foundation gave too much the community would keep half and distribute where the rest would give out to the community around. Each week they received different food such as passion fruit, milk in many flavors.

In her opinion, it already fits her needs.

Nowadays, what we're receiving is already good enough. She doesn't want any special requests. Moreover, because we're the recipients so I don't think we can choose for we should feel satisfied with what we get.

Nothing to improve because it's already good enough. She likes to see when the people in the community smile and help decrease their expenses.

She rated the SoS Foundation at 9 out of 10.

There are many people waiting and the line is long till the main street for they would normally make an announcement for people to come. So they will make sure to distribute all of it to make sure there are no leftovers.

Appendix F: Interview Coding

Below, the coding process for the analysis of each interview is shown. The codes for each interview group are stated then a brief coding table is shown for each interview.

F.1 Existing SoS Foundation donors

Codes for interviews of Existing SoS Foundation donors:

1. Company Details
2. Relationship with SoS
3. Opinions & Challenges regarding Food Donation
4. SoS's workflow
5. Suggestions to make SoS's workflow better
6. Opinions on Government Policy/Actions

Coffee Concepts Retail Co., Ltd. – Starbucks

*Note: The Starbucks representative provide no comments regarding the government.

Company Details	Relationship with SoS	Opinions & Challenges regarding Food Donation	SoS's workflow	Suggestions to make SoS's workflow better
Starbuck serves drinks, food, and some merchandise.	Working with the SoS Since July last year.	There is quality control before donation.	SoS acts as the middleman and reduces quite a lot of workload from Starbucks' Staff.	Note : Most of the answer in this column = how can Starbucks helps with the SoS Operation).
Starbucks have been partaking in the CSR (Corporate Social Responsibility) model even before partnering with the SoS Foundation.	SoS "clicked" with Starbucks, is that they shared the same vision / go in the similar direction.	They are quite professional in the food donation field.	The list is sent to the SoS in the night, SoS will come pick up the food from Starbucks in the morning, and redistribute the food to communities within the same day.	They can try to collect all the food to be in one place that would allow easier pickup from the SoS Foundation. - Currently, SoS may have some difficulty traveling to each branch to collect the food.
Food donation part is a new thing that Starbucks just started, in collaboration with SoS.	Starbucks alone can not provide good coverage for food donation. → As such, They deem it appropriate to partner with the SoS for the food donation purpose.	If the dessert life is too short, or at risk for molds and microbials : They are at risk of spoilage during transportation.	SoS have a "cold truck" that can control the temperature inside to be appropriately low for storing dessert; keeping them in good quality.	
Main Food donation : Dessert, cakes, croissants - basically the stuff that we normally sell at the shop - They are not made on site = so no fresh ingredients waste.	Starbucks' Staff are quite happy working with SoS.	Difficulty in forecasting the amount of food causes the amount of food surplus to be high someday. Making the food surplus management to be more difficult.	Initially, the operation training is done by the SoS Staff. In the later phase - Starbucks will train themselves.	
Previously, the employees in the store had to manage the food surplus by themselves - On some days the amount of food surplus may be large → they	SoS is the first food rescue organization that Starbucks partnered with.	Short food lifespan is also a difficulty for managing food surplus as well		

can't eat/take all of it home.				
Had the food discount program for a short period in July 2022. Huge discount for the food that's going to waste otherwise. Was discontinued for the time being.	Plan to continue the collaboration into the future. Starbucks and SoS will have a cooking program together soon.			

AEON (Thailand) Co., Ltd. – MaxValu

Company Details	Relationship with SoS	Opinions & Challenges regarding Food Donation	SoS's workflow	Suggestions to make SoS's workflow better	Opinions on Government Policy/Actions
AEON group is a big company in Japan consisting of many joint ventures. Came to Thailand 38 years ago.	Partnered with SoS April 2022. Learned about SoS from a lady in the Pollution Control Department.	Cannot donate pre-cooked/packaged meals such as steamed rice, milk since risk of food poisoning. Concerned about food safety. Therefore, throw away and destroy in front of CCTV to maintain the company's transparency.	For monthly they will make a dashboard. SoS provides info of what MaxValu donates. MaxValu does not think about cheating since SoS declares.	System is good for them.	Declare tax deductions. Everybody will be happy.
Philosophy of AEON is about people, community and peace.	The motivation to partner is to help homeless people, people who are disadvantaged. SoS have direct access to these communities.	Increase in workload, have to keep some space for donated food. For the containers MaxValu has to pay, they need to have budget spare for this project.	SoS very well at picking up food daily and redistributing to communities daily.		Promote conscience for everyone first thing. She said if people have awareness it would be more widespread the concept of food donations.
MaxValu is a supermarket where you can find fresh produce and packaged meals.	Donates everyday fresh produce such as vegetables and fruits: dragon fruit, bananas, papaya and oranges. Donates every month dry food such as sauces and canned food. Even though for MaxValu gone bad SoS can still reprocess and make use of it.		SoS has professionals, food science experts who came to orient MaxValu's staff, teach how to keep food to be donated in good condition.		
Have a processing center convert trimming vegetables into animal feed.	Have 4 stores currently participating in food donation, aiming for 10 this year.		Use LINE to communicate and send pictures of what MaxValu wants to donate. SoS picks up the next day from each store (adjust		

			its routing). A routine thing.		
Have a cold room to maintain the quality of food. Preserve.	Use data from SoS's dashboard and reduce MaxValu's waste. Target for 0 waste.				

Malee Group

Company Details	Relationship with SoS	Opinions & Challenges regarding Food Donation	SoS's workflow	Suggestions to make SoS's workflow better	Opinions on Government Policy/Actions
Working with SoS is one of Malee's special projects. Assigned by the CEO. Are aware and are taking actions to improve/coordinate food donation/waste.	Working with SoS since 2020, when Covid began. Think their intentions are good to help the vulnerable. September 2020: Donation Agreement with the SoS.	All of the products under the Malee brand can be donated to SoS Foundation.	Strength of SoS shown through distribution of food especially when shelf life products are nearing an end	In terms of operation it's fine.	It's good for business. Supports the idea of policy
Malee is a leading manufacturer, distributor, and exporter of fruit juices, beverages, and canned fruits.	The CEO happened to know someone from SoS Foundation to help communities and those impacted from the pandemic.	Limitations on OEM products since they have to contact the companies for destruction/donation. Needs permission to donate goods that would've gone to another company, and needs to remove tags should that occur. If you do donate, remove brand labels since reputation has proven to be very important.	Working with SoS Foundation specifically was very systematic, in which they had to ask/confirm consistently on what they can/cannot accept as donation. No clear guidelines from the government.	If SoS could manage logistics and provide donors more conveniently.	Tax incentives are good. In the past it would've focused on financial incentives, but now is thinking more in terms of the ecology and future generations.
Malee deals with agricultural products, prioritize food practices of harvesting.	SoS had proper data management and report was very transparent with partners ← motivated to partner and continue.		SoS ask directly what and how much they want to donate.		Get youth involvement, could involve community support. Getting the youth to become educated and have their opinions on global issues.
Half of Malee's revenue comes from	SoS fixes the main concern of				Ask people outside Best

OEM (Original Equipment Manufacturing), contract manufacturing for global brands such as S&P and VitaCoco. Malee do not own these products.	Malee's problem which is how to manage short shelf-life products.				Before and Expiry Date who would not know the need to educate consumers.
They limit the shelf life of the product, for e.g. shelf life must be over 75% otherwise it will impact consumers and have other conditions.	Malee don't know which areas need their food the most but trust SoS to find the target groups.				Hopefully other incentives to donate fresh and healthy (high quality food), not surplus food.
Have donated to other places that offer tax-incentives to alleviate shelf-life limitations. However, once you deal with tax incentives, a lot of processes, waste of time.					
Donations become quarterly increasing efficiency.					

F.2 Potential food donors in the private sector

Codes for interviews of Potential food donors in the private sector:

1. Company Details
2. Management of food waste/surplus
3. Knowledge of Food Banks
4. Opinions & Challenges regarding Food Donation
5. Opinions on Government Policy/Actions

Sam Yan Market

Company Details	Management of food waste/surplus	Knowledge of Food Banks	Opinions & Challenges Regarding Food Donation	Opinions on Government Policy/Actions
Most of the shops here came from the old Samyan Market which was near where Samyan Mitrtown currently is.	In the past, food waste was simply thrown into the garbage and collected by the district.	I've heard of food banks, but I've never looked into them in depth. Only done a brief research on it when asked for an interview.	Possibly, if there are people or other organizations that can help with that. Currently Sam Yan Market has a lack of employees.	“Food Bank” might seem too idealistic for now → can be a difficult concept for most to have a grasp on. Should start from something small and simple.
Most shops are on lease agreement.	Recently, Chulalongkorn University developed a zero waste policy within the campus, so they have to change accordingly.		Insufficient amount of employees if the management takes control. Budget, and the incentives for the shop owners. A clear evidence that donation is good for them would be ideal.	Tax related benefits could attract some of the shops, but likely not all of them.
	We once had our own biogas tank that can convert the food and vegetable wastes into biogas, fertilizer, and bioextract.		On zero waste policy, it's still a new thing and we are still asking for cooperation and it does not run perfectly right now.	Other incentives such as stuff that could be clearly seen will gain more interest from the donors.
			Initially it is a good cooperation from each of the stores in separating the food waste into different categories.	
			There's no clear positive result of their action.	

Betagro

Company Details	Management of food waste/surplus	Knowledge of Food Banks	Opinions & Challenges Regarding Food Donation	Opinions on Government Policy/Actions
Betagro is a large scale agricultural business. They have their own farms, livestock, feed production for their animals, and a processing factory for their raw agricultural produce - changing into things like cooked meat or processed meat.	There is some Food lost as some part of the meat is undesirable. Betagro will usually recover that part and transform it into an premium grade animal food.	Have heard about food banks before. But they said they are confused between 2 distinct definitions.	They have tried to partake in food donation before, but there are problems about the logistics and concerns about food safety.	If there's a bridge, a middleman team that can deal with the logistics for them, there's no reason not to try it out
Product under Betagro company is roughly divided into 3 grades, depending on the price/quality of them.	Scrap meats: They can sell it in a lower grade, or ground it and produce it into ground pork and sausages.	1. Store food in reserve and use it with vulnerable communities. (What this project refers to) Or, 2. saving seeds of plants so that they won't be extinct.	The challenge is from the short shelf life stuff like products from fresh meats, pre-cooked ready to eat meal boxes, and desserts.	The policy in general should 1. Ensure that the quality of redistributed food will be okay. 2. Transparency of the transporting/distribution process. We worry about the expired food.
Betagro has some policy of their own to reduce the amount of food waste. Have been reduced from 3% to 1.5% recently.	Chicken Intestine and head can be made into animal feed. Feathers can be dried and changed into proteins to be animal feed.		It's currently not worth their time and money (Only 1.5% wasted, averaged to be 600 baht per day per location).	
Betagro has four distribution channels. -Modern Trade: -Traditional Trade -Industry -Food Service.	In the production step most of the "waste" can be reused in the factory or sold in some way. Close to no loss at all.			
	After the production step There are also some pre-cooked meal boxes that are not sold in time - but it's not very common. The total "waste" is about 1.5% of the total			

	sale, approximately 180k a month wasted for 12M made in sale.			
	They have a channel to sell food products for cheap (in case they are close to expiry).			
	They monitor the amount of sales daily and can use that number to adjust the following day order amount, to reduce fresh food waste.			

F.3 Recipient Community Organizations

Codes for interviews of Recipient Community Organizations:

1. Community Details
2. Food Aid from the SoS
3. Needs & Suggestions
4. Relationship with SoS
5. Preferences
6. Impacts on recipients

Childline Thailand Foundation (มูลนิธิสายเด็ก)

Community Details	Food aid from the SoS	Needs & Suggestions	Relationship with SoS	Preferences	Impacts on recipients
The foundation founders have the idea from Exodus of Australia, which is a project initiated by one of the priests there. - That's the origin of the Childline Foundation.	Only fresh raw ingredients that the foundation has to cook by themselves. Sometimes there is stuff like bread available, and they are usually close to being expired that they (SoS) collected from the food donors.	Separate communication channel (line group) for each type of recipient to reduce clutter.	Volunteer doctor introduced the SoS Foundation to Childline, he was a founder of SATI Foundation; it was next door to the SoS foundation. Since SoS foundation is related to food and has a community kitchen etc. Sometimes this doctor will have activities where he takes the kids to cook there.	Hope for non-food items for kids such as toothbrush and toothpaste.	Get bored of same type of food (negative impact).
Choose to locate the Hub at Hua Lamphong → Close to the train station, and the train used to be free. opened a hub for children to reside.	Quantity of food can be chosen accordingly by picking up by themselves but limited variety, for example only water spinach and crispy pork available on the day they go pick up. Sometimes, food texture is not same as stated.	Being more careful with the children's privacy even with good intention.	SoS Foundation is the first food aid organization. There is no Official Partner before SoS regarding food aid.	If SoS has a stable workflow and wants to collaborate from a larger network, reach more kids. Providing them with a balanced, healthy and sanitary diet in the crowded area.	SoS mindful of community choices, cares for the community preferences (positive impact).
The number of kids that the hub takes responsibility for is currently 150 cases at the moment. The total count since the opening is approximately 400-500 cases.	Has a choice on the types of food that are available. The staff will say which type of foods are available, and will be arranged in baskets.	Support the policy that would let SoS expand their operation and help out more children. Policy that is focused on the children's quality of life would be preferred as well. Moreover, foundation want SoS to focus more on children design	Communication can become very difficult. As contacting SoS via a large line group that contains both low income communities and foundations. The chat can get messy at times.	Hope SoS will acknowledge their needs.	Due to repeated food, having to buy our own food increases the maintenance cost of the foundation. so help from SoS in vain (negative impact).

		programs and food aid accordingly.			
The actual target range they have in mind is from firstborn to 18 years old and can settle for more even after the age.	Have control over food quality and quantity. Good quality raw ingredients like chicken and frozen meat.	Milk is the product that most kids want but is not available from SoS, Soy milk gets donated from another company BUT not preferable. Moreover, rice is not available at SoS. She has to get from other sources: Toyota donated 1 ton of uncooked rice to the foundation.	SoS calls for any special items, for example SoS calls the foundation if they have received an item such as cakes from S&P for them to take and give the children. The SoS tells them which items are available.		
Extra food can be provides aid to the local community.	Some of the food are close to expiry, for example sauces.	Have foods over all nutrition groups (5 main groups).	poor communication and confusing work distribution. However, nice staff.		
Occasionally assigning the more grown up kids to help me distribute the food they received from SoS to local communities as well.	Some types of food like BBQ Sauce. It is foods target towards others (community) NOT children.	Need food aid kid's style maybe some kind of survival bag for kids. The foundation don't mind frozen ingredients.	Never change the day of picking up food only Monday which can get inconvenient.		
Lack of access to technologies such as refrigerators and also their space, therefore, cannot take fresh vegetables and other fresh ingredients.	Same food every Monday which are crispy pork and water spinach. Sometimes the almost expired food.	SoS delivers to them (and more frequently) so kids can get access to fresh vegetables and other fresh ingredients. Additional, the foundation prefer Different sources of proteins and different fruit types. For example, Seafoods (Shrimp, or squid) / Other type of pork, like minced pork / More fruit options e.g.	easy to work with, flexible and not demanding on paperwork.		

		apple, watermelon, and grapes .			
They used to worked with government but stopped now due to a lot of paperwork.	Good quality food (well-preserved by up-to-date refrigerator).	Needs large entrance and different days of picking up food.	Provided the MoU but no response (Memorandum Of Understanding).		

Amphawa Temple - Small Children Center (ศูนย์เด็กเล็กวัดอัมพวา)

Community Details	Food aid from the SoS	Needs & Suggestions	Relationship with SoS	Preferences	Impacts on recipients
There are 52 kids overall, 4 teachers, of which 1 is also the center leader. Children range in age from two to four.	The majority of the food is composed of meat, pork, poultry, eggs, flour, pasta, sugar, sauces, fresh milk, fish balls, sausages, nuggets, tuna, rice, brown rice, and rice berries (maximum 60 kg) that must be consumed within two days after their expiration date.	The center wants SoS support weekly and more often.	One of the teachers she knows from another small children center introduced the SoS operation to her. They began in around August through September of last year, or less than a year ago.	They want more fresh stuff. They also would like to ask for chicken, eggs, pork, minced pork, pork balls, tofu, eggs, fish - steamed such as mackerel, snapper, and saba.	Teachers will choose foods that are not hot, do not contain vegetables, like fried rice with sausage or tuna that has been purchased, and that children can easily consume. Turns out that the kids enjoy the food.
There are a total of 2 rooms. The youngest is between 2-3 years. Still unable to control themselves. Lots of crying. The elder's room is 3-4 years old. begin training students to scoop food on their own.	Moreover, the center also receives fruits like pomelo (not beautiful skin), green apple. However, for kiwi, they didn't bring it because they thought the kids wouldn't like it.	The center wishes there was a government organization that actually came to provide meals for the kids.	They had never collaborated with other food bank, except SoS. Before collaborating with SoS, staff must use their own funds to purchase food and prepare meals for the kids.		
	See what type of food that we get and what we can cook for the kids and take only the appropriate amount of food. Therefore, I don't really have an excess amount of food.	The center wants to use social media to spread the news about it. They people what they do to attract more people to donate more food to the center due to the teacher's resources are limited.	It seems like there is no donation because many centers join in with SoS, donated food is beginning to run out.		
	Typically, the teacher will go pick up food at SoS center, SoS will	The center wants the SoS to expand the network as much	SoS supports a lot, however lately there haven't been many items but they will		

	organize the food and an assistant is present to help with packing. The center can go and get the food once a week. However now frequency of food aid decreased to once every two weeks.	as possible both the community and the child center.	call if there is some food to donate to us.		
	The raw materials usually provided by SoS, the center has to prepare the meal by themselves. They've never had a cooked meal served to them.	The center wants the government to support breakfast as well because normally, the government will have both breakfast and lunch provided for general public schools.	Definitely above an 8 or 10 out of 10 and the Small Children Center valued SoS's assistance because it was always available to them.		
	SoS will give them a lot of food to make it worthwhile because the center does not have their own car and the entrance of SoS is very narrow.		Very good communication with SoS.		
	The staff of SoS took very good care when picking up the items and also brought in the new project/charity to make people know about the small children center more.		Having SoS on board significantly reduces their workload and helps them save money.		

Phra Jen Alley Community (ชุมชนซอยพระเจณ)

Community Details	Food aid from the SoS	Needs & Suggestions	Relationship with SoS	Preferences	Impacts on recipients
The community consists of 476 households, with a total area of around 35k square meters. Total population of over 6,000 people. The elderly portion is increasing, while the kids and teenagers are reducing.	Vegetables most of the time, Eggs on some occasions. All is used for cooking	More cars by the SoS would be great. (If we have to go pickup ourselves) The entrance can be difficult to navigate. But if the amount of food is very very high - SoS will try to find a wider location already - This is a good thing.	They also help the community to connect with their network system, and also being one of the activity sites for the SoS.	Preference is basically anything given because we can cook raw materials into food and can make something out of.	It meets the desired purpose where it helps reduce the costs from 100 baht per meal to 50 or sometimes no money was spent.
There are many people waiting and the line is long till the main street for they would normally make an announcement for people to come. So they will make sure to distribute all of it to make sure there are no leftovers.	During COVID - the kitchen operates almost daily, with 6-7 volunteers working there. The output is around 200 meals a day for the people in lockdown. / Slows down after COVID situation is slightly better.		The service is completely fine because whenever they have any food they would come and distribute but if we cooked food we would have to get it by ourselves.	Nothing to improve because it's already good enough.	By receiving these food it helps us to decrease the expenses and times where those money could be used in other parts.
	People who lives in flats nearby also help with the uncooked rice.			She doesn't want anything more, but if she could, she wants to try seafood.	My personal experience is that it helps lighten the family's burden. The vegetables can last for several days which are good.
	Initially - Ingredients and food flavorings products are received, mostly close to expiry or cannot be sold but still edible. SoS used to come in			The recipient mentioned: "We are recipients so we don't think we can choose."	She likes to see when the people in the community smile and help decrease their expenses.

	and donate here themselves.				
	Good amount of donated food. They provide a set location to donate food to reach the whole community. The amount of food is sufficient for cooking 1 meal for most people. Sometimes the amount is high and 2 meals can be prepared.				High rating for SoS: 8-10. High rating for SoS (from another recipient): 9/10.
	Previously very frequent food aid. However, now frequency decreased to once every two weeks.				The high variety of vegetables helps her to follow her keto diet.