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ABOUT MERCY RELIEF

Headquartered in Singapore, Mercy Relief was established in 2003 to respond to human and natural disasters in the Asia Pacific. Today, we are Singapore's leading independent disaster relief agency with dedicated leadership, capacity building expertise and an affiliate network operating across the entire disaster management cycle.

Mercy Relief provides emergency aid within 72 hours of an international appeal in the aftermath of a disaster. The objective of our longer-term sustainable development programmes is to uplift and empower communities in five key areas: Water & sanitation, healthcare, shelter, sustainable livelihoods, and education.



A FEW WORDS FROM OUR CHAIRMAN



Suhaimi Bin Rafdi Chairman, Mercy Relief

2021 was a year of ups and downs, twists and turns.

Just when we thought the world was on the road to recovery from the COVID-19 pandemic, we were hit by a more infectious variant that forced us to take two steps back and enhance safety measures. Fortunately, Mercy Relief's beneficiaries remained resilient through it all, buoyed by the generosity of our donors.

Our hearts went out to our Filipino friends who were struggling because of the weakened economy – an effect of the pandemic, and again when Typhoon Rai caused devastation and destruction in many states. The year began with Mercy Relief delivering COVID-19 relief aid and assistance to several villages in January, to tide them through the difficult period of reduced income. Fast-forward to 16 December when Typhoon Rai made first landfall in the Philippines and wreaked havoc. Mercy Relief's strong partnership with local ground partners enabled our team to monitor the situation and respond appropriately to provide critical aid to survivors.

Despite the imminent threat of the coronavirus, our work in both the local and international scenes persisted, albeit remotely. Mercy Relief is grateful for the strong partnerships we enjoy with our ground partners which has enabled us to continue delivering aid to the vulnerable communities we serve, given the COVID-19 restrictions which made overseas travel difficult. This year, we were also delighted to extend our blessings to the migrant worker community in Singapore through one of our local outreach campaigns – Gift of Giving.

With every turn that we took, our donors, partners and supporters have remained faithful. You provided the moral and financial support much needed to bolster our operations and service to our beneficiaries. Throughout it all, we witnessed the indomitable spirit of our beneficiaries as they strove to come out stronger.

Looking ahead, while peaks and troughs are inevitable, Mercy Relief remains committed to helping those in need build back better, in fair weather and storms. With the continued support of our donors and partners, Mercy Relief will persist and endeavour to fulfil our mission of providing timely and effective aid, and empowering communities in Asia Pacific. From all of us at Mercy Relief, we thank you for joining hands with us in our fight for humanity. Together, let's support and celebrate the indomitable spirit.

With gratitude and hope, Suhaimi Rafdi Board Chairman Mercy Relief

BOARD OF DIRECTORS

Our Board of Directors steer our charity with their years of experience. Their leadership, guidance and mentorship have shaped Mercy Relief into the sustainable and impactful charity that it is today. With our board's wisdom and foresight, we look forward to many more years of empowering disaster-stricken communities across Asia Pacific.



MOHAMAD SAIFUL BIN SARONI



ALWI BIN ABDUL HAFIZ



LAM WY-NING



SUHAIMI BIN RAFDI



SATWANT SINGH s/o SARBAN SINGH



NALINI NAIDU



BINAYAK DUTTA



VINCENT LING CHI-HSIN



CHAIRUL FAHMY BIN HUSSAINI



LINUS NG



TITUS CHEONG



KOH YEE LING, CHERYL



Upholding good governance is Mercy Relief's (MR) utmost priority. The organisation adopts a rigorous selection of the Board and staff members as well as the implementation of impeccable internal controls and processes. MR believes that exemplary governance is key to attaining the funding required to sustain the long-term initiatives for the communities in need.



COHERENT STRATEGY

It is crucial for all staff to have a clear understanding where the charity is heading. Strategic planning, vision, mission, and core values, as well as our short- and long-term goals, are reviewed annually. The Board takes into consideration that the final plan is aligned with MR's vision and stays relevant in current and future changing landscape before giving its approval. This strategic plan is communicated to all the staff during meetings and is incorporated into their work plans and subsequently into their respective key performance indicators. Prior to the start of the new year, staff are made aware of how their roles are aligned with MR's plan and how their performances will lead to the fulfilment of the objectives. Impact reports about projects, performance, financials, and governance of MR are also regularly shared with the Board to ensure alignment with the strategic plan.



CONFLICT OF INTEREST

All Board members and staff of MR are required to observe the conflict of interest policy and make full disclosure of interests, relationships and holdings that could potentially result in conflict of interest. The Board members and staff have fully complied with the conflict of interest policy. There are no staff members who are close relatives of the Executive Director or the Board members.



ENLISTING THE RIGHT PEOPLE

Prospective employees are assessed and evaluated on their relevant experiences, skill sets and high ethical standards through MR's stringent hiring and interviewing processes. This applies to prospective new Board members too. The current Board comprises a diverse group of professionals with a wealth of experience in business development, medical, legal advice, marketing, audit governance, and fundraising.



IMPLEMENTING A RISK MANAGEMENT FRAMEWORK

A risk management policy has been laid out to implement an organisational philosophy that ensures risk management is a fundamental part of MR's objectives, plans and management system. A process was developed to record the risks in a risk register, stating the risk items, causes, impact and mitigation plan/date. The management team is held accountable for these risks and development/implement measures/strategies to manage/mitigate the risks on a regular basis. Any key issues are promptly escalated to the Board for their advice.



BUILDING A RESILIENT COMMUNICATION CHANNEL

MR has both a contact email address and a contact telephone number that facilitate feedback from all stakeholders and allow all parties to make enquiries about MR and how they can extend their help to MR. There is also a whistleblowing policy in place. MR's whistleblowing framework provides a platform for individuals to disclose any observed improprieties that involve MR's employees, without fear of reprisal. All instances of whistleblowing will be independently reviewed and investigated by the Board. The regular Board, Executive Committee (EXCO) meetings and annual general meeting (AGM) are available communication channels for staff and board members to voice their feedback, opinions, and concerns. According to its Constitution, a Board meeting shall be held at least once in three months and during the months where no Board meetings are held, EXCO meetings will be called by the Chairman to ensure that decisions are made in a timely fashion.



SINCE OUR in ception 2003 - 2021



\$\$45.8 million distributed



87 immediate relief operations



75
post-disaster
projects



26 countries benefited





1

OPERATION

1,468 beneficiaries (421 families) helped

- 1. Typhoon Rai Relief, Philippines
 - Barangay Luna & Barangay Manjagao; Surigao City
 - December 2021



ON-GOING PROJECTS

- 1. Jakarta, Indonesia Project WASH @ Bogor
- 2. Fukushima & Saitama, Japan Social Welfare Centre Facility Support
- 3. Tokyo, Japan Action Research by PWD
- 4. Sulawesi, Indonesia Project RISE
- 5. Kerala, India Community Led Disaster Resilience Project
- 6. Attapeu, Laos Smart Agriculture
- 7. Assam, India Project Sahay (Help)



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NEW POST-DISASTER PROJECTS

- 1. Sunda Strait Tsunami, Indonesia Project Banten Health and Resilient (BEST)
- 2. Bangladesh Refugee Crisis Maternal-Child & Primary Healthcare Phase II for Rohingya Community (MCH II)
- 3. Jakarta Flood, Indonesia Project WASH II @ Bogor



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COVID-19 RELIEF AID & ASSISTANCE

- 1. Kalibo, Aklan; New Washington & Roxas City, Capiz Philippines
- 2. Kathmandu District; Makwanpur District; Kavre District Nepal



22,670

BENEFICIARIES

1,468 - Relief | 13,860 - Projects | 5,850 - Covid-19 | 1,537 - On-going Projects



7 COUNTRIES

Bangladesh | India | Indonesia | Japan | Laos | Nepal | Philippines





IMMEDIATE RELIEF OPERATION

Typhoon Rai Relief, Philippines (December 2021)

Super Typhoon Rai, named Odette in the Philippines, struck the eastern portion of the islands in December 2021. One of the strongest storms of 2021, Typhoon Rai damaged over 1 million homes in its path, displacing more than 7 million people in various regions and caused over 400 deaths. Heavy rains exacerbated flooding and landslides, upending lives and devastating farming and fishing communities which provide a major source of income and livelihoods.

Mercy Relief worked with our ground partner, Citizens' Disaster Response Center (CDRC), and local partner, SIKAT, in the Philippines, in providing emergency relief aid in the form of dried food items and hygiene kits.

421 families from 2 communities – Barangay Luna and Barangay Manjagao – received the relief packs. Psychosocial activities were also conducted for the children, aimed at supporting them in their recovery and to return to their normal lives.





ON-GOING POST-DISASTER PROJECTS FROM 2020

- 1. Project WASH @ Bogor Jakarta Flood, Indonesia
- 2. Social Welfare Centre Facility Support Typhoon Hagibis, Japan
- 3. Action Research by PWD Typhoon Hagibis, Japan
- 4. Project RISE Resilience Initiatives for Sulteng; Sulawesi Earthquake, Indonesia
- 5. Community Led Disaster Resilience Project Kerala Flood, India
- 6. Smart Agriculture Laos Dam Collapse, Laos
- 7. Project Sahay (Help) Strengthening People's Resilience & Adaptive Capacity to Flood; South Asia Flood, India

ON-GOING POST-DISASTER PROJECTS

COMMUNITY LED DISASTER RESILIENCE PROJECT

Kerala Flood 2018, India

December 2019 to March 2021 37,753 beneficiaries

The 2018 Kerala Flood affected the livelihood of the community, who relied on tea plantations as a source of income. Mercy Relief partnered with Indo-Global Social Service Society (IGSSS) to implement a mitigation and preparedness project – "Community Led Disaster Resilience", at Wayanad district in Kerala.

The goal of this project was to increase community resilience through fostering sustainable livelihoods and Disaster Risk Reduction (DRR) initiatives in the risk-prone areas of Wayanad. 200 families were provided with saplings and taught on mixed cultivations to promote more disaster-resilient crops. 50 volunteer farmers were also trained in organic farming.

The Disaster Governance and System were strengthened through resilience planning processes, where volunteers learnt about DRR principles, risk mapping and assessing needs in troubled times.

SMART AGRICULTURE

Laos Dam Collapse 2018, Laos

October 2020 to September 2021 436 beneficiaries

Due to flooding from the 2018 Laos Dam Collapse, locals who were affected lost their livestock and their farmland was damaged, causing them to lose their main sources of income.

To restore their livelihood opportunities, Mercy Relief worked closely with Association to Support the Development of Peasant Societies (ASDSP) to launch the Smart Agriculture Training of Trainers Project. 17 active farmers were introduced to "smart agriculture" and learnt about resilient farming, agricultural production, and climate-appropriate products to utilise during the dry season. Key local government staff were also educated on smart agriculture practices. In addition, Mercy Relief provided infrastructure support in the form of water pumps, solar power systems and quality seeds.

PROJECT SAHAY (HELP)

South Asia Flood 2017

September 2020 to present 6,331 beneficiaries

The 2017 South Asia Flood in India affected thousands of villages, as there were no preventive measures placed before the floods hit. With India being prone to flooding, Mercy Relief worked with North-East Affected Area Development Society (NEADS) to implement a mitigation and preparedness project in WASH promotion, resilient livelihood initiatives and disaster preparedness and risk reduction (DRR).

The project benefited 8 villages, where emergency task force teams were formed to cope with disaster preparedness and response. There was also increased awareness in healthy WASH practices and the communities were trained in management of livestock during flooding.

ON-GOING POST-DISASTER PROJECTS

SOCIAL WELFARE CENTRE FACILITY SUPPORT

Typhoon Hagibis 2019, Japan

Feb 2020 to May 2020 290 beneficiaries

Due to the force of Typhoon Hagibis and severe flooding, many houses and buildings were completely damaged. This included two Social Welfare Centres located in Fukushima and Saitama prefectures.

Mercy Relief worked with our ground partner, Japan Disaster Forum (JDF), in repairing much needed facilities which were destroyed from the flood. The repair works included repairing the building infrastructure, installation of air-conditioning and restoration of a central kitchen, supporting persons with severe autism and their residents.

ACTION RESEARCH by PERSONS WITH DISABILITIES

Typhoon Hagibis 2019, Japan

April 2020 to September 2021 120 beneficiaries

Mercy Relief partnered with the Organisation of People with Psychosocial Disabilities, Porque, to conduct action research on the experiences of persons with disabilities and the accessibility of evacuation centres during natural disasters.

Selected by JDF, this research provided crucial information for key stakeholders, such as government bodies and other disaster response organisations. At the end of the project, Porque published the research report and organised a public sharing session of the research.

PROJECT RISE

Sulawesi Earthquake 2018, Indonesia

October 2020 to present 2,408 beneficiaries

mitigating hazards.

After the devastating Sulawesi Earthquake in 2018, Project RISE was implemented with the aim of enhancing the village community's disaster preparedness capacity, enhancing the economic resilience of the affected families through thematic trainings, and developing a village information system. A series of community-managed disaster risk reduction activities was conducted, which was aimed at reducing the overall loss of lives in future disasters through increasing community capacity in managing and

PROJECT WASH @ BOGOR

Jakarta Floods 2020, Indonesia

Dec 2020 to February 2021 730 beneficiaries

The 2020 Jakarta Flood caused villagers to be relocated to an area with no easily accessible water and toilet facilities.

A recovery and mitigation project, Project WASH @ Bogor focused on the provision of water, sanitation and hygiene (WASH) facilities in Bogor. This project saw the construction of 8 units of WASH facilities in Cipendawa Hamlet, with water pipes, a small dam and water storage and distribution tanks installed. Through this project, the villagers now have access to clean water, toilets and washing facilities for their daily needs.

NEW POST-DISASTER PROJECTS IN 2021

PROJECT BANTEN HEALTH & RESILIENT (BEST)

Sunda Strait Tsunami 2018, Indonesia

January 2021 to present 5,616 beneficiaries

After the 2018 Sunda Straits Tsunami, it was realized that not only were the affected areas prone to disasters, but the villagers also have poor health and hygiene, hence exacerbating the situation.

Project BEST was aimed at improving the communities' health-hygiene behavior and educating the community on disaster preparedness and resilience. 8 units of latrine and handwashing facilities were constructed, along with regular hygiene promotion. The community was also trained in waste management and mapping vulnerabilities, risks, hazards and capacities. 48 participants took part in first-aid training, so that they can provide first-aid to future disaster victims.

MATERNAL-CHILD & PRIMARY HEALTHCARE PHASE II

Bangladesh Refugee Crisis relief 2017, Bangladesh

March 2021 to November 2021 7,939 beneficiaries

Refugees residing in the Cox's Bazar require on-going healthcare services and medication. An extension of MCH I, Mercy Relief continued partnering with Human Aid Bangladesh Foundation (HABF) for Phase II of Maternal-Child & Primary Healthcare for the Rohingya Community.

Throughout the project duration, mothers received antenatal and postnatal care, along with the required medications. Neonates received the required check-ups and patients in need received primary healthcare and safe medication. Health education on COVID-19 was also conducted. This project has provided effective and a much-needed healthcare service, as well as create awareness on health issues among the refugees.

PROJECT WASH II @ BOGOR

Jakarta Flood 2020, Indonesia

December 2021 305 beneficiaries

An extension of Project WASH @ Bogor, Phase 2 of the project saw the construction of 4 units of toilets with washing areas in Cileuksa Hamlet.

With limited housing and public facilities, the community was deprived of water sanitation facilities. Phase 2 of Project WASH @ Bogor was implemented to continue to improve the community's access to clean water and toilets for their daily needs. Since then, the locals have benefitted greatly from these facilities and have been active in the upkeep of facilities.

COVID-19 RELIEF AID & ASSISTANCE

PHILIPPINES January 2021

4,425 beneficiaries

Due to increasing cases of COVID-19 and restrictions imposed, many found their livelihood and income affected. This is especially challenging for the urban poor workers, fishermen and drivers who were most affected.

Mercy Relief worked with Citizens' Disaster Response Center (CDRC) to address the immediate needs of the communities, through the provision of food packs and hygiene and sanitary kits. A total of 885 families in Aklan and Capiz provinces benefitted from these relief packs

NEPAL June 2021 1,380 beneficiaries

With a lack of hospital facilities, Nepal saw high daily death rates due to COVID-19. The health infrastructure was unable to bear the load, due to the shortage of oxygen for the patients.

Mercy Relief worked with Rotary Club of Kathmandu West (RCKW) to provide access to 14 oxygen concentrators for the critically ill and needy COVID-19 patients, who were receiving treatment at 4 public hospitals in Kathmandu and its neighbouring districts. .







WORLD HUMANITARIAN DAY 2021

Commemorated annually on 19 August, World Humanitarian Day pays tribute to humanitarian personnel who have lost their lives while engaging in humanitarian causes. From 16 to 27 August 2021, Mercy Relief took the opportunity to recognise humanitarian personnel and frontliners who have dedicated their lives to serving the needy. Stories of real-life heroes who put others above themselves, and whom Mercy Relief works with, were shared to commemorate the global occasion.

GROUND ZERO BIKE+RUN VIRTUAL CHALLENGE

Back for a second iteration of the virtual challenge, the Ground Zero race took on a different spin, introducing the Bike category to the original running event. The fifth edition of Mercy Relief's flagship fundraiser saw 369 participants race for humanity from 12 October to 12 November 2021. Participants could choose from six categories: 5km, 10km or 100km run; 15km, 30km or 100km bike. Over the month-long event, cyclists and runners clocked an impressive cumulative distance of more than 22,000km. Prizes were awarded to the top three runners who registered the furthest cumulative distance over the challenge period. Our event enjoyed the support of more than 20 corporate sponsors who contributed in-kind prizes for our lucky draw winners.



GIFT OF GIVING 2021

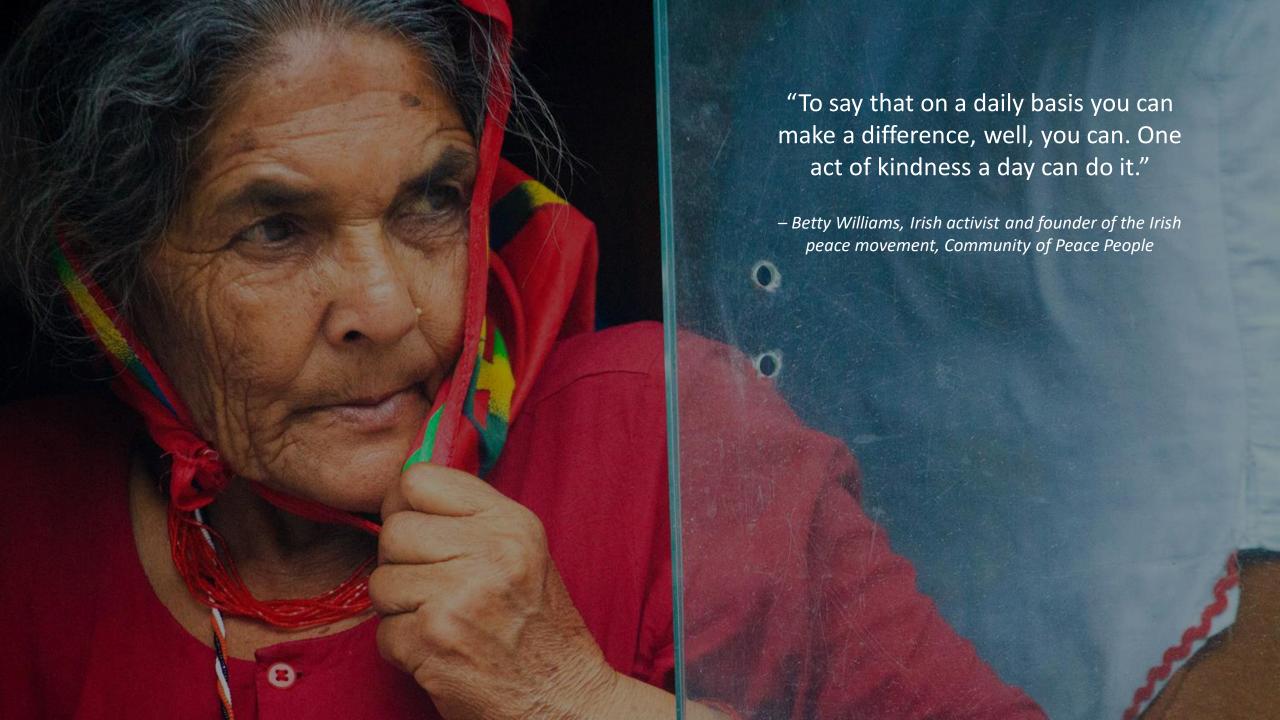
To celebrate the year-end season of giving, Mercy Relief organised the Gift of Giving campaign for the second year running to encourage the spirit of giving amongst the local community. Stretching from 22 November to 31 December 2021, the fundraising campaign coincided with Thanksgiving Day on 25 November. We partook in the festive season by holding two separate giveaways for our social media followers – the Thanksgiving Giveaway and the 12 Days of Christmas Giveaways. New collaborations were formed with fellow non-profit organisation Hope Initiative Alliance (HIA), which serves the migrant worker community in Singapore and fundraisers The Charity Home Bakers (TCHB). TCHB, a community of home bakers united by their passion for baking and giving back to society, staged a bake sale where proceeds were donated to Mercy Relief and also presented an opportunity for donors to sponsor boxes to beneficiaries of HIA.





SCHOOL OUTREACH 2021

It is a privilege to engage young and inquisitive minds, and we were delighted to do so with pupils of Jing Shan Primary School and Pasir Ris Primary School. Through school assembly talks which were held virtually due to COVID-19 restrictions, Mercy Relief had opportunities to raise awareness about the organisation's impact among the vulnerable communities in Asia Pacific.





Our heartfelt gratitude to our partners, supporters, volunteers, and participants for supporting the work we do to empower communities across Asia Pacific.

Corporate Partners

Big Time Bikehaus

Caffe Pralet

Candles Collective

Capella Hotel Singapore

Chen Su Lan Trust

Cheryl Miles

Creative Culinaire

Crockohdial

Deutsche Bank

Emjay Enterprises (Compressport)

Exabytes Network (Singapore) Pte Ltd

Four Nines

Health Mart (KODA)

Hope Initiative Alliance

HP Foundation

Humism Pte Ltd

Labyrinth

Mandarin Oriental

Merci Marcel

Olee (PestStop)

Rahmatan Lil Alamin Foundation (RLAF)

Sakae Sushi

SCALED

Shunji Matsuo

Singapore Airlines

Singapore Pools

Singapore Totalisator Board

Sing Phil (Ultra, goodr, features, Freeworld

Australia)

susGain Pte Ltd

The Charity Home Bakers

The Grace, Shua and Jacob Ballas Charitable

Trust

The Ritz-Carlton

Tiger Balm

Overseas Ground Partners

Association to Support the Development of Peasant Societies (ASDSP)
Citizens' Disaster Response Center

Citizens' Disaster Response Center (CDRC)

Disaster Response Center (DIRECT)

Human Aid Bangladesh Foundation (HABF)

Japan Disaster Forum (JDF)

North-East Affected Area Development Society (NEADS)

Panay Center for Disaster Response (PCDR)

Pusat Kerja Pengajian Anak (PKPA)

Rotary Club of Kathmandu West (RCKW) Indo-

Global Social Service Society (IGSSS)

Sekolah Rakyat Petani (SRP) Payo-Payo

Yayasan Aksi Cepat Tanggap (ACT)

Schools

Jing Shan Primary School
Pasir Ris Primary School
University of Brunei Darussalam

FINANCAL STATEMENT

Financial Report 2021

FUNDS IN SGD\$	FY2021	FY2020	
Grant / Donation Income	\$852,301	\$1,564,633	
TOTAL INCOME	\$852,301	\$1,564,633	
Expenses			
Programme Costs	\$454,306	\$610,001	
Other Operating & Administration Costs	\$526,102	\$708,147	
TOTAL EXPENSES	\$980,408	\$1,318,148	
Ratio of Direct Fundraising Expenses to Total Donations & Sponsorships	5%	4%	
Ratio of Operating Reserves to Operating Expenditure (*)	2.36	1.47	
(*) Defined as General Fund Reserves divided by Total Operating Expenditure			

The audited statutory accounts are available in our corporate website and on the Charities Portal.

Reserves Policy:

Mercy Relief's programmes are principally funded by donations from the public and sponsors. We work closely with our key sponsors for our funding needs and aim to hold adequate funds to meet our operating expenditure and outgoing programmes. The Board has aims to maintain a cash cover of 60 months, which is equivalent to the reserve ratio of 5.

Donation Policy:

Mercy Relief does not make donations to any external parties. Mercy Relief receives donations largely via NVPC's Giving.sg platform or online through its website.

Other practices:

Management provides the Executive Committee and the Board with regular financial reports to enable them to make an informed assessment of Its financial position. Variances of financial results against budgets are reviewed regularly. There is also an authority matrix for the approval of procurement and payments.

Mercy Relief uploads Its Governance Evaluation Checklist from the Code of Governance for Charities and Institution of a Public Character, a yearly summary of its financial Information and copies of Its annual reports In the Charities portal, for access by the public.

Total Annual Remuneration of Executives:

Remuneration Band No of Executive

\$100,000- \$150,000 1

Board meeting attendance:

Under the year in review, there were a total of 3 scheduled Board meetings to discuss key strategic issues. A record of the Directors' attendance at Board meetings during the financial year, which ended on 31 December 2021, is set out below:

S/N	Name of Director	No. of meetings	
		Held	Attended
1	Suhaimi Bin Rafdi	3	3
2	Satwant Singh S/O Sarban Singh (*)	3	3
3	Vincent Ling Chi-Hsin (Lin Jixun)	3	3
4	Mohamad Saiful Bin Saroni	3	2
5	Nalini Naidu	3	3
6	Alwi Bin Abdul Hafiz	3	2
7	Chairul Fahmy Bin Hussaini	3	2
8	Lam Wy-ning	3	3
9	Koh Yee Ling, Cheryl (Xu Yiling)	3	3
10	Ng Siew Hoong	3	3
11	Titus Cheong	3	2
12	Shawn Ng (resigned 30 June 2021)	3	1
13	Binayak Dutta (appointed 13 December 2021)	-	-

(*) Mr Satwant Singh has served on the Mercy Relief Board for more than 10 years. The Board benefitted from his legal expertise as well as his knowledge of the company's past projects, trends and perspectives that define our history, for informed decision making.

G E T T I N G INVOLVED

Mercy Relief not only brings individuals together to partner in humanitarian efforts, but the organisation also works towards forging connections amongst various sectors so as to provide well-rounded support to the communities served.

To: The Potential Donor/Sponsor

By supporting the work that we do financially, you are scaling our impact locally and helping us reach out to more communities affected by natural disasters regionally. All proceeds raised will go into transforming the lives of survivors both near and far — and you will hear real stories about it. Donations to Mercy Relief's Impact Fund will enjoy 250% tax deduction.

To donate, visit



ww.mei cvi ciici.o. 5, donate

www.giv.ng.sg/mcn

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To: Those Leading CSR Initiatives

More than just doing good or giving of your time, create a deeper and more tangible impact through our framework of quality, holistic content, and metrics.

To: The Future Intern

Make every moment count by joining our internship programme! Gain exposure through our networking events and get the work experience you need.

To: The Educator

Host us through assembly talks and sharing sessions — and help others learn more about the humanitarian sector, as well as our disaster relief efforts throughout Asia Pacific.

Drop an email to us at intouch@mercyrelief.org



