



**MERCY
RELIEF**

Annual Report 2022

Prepared By :

Mercy Relief

TABLE OF CONTENTS

Chairman's Message	1
Board of Directors	2
Exemplary Governance Practices	3
Since Our Inception	4
2022 Impact	5
International Programmes	6-12
Local Outreach	13-16
Acknowledgements	17
Financial Statement 2022	18-19
Getting involved	20



About Mercy Relief

Inaugurated in 2003 and headquartered in Singapore, to respond to regional natural disasters, Mercy Relief has evolved into 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 long-term sustainable development programs is to uplift and empower communities in five key areas: Water & sanitation, healthcare, shelter, sustainable livelihoods, and education.

CHAIRMAN'S MESSAGE



SUHAIMI BIN RAFDI
Chairman of the Board, Mercy Relief

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As we gather today to reflect on the culmination of our efforts throughout the financial year 2022, I am humbled by the collective dedication and resilience demonstrated by our team at Mercy Relief.

In our pursuit of sustainability, we have not only responded to the immediate needs of communities affected by disasters but have also invested in long-term solutions that build resilience and empower individuals to withstand future crises.

To stay relevant and current in an ever-changing landscape, we have embraced innovation and collaboration, leveraging technology and partnerships to enhance the effectiveness of our interventions. Moving forward with foresight, we have embraced a proactive approach to disaster management, anticipating risks and implementing preventative measures to mitigate their impact.

At the heart of our mission lies the principle of moral courage – the willingness to do what is right, even when it is not the easiest path. As stewards of the resources entrusted to us, we recognise the importance of spending money wisely for the benefit of communities.

In closing, I would like to express my deepest gratitude to each and every member of the Mercy Relief family – our staff, volunteers, donors, and partners – for their unwavering dedication and support throughout the past year. Together, we have made a tangible difference in the lives of countless individuals and communities, and I am confident that our collective efforts will continue to inspire hope and resilience for years to come.

Thank you.

BOARD OF DIRECTORS



SUHAIMI BIN RAFDI
CHAIRMAN OF THE BOARD
FY2015 - PRESENT

DIRECTORS



SATWANT SINGH S/O SARBAN SINGH
EXCO & BOARD MEMBER
FY2003 - PRESENT



NALINI NAIDU
EXCO & BOARD MEMBER
FY2018 - PRESENT



MOHAMAD SAIFUL BIN SARONI
EXCO & BOARD MEMBER
FY2016 - PRESENT



VINCENT LING CHI-HSIN
EXCO & BOARD MEMBER
FY2016 - PRESENT



ALWI BIN ABDUL HAFIZ
BOARD MEMBER
FY2017 - PRESENT



BINAYAK DUTTA
BOARD MEMBER
FY2021 - PRESENT



CHAIRUL FAHMY BIN HUSSAINI
BOARD MEMBER
FY2017 - PRESENT



TITUS CHEONG
BOARD MEMBER
FY2020 - PRESENT



CHERYL KOH YEE LING
BOARD MEMBER
FY2018 - PRESENT



LAM WY-NING
BOARD MEMBER
FY2018 - PRESENT



LINUS NG SIEW HOONG
BOARD MEMBER
FY2018 - PRESENT

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.

EXEMPLARY GOVERNANCE PRACTICES

Upholding good governance is Mercy Relief's (MR) utmost priority, being the key fundamental to attaining required funding to sustain the long-term initiatives for the communities in need. The organisation adopts a rigorous approach to appointing Board and staff members and has implemented controls and audits over its internal processes to support exemplary governance practices.



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. Staff members are not close relatives of the Executive Director or 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 as well. 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 implement measures to 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 and offer their support to MR. 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.

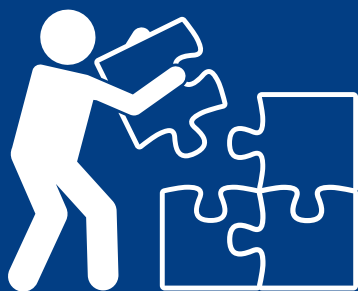
SINCE OUR INCEPTION 2003-2022



\$46.1
MILLION DISBURSED



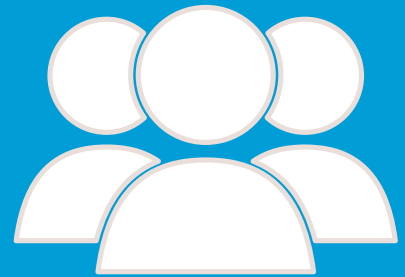
87
DISASTER RELIEF
OPERATIONS



75
POST-DISASTER
PROJECTS



26
BENEFICIARY
COUNTRIES



2.7
MILLION
LIVES
IMPACTED

4

DISASTER RELIEF
OPERATIONS

1

POST-DISASTER
PROJECT

2

ON-GOING
PROJECTS CARRIED
ON FROM 2020-
2021

5

COUNTRIES

39,408

LIVES IMPACTED

2022 IMPACT



INTERNATIONAL PROGRAMMES



Standards In Humanitarian Aid

Mercy Relief voluntarily commits to the SPHERE standards in Humanitarian Aid, where it applies in our areas of work. This is in line with supporting the SPHERE vision in which all people affected by disasters or conflicts are able to re-establish their lives and recover their livelihoods in ways that respect and promote their dignity.

Mercy Relief also commits to the Core Humanitarian Standard on Quality and Accountability (CHS) that sets out Nine Commitments that organisations involved in humanitarian response can use to improve the quality and effectiveness of the assistance they provide, as well as to facilitate greater accountability.

4

DISASTER RELIEF OPERATIONS

- Apr 2022 ✓ **Philippines Tropical Storm Megi**
- Jun 2022 ✓ **South Asia Bangladesh & India Floods**
- Oct 2022 ✓ **Pakistan Flood**
- Nov 2022 ✓ **Indonesia Cianjur Earthquake**



PHILIPPINES TROPICAL STORM MEGI

April 2022



5,405
beneficiaries

Tropical Storm Megi, also known locally as Tropical Storm Agaton, was a deadly tropical cyclone that devastated communities in the eastern and southern coastlines of Calicoan Island. The cyclone caused landslides and floods, affecting more than 2 million people with 175,794 people displaced, 236 injured and 147 people missing. Torrential rainfall for 5 days eroded fish farms and agricultural lands, affecting the community's main source of livelihood and food supply.



Leyte

Leveraging on our network of local NGOs, Mercy Relief partnered with ground partners Panay Centre for Disaster Response (PCDR) and Leyte Centre for Development (LCDE), to deliver emergency relief aid. This aid was in the form of food packs, cooking utensils, and sleeping mats which was distributed to families in Barangay Bunga and Barangay Kantagnos.

Capiz

Local Partner PCDR worked with volunteers to provide families with food packs and sleeping kits. Our aid distribution benefitted people with disabilities, the elderly and young children, whose lives were severely disrupted by the typhoon.

In total, Mercy Relief disbursed \$86,730 to relief efforts for Tropical Storm Megi in Leyte and Capiz.



SOUTH ASIA BANGLADESH & INDIA FLOODS

June 2022



6,750
beneficiaries

Constant heavy rainfall in South Asia lead to the devastation of North-Eastern regions in Bangladesh and India. Flash floods and landslides destroyed livelihoods and the homes of over 7.8 million people, resulting in 400 deaths and many more injuries. The impact of the floods hit the marginalised communities the hardest.

Bangladesh

Partnering with Watroam, Mercy Relief provided water filters to a village of 200 residents, guaranteeing access to clean water within an hour. Additionally, in conjunction with their local partner, Human Aid Bangladesh Foundation (HABF), Mercy Relief distributed food packs to 650 households, benefiting around 3,250 individuals.

In total, Mercy Relief disbursed **\$70,178** for relief

India

In collaboration with the local organisation North-East Affected Area Development Society (NEADS), Mercy Relief provided non-food items, hygiene kits, and water filtration systems to 700 vulnerable families. This assistance benefitted approximately 3,500 individuals, aiming to safeguard them against infectious diseases and prevent their spread.





PAKISTAN FLOOD

October 2022



7,879

beneficiaries

Unprecedented monsoon rains in Sindh led to severe flooding across 24 districts, impacting approximately 12.3 million people. This disaster resulted in the destruction of 1.4 million homes and claimed over 800 lives, with 8,400 individuals sustaining injuries. Among the hardest-hit districts were Matiari and Tando Allahyar. The floods devastated both private and public infrastructure, disrupted livelihoods, agriculture, and water sources, affecting a total of 376,000 residents in these areas.

In response to the appeal from the National Rural Support Programme (NRSP), Mercy Relief disbursed **\$74,407** to provide ration food hampers and tarpaulins to 5,493 individuals, addressing the most pressing needs of affected households. Additionally, maternal care and medical camps focusing on post-natal, anti-natal, and newborn care were established, directly benefiting 2,386 women and children.





INDONESIA CIANJUR EARTHQUAKE

November 2022



13,205
beneficiaries

A 5.6 magnitude earthquake struck West Java Province, Indonesia. The epicenter was near Cianjur, about 75 km southeast of Jakarta. Approximately 2.5 million people were affected, with over 300 fatalities and 108,000 people displaced.



In response, Mercy Relief immediately deployed a relief mission, working together with ASAR Humanity to distribute **S\$4,800*** worth of hot meals, drinking water, hygiene kits, tents, tarpaulin sheets, and blankets to 13,205 beneficiaries.

*This Relief Mission for Cianjur was carried out in two missions in 2022 and 2023,

2

ON-GOING
PROJECTS CARRIED
ON FROM 2020-
2021

Oct 2020 to
Mar 2022



Project RISE:
Resilience Initiatives for Sulteng
Sulawesi Earthquake 2018

3,945
beneficiaries

After the devastating Sulawesi Earthquake in 2018, Project RISE was implemented with the aim of enhancing the village community's disaster preparedness, ensuring the economic resilience of the affected families through thematic trainings, and developing a unique village information system. A series of community-managed disaster risk reduction activities were conducted, aiming to reduce the overall loss of lives in future disasters by increasing community capacity in managing and mitigating hazards.



Sep 2020
to Jul 2022



Project Sahay (HELP):
Strengthening People's Resilience
and Adaptive Capacity to Flood
South Asia Flood 2017

6,328
beneficiaries

The 2017 South Asia Flood in India impacted thousands of villages. Mercy Relief collaborated with the North-East Affected Area Development Society (NEADS) to implement a project focusing on mitigation and preparedness in WASH promotion, resilient livelihood initiatives, and disaster preparedness and risk reduction (DRR). Consequently, there was heightened awareness of healthy WASH practices, improved communal understanding of managing livestock during flooding, and the establishment of an emergency task force team that is well-informed and prepared to respond to future disasters.



Started
Aug 2022



Increasing Resiliency of Typhoon Rai Affected Communities in Siargao Island

Typhoon Rai 2021

4,632
beneficiaries

Typhoon Rai affected more than 7.7 million people in the Philippines, leaving many families displaced with their homes destroyed. Mercy Relief worked with the ground partner 'Center for the Development of Indigenous Science and Technology Inc' (also known as SIKAT) to provide humanitarian assistance to the under-served and marginalised households and communities affected by Typhoon Rai. The project involved the restoration and rehabilitation of WASH facilities, the provision of emergency livelihood support, and the enhancement of local government emergency response capacity to 863 households.

1

POST-DISASTER
PROJECT



LOCAL OUTREACH

To raise awareness in Singapore about the work we do, Mercy Relief spreads its message of empowerment through various platforms, including social media, public events and delivering talks at corporate organisations. We share stories from the ground, in the hope of inspiring people to join us and champion our vision of care and compassion.

Volunteers are at the heart of what we do – they provide the grassroots support, energy and financial backing that fuel our response when disaster strikes.

At the same time, we work with schools to nurture the next generation of humanitarians. Using interactive talks, photography exhibitions and workshops, we spotlight various humanitarian issues in the region, encouraging students of all ages to think about how they can invest in other communities and participate in survivor journeys. We encourage them to pursue the causes they are passionate about.



Apr 2022



Visit to Changi Regional HADR Coordination Centre (RHCC)

3,945
beneficiaries

Changi RHCC hosted a Mercy Relief team to share new updates and network with our team. Over the years, Changi RHCC has regularly monitored and shared critical information on regional disasters with MR, helping us to respond to various disasters in the region more effectively. We are extremely honoured to be able to maintain this long-term partnership and share our best practices for sharper disaster response.



May 2022



Schools Values in Action (VIA) Programme

Our collaboration with Methodist Girls School (MGS) and Convent Of The Holy Infant Jesus (CHIJ) provided students exposure to Mercy Relief's emergency relief efforts and post-disaster sustainability programs, as well as ignite their compassion for a humanitarian cause.

The programme consisted of a presentation on relief aid and post-disaster projects we have undertaken as well as an overview of local outreach and fundraising programmes at the schools.

For the second leg of the programme, students visited Mercy Relief to view the display of emergency relief supplies and participate in a specially curated disaster relief response activity, simulating real-life experience at disaster sites.



Jun 2022



Headquarters Integrated Air Defence Systems (HQIADS) Visit

Mercy Relief hosted a presentation on Asia Pacific disaster relief operations and post-disaster sustainability programmes for a high level contingent from HQIADS led by AVM Geoffrey Harland, Commander, in conjunction with the 21st Five Power Defence Chiefs (FPDA) Conference.

The working level interaction facilitated discussions on military collaboration with other government agencies (OGA) and non-government organisations (NGOs) in the area of humanitarian aid and disaster relief (HADR).



July to
Oct 2022



Ground Zero Bike & Run 2022

Singapore's First Humanitarian Charity Run Since 2015

Mercy Relief's Ground Zero Run celebrates the indomitable human spirit as we stand in solidarity with survivors who have inspired humanitarian work around the world. The 2022 Ground Zero race was a virtual challenge with Bike and Walk/Run categories. Participants covered a total distance of 6,710.65km in both teams and individually, raising a total \$3,600. The top three runners and cyclists with the furthest cumulative distance were awarded prizes.

The race received generous support from our corporate sponsors: Capella Singapore, Colony Bakery, and Compressport. The event also benefited from the contributions of technology partner Wobs and event partner susGain. Participants who downloaded the susGain app supported environmental conservation through susGain's commitment to plant mangrove trees on Biak Island, Indonesia.





World Humanitarian Day

World Humanitarian Day is an annual event observed on August 19th to pay tribute to humanitarian workers and recognise their extraordinary contributions in saving lives and alleviating suffering around the world.

It serves as an opportunity to raise awareness about humanitarian issues and the importance of supporting humanitarian efforts globally and also celebrates the efforts of humanitarian aid providers and volunteers.

In 2022, as part of its local outreach programme, Mercy Relief conducted a two-week long social media campaign in conjunction with World Humanitarian Day celebrations.

The campaign shared insights on what it means to be a humanitarian worker through a series of posts, quizzes, and a specially produced video.



Gift of Giving

To embrace the spirit of giving during the year-end season, Mercy Relief orchestrated the Gift of Giving campaign on social media. The heartfelt initiative showcased the stories of beneficiaries, highlighting their gratitude for the past year and their aspirations for the upcoming one. Through heartfelt narratives and compelling visuals, the Gift of Giving campaign encouraged individuals to reflect on the blessings in their lives and extend a helping hand to those in need.



ACKNOWLEDGEMENTS

We would like to express our heartfelt appreciation to donors, partners and supporters who have contributed their resources, time, and expertise. Their generosity has enabled us to reach the most vulnerable populations, ensuring that no one is left behind.

It is through your belief in our mission that we have been able to work tirelessly to provide relief, restore hope, and promote sustainable development in the Asia Pacific region. Your partnership has been instrumental in driving positive change, and we are incredibly honoured to have you by our side.

Local Partners & Supporters

Capella Singapore
Chen Su Lan Trust
Changi RHCC
Common Man Coffee Roasters
Humism
MCCY Charity Sector Commission
Muslim Converts' Association of Singapore
Muhammadiyah Association
Rahmatan Lil Alamin Foundation (RLAF)
Ritz Carlton Millenia
Sakae Sushi
Susgain
Singapore Tote Board

Overseas Ground Partners

Leyte Center for Development, Inc. (LCDe)
Panay Center for Disaster Response, Inc. (PCDR)
Citizens' Disaster Response Center (CDRC)
Human Aid bangladesh Foundation (HABF)
North East Affected Area Development Society (NEADS)
National Rural Support Programme (NRSP)
ASAR Humanity
Sekolah Rakyat Petani Payopayo (PAYOPAYO)
Sentro para sa Ikauunlad ng Katutubong Agham at Teknolohiya, Inc. (SIKAT)

Schools & Tertiary Institutions

Canadian International School
Chung Hwa Secondary School
Convent of the Holy Infant Jesus (CHIJ)
Greenwich Primary School
Methodist Girls School (MGS)
Millenia Institute
Nanyang Junior College
NTU Business School
Singapore Institute of Management
St Anthonys Canossian Secondary School

Individual Donors

We would like to express our deepest appreciation and special acknowledgement to all of our individual donors. Your generous support and commitment has made a significant impact on our organisation and the cause we strive to serve.

Each donation, regardless of its size, has played a crucial role in helping us achieve our goals and make a difference in the lives of those we aim to assist.

FINANCIAL STATEMENT

Financial Report 2022

Funds in SGD\$	FY 2022	FY2021 (Restated)
Grant/Donation income	\$691,444	\$889,852
TOTAL INCOME	\$691,444	\$889,852
Expenses		
Programme Costs	\$274,398	\$454,306
Other Operating and Administration Costs	\$505,422	\$526,102
TOTAL EXPENSES	\$779,820	\$980,408
Ratio of Direct Fundraising expenses to Total Donations and Sponsorships	3%	4%
Ratio of Operating Reserves to Operating Expenditure (**)	3.12	2.43
<i>(**) Defined as General Fund Reserves divided by Total Operating Expenditure</i>		

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.

FINANCIAL STATEMENT

Total Annual Remuneration of Executives:

Remuneration Band	No of Executives
\$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 2022, 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	2
4	Mohamad Saiful Bin Saroni	3	1
5	Nalini Naidu	3	3
6	Alwi Bin Abdul Hafiz	3	2
7	Chairul Fahmy Bin Hussaini	3	1
8	Lam Wy-ning	3	3
9	Koh Yee Ling, Cheryl (Xu Yiling)	3	1
10	Ng Siew Hoong	3	3
11	Titus Cheong	3	3
12	Binayak Dutta	3	3

GETTING INVOLVED

Mercy Relief not only brings individuals together to collaborate in humanitarian efforts but also works towards forging connections in various sectors to provide comprehensive support to the communities we serve.

Donors & Sponsors

By supporting the work we do financially, you are scaling up our impact locally and helping us reach out to more communities affected by natural disasters regionally. All proceeds raised will go towards 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.



www.mercyrelief.org/donate

Corporate CSR Initiatives

CSR is more than just doing good or giving your time, it's about creating a deeper and more tangible impact through our framework of quality, holistic content, and metrics.

Internship

Make every moment count by joining our internship programme! Gain real-life exposure on planning and fundraising for disaster relief aid, post-disaster projects, outreach programs and social media campaigns. Engage with a diverse number of stakeholders including the public, corporate organisations, potential donors, schools & tertiary institutions.

Follow us on Social Media:



Instagram
[@mercy_relief](https://www.instagram.com/mercy_relief)



Facebook
[@MercyReliefOfficial](https://www.facebook.com/MercyReliefOfficial)

Schools & Tertiary Institutions

Consider hosting us for assembly talks and sharing sessions. Your support will help others learn more about the humanitarian sector, as well as our disaster relief efforts throughout the Asia Pacific region.

Drop an email to us at intouch@mercyrelief.org if this is of interest.



**MERCY
RELIEF**
SINGAPORE

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Unique Entity Number (UEN): 200306035Z

Charity Registration Number: 01748

IPC Number: IPC000067