



**MERCY
RELIEF**

ANNUAL REPORT FY 2015

MERCY RELIEF LIMITED
Annual Report for Year Ended 31 December 2015

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INTRODUCTION

When disaster strikes, it is easy to see those affected as victims: desolate, destitute, and defeated. Here at Mercy Relief, we see things differently. We see people coming together to help one another, fight back, and protect their way of life. We witness their indomitable spirit, and are committed to supporting it.

MISSION

To provide timely and effective aid when disasters strike, and empower communities in Asia.

VISION

Championing compassion and care.

VALUES

Uphold humanity; Exercise impartiality; Maintain neutrality; Respect sovereignty.

ABOUT MERCY RELIEF

Headquartered in Singapore, Mercy Relief was established in 2003 to respond to human tragedies and disasters in 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.

Our longer-term sustainable development projects aim to uplift and empower communities in five key areas: **water and sanitation, shelter, sustainable livelihood, healthcare and education.**

Disaster relief and sustainable development projects are the core of Mercy Relief's International Programmes. We work alongside survivors to restore lives and livelihoods, and to invest in communities throughout Asia to improve living standards.

At Mercy Relief, we are always thinking about how we can get better at what we do. We draw technology and innovation, as well as creative partnerships with other organisations to help us come up with better and more effective solutions to the challenges we face.

We also document our field experiences and publish them in reports for various stakeholders – it is our way of sharing what we have learnt in the hope that others will benefit from it.

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

ABOUT MERCY RELIEF FACTS AND FIGURES

24

countries Mercy Relief has been active in

72 hours

time within which emergency aid delivered, from appeal to assistance

58

disaster relief operations executed

S\$32.5 million

funds disbursed up to 2015

50

sustainable development programmes implemented

2 million

lives impacted

KEY MILESTONES

Mercy Relief has provided humanitarian aid in Asia for over a decade. Through the years, we have invested in communities and worked alongside survivors to help them rebuild their lives.

Here are some key events in the history of our organisation since its inception in 2003:

YEAR	KEY MILESTONES
2003	<ul style="list-style-type: none"> Mercy Relief was officially launched by then-Deputy Prime Minister Lee Hsien Loong as Singapore's first independent, non-government charity. The first Mercy Relief disaster response team deployed to Bahorok in North Sumatra, Indonesia, which had been hit by devastating flash floods. A four-man team delivered basic necessities to survivors.
2004	<ul style="list-style-type: none"> Then-President of Singapore, His Excellency S R Nathan, presented Mercy Relief with the Singapore International Foundation Award in recognition of the goodwill Singapore had demonstrated abroad.
2005	<ul style="list-style-type: none"> Mercy Relief's international programme expanded to include sustainable development and risk mitigation projects centering on five key areas: water and sanitation, shelter, sustainable livelihood, healthcare and education. Mercy Relief implemented its first projects in Indonesia and China, with projects in the Philippines, Vietnam, Laos and Cambodia planned over the following five years.
2006	<ul style="list-style-type: none"> Mercy Relief responded to the Aceh Floods by deploying a 4-men medical team to provide 40 water filter systems, medical supplies and assistance to the victims.
2007	<ul style="list-style-type: none"> In response to the Jakarta Floods, Mercy Relief, with the help of our partner ARUS, sent close to \$67,000 worth of aid supplies to the flood victims.
2008	<ul style="list-style-type: none"> UN and Canada's IDRC invited Mercy Relief to share its reflections and analyses of its experiences on the ground in a book titled "Peacetime Strategies for Disaster Risk Mitigation". Mercy Relief submitted five articles.
2009	<ul style="list-style-type: none"> Mercy Relief responded to the Sumatra Earthquake, by supporting evacuation services, distributed food supplies and water to victims of the quake, and partnered with SingHealth to deploy a medical relief team to the region.
2010	<ul style="list-style-type: none"> Mercy Relief collaborated with Singapore Polytechnic to launch Singapore's first dedicated course for training humanitarian aid workers. The Diploma-Plus Certificate Programme in Humanitarian Affairs provided an understanding of how the sector works and promotes civic and social responsibility. Mercy Relief launched MOVE, an overseas volunteer expeditions programme, which aimed to develop volunteers into regional humanitarians.

ABOUT MERCY RELIEF

KEY MILESTONES

YEAR	KEY MILESTONES
2011	<ul style="list-style-type: none">In light of the Japan Earthquake and Tsunami, Mercy Relief raised \$2.6 million, deployed a disaster response team camped out in disaster-stricken regions for 5 months, and implemented the Tohoku Livelihood and Recovery program to train individuals to operate heavy machinery.Mercy Relief organised a seminar on “Natural Disasters and Humanity” on 21 May 2011, where more than 200 leaders and representatives from various faith, civic and governmental organisations, and diplomats from several embassies attended the Seminar.Mercy Relief dispatched 15 water filtration systems and about 30,000 Meals-Ready-to-Eat to the victims of the floods in the Philippines caused by massive floods across Southeast Asia.
2012	<ul style="list-style-type: none">Mercy Relief hosted the President of Singapore, His Excellency Dr Tony Tan Keng Yam, at a project site in Magelang, Indonesia, which had been badly hit by the 2010 eruption of Mt. Merapi. It was the first time a Singapore Head of State visited one of Mercy Relief’s overseas projects.Mercy Clan was launched on 5 December 2012, in conjunction with International Volunteer Day, to thank volunteers for their efforts and increase public awareness on their contributions to the organisation.
2013	<ul style="list-style-type: none">Mercy Relief was officially appointed one of 10 national Civil Society Organisations (CSO) under the ASEAN Committee on Disaster Management (ACDM) – Civil Society Organisation Partnership Framework. This Framework defined the ‘rules of engagement’ between the ACDM and CSOs, and enabled CSOs like Mercy Relief to play a bigger role in the delivery of programmes that support disaster risk reduction and management in the region.A Memorandum of Cooperation was signed between Mercy Relief and AgPlus, to develop PurHeart, an innovative water solution to support communities affected by disasters and poverty.Mercy Relief signed a Memorandum of Cooperation with Universiti Brunei Darussalam (UBD), to run a joint undergraduate module on humanitarian affairs and internship placements with Mercy Relief.Mercy Relief was acknowledged in the ASEAN Declaration for Youth Entrepreneurship and Employment for its partnership with the government of Brunei Darussalam on the implementation of a regional community service project by ASEAN Young Professionals Volunteer Corps (AYPVC).
2014	<ul style="list-style-type: none">Held in conjunction with UN World Water day, Mercy Relief’s first Water outreach event saw participants participating in a 5-station obstacle course, which aims to raise awareness on the importance of access to clean water in disaster-stricken areas.Mercy Relief disbursed S\$400,000 worth of aid to victims of the Gaza Conflict, by working with the Palestine Red Crescent Society and the Palestinian Wafaq Association.

CURRENT AND FUTURE CHALLENGES

- In the past decade, over **700,000** people have lost their lives, over **1.4 million** have been injured and approximately **23 million** have been made homeless as a result of disasters.
- Overall, more than **1.5 billion** people have been affected by disasters in various ways, with women, children and people in vulnerable situations disproportionately affected.
- The total economic loss was more than **\$1.3 trillion**.
- Disasters, many of which are exacerbated by climate change and which are increasing in frequency and intensity, significantly impede progress towards sustainable development.

Source: Sendai Framework for Disaster Risk Reduction 2015-2030.

MERCY RELIEF ACTIVITIES HIGHLIGHTS & UPDATES

LOCAL OUTREACH PROGRAMMES

INTERACTIVE EDUCATION TOOL: CODE BLUE

Mercy Relief collaborated with Nanyang Polytechnic's School of Interactive & Digital Media, and developed an interactive educational tool, Code Blue.

Code Blue is a game with mission to complete: To provide disaster victims at an evacuation camp with critical resources like water, sanitation, shelter and food before the stipulated time runs out. Code Blue was launched on 13 February 2015 at Anglican High School. A group of 40 students, Character and Citizenship Education (CCE) Ambassadors of Anglican High School, were the first group of youths from the general public to explore a disaster relief mission via a computer game.



SINGAPORE'S GOLDEN JUBILEE YEAR (SG50) CHARITY DRIVE

In celebration for Singapore's 50th Anniversary in 2015 (SG50), there was a year-long charity drive to raise money for charities in Singapore. Mercy Relief was one of the recipients from these 2 SG50 Charity Drive fundraising activities:

- Rimowa X Art: Raised \$25,000 through sales of uniquely designed travel luggage.
- The Ministry of Education donated \$58,440 on behalf of 9 schools that selected Mercy Relief as their beneficiary: Zenghua, Pasir Ris, Marsiling and Nan Hua Primary schools; Anglo Chinese Junior, Chung Cheng, Crest, Maris Stella and Unity Secondary schools. These schools also participated in Mercy Relief's Cultivating a Grateful and Gracious Society (CGGS) programme.



MERCY RELIEF ACTIVITIES HIGHLIGHTS & UPDATES

LOCAL OUTREACH PROGRAMMES

FUND RAISING APPEALS FOR MYANMAR, NEPAL AND SOUTH INDIA

Mercy Relief carried out several fundraising appeals for disaster relief for Nepal, which was severely impacted by an earthquake; and for Myanmar and South India that were both struck by heavy flooding. The local public responded to the fund raising appeals through various activities such as the placement of donation cans by several organisations - Rahmatan Lil' Alamin, Sikh Welfare Council, SOKA Association, the Unlisted Collections, KPMG, Changi General Hospital, KK Women Hospital and schools. Several corporate organisations and individuals also carried out public fundraising via street collection - The Singapore Civil Defense Force ran a 12-hour Cyclothon; a family who shaved their heads bald for Nepal, and local Cosplay volunteer group, 'Pause for a Cause' also took to the streets with their costumes.

A total amount of \$1.8 million was raised, of which \$1.5 million was collected for Nepal.

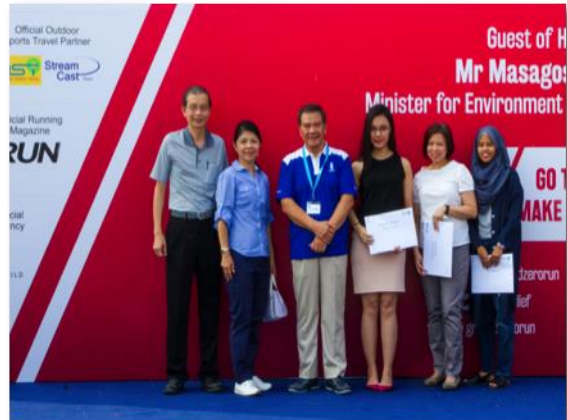


MERCY RELIEF ACTIVITIES HIGHLIGHTS & UPDATES

LOCAL OUTREACH PROGRAMMES

GROUND ZERO – RUN FOR HUMANITY

Mercy Relief organized the first humanitarian run – Ground Zero Run, in Singapore, on 10th October 2015. The run simulated the experiences of a victim of a natural disaster for the participants. In conjunction with World Food Day, the 500 relief packs used during the race were later distributed to low-income families in Tampines GRC and charity organisations, Jamiyah and Pertapis. The event ended with Book Prizes given to the top 3 Singapore Polytechnic students, from the 4th batch of Mercy Relief/Singapore Polytechnic Diploma-Plus Certificate Programme in Humanitarian Affairs.



MERCY RELIEF ACTIVITIES HIGHLIGHTS & UPDATES INTERNATIONAL PROGRAMMES

NEPAL EARTHQUAKE RELIEF

On 25th April 2015, a 7.8 magnitude earthquake struck Nepal, claiming almost 9,000 lives, destroying more than 600,000 houses. A second, 7.3 magnitude earthquake on 12th May, caused additional damage. Mercy Relief acted immediately, deploying its first response team within 48 hours of the appeal for help, and conducted 28 relief distribution operations (RDOs) and eight medical missions that benefited more than 20,000 survivors.

By the middle of May, Mercy Relief started preparations for next phase of Recovery Programme. We provided transitional shelters for families who had lost their houses (Transitional Shelter Project), which provided CGI sheet roofs over the heads of almost 3,500 people whose houses were damaged or destroyed.

Mercy Relief also undertook the construction of 29 transitional school classrooms, 12 toilets and 3 water supply systems, conducted psycho social therapy workshops to affected students and distributed text books, note books, play pack, school desks and free meals at 7 schools in 4 priority districts, according to their respective needs.



MERCY RELIEF ACTIVITIES HIGHLIGHTS & UPDATES

INTERNATIONAL PROGRAMMES

MYANMAR FLOOD RELIEF

The heavy monsoon downpours over July 2015 led to heavy flooding, flash floods and landslides in several regions in Myanmar. In response to the appeal for international assistance by the Republic of the Union of Myanmar, Mercy Relief deployed an emergency response team on 7th to 18th August 2015 to coordinate and distribute critical food supplies to the displaced communities, mainly in conflict-stricken Rahkine state. Mercy Relief also implemented sustainable rehabilitation projects in the area through the F.A.I.T.H (Food Always in The Home) Garden Project for the impacted survivors. This rehabilitation project aims to:

- Provide technical training on sustainable agriculture to 190 households who will then implement a FAITH garden each at their backyards.
- Promote recovery for flood survivors by enhancing food security and providing livelihood opportunities.



SOUTH INDIA FLOODS RELIEF

Incessant rainfalls over November and December 2015 and the overflowing lakes, inundated areas in India's Southern states of Tamil Nadu, Andhra Pradesh and Karnataka. Over 200,000 people were displaced and more than 55,000 hectares of farmland were damaged by these heavy floods. In early December, Mercy Relief disbursed a first tranche of relief supplies through MSET in Kulathumedu Slum, located in the Northern Suburb of Chennai for 324 flood-affected households. The relief packs included food items such as rice and dhal as well as hygiene kits and blankets.



MERCY RELIEF ACTIVITIES HIGHLIGHTS & UPDATES INTERNATIONAL PROGRAMMES

TYPHOON HAIYAN RELIEF (INITIATED IN 2013)

Two sustainable development projects have been ongoing since the devastating Typhoon Haiyan, which struck the Philippines in November 2013, claiming up to 8,000 lives.

SEaweEDS FOR LIFE:

- To increase seaweed production for seaweed farmers through technical skills training for 200 farmers and enhancing the seaweed production process
- To organise rural savings group and encourage rural enterprise development as a means of livelihood diversification



RECOVERY TO RESILIENCE:

- To organise rural savings group and encourage rural enterprise development as a means of livelihood diversification
- To promote backyard farming via a 2.25 hectare-demo farm to provide food security
- To reconstruct 16 houses previously damaged by Typhoon Haiyan



GAZA CONFLICTS RELIEF (INITIATED IN 2014)

The Gaza conflict resulted in one of the highest single-day death tolls recorded in Palestinian territory since 1967, with over 9,500 injured and 450,000 displaced. Mercy Relief responded to the appeal for humanitarian assistance from the Palestinian Red Crescent (PRC). The funds raised by Mercy Relief in 2014 were channeled to purchase a fully equipped ambulance, food and medical supplies. We also contributed USD115,000 in funding partnered with the Palestinian Wafaq Association on two rehabilitation projects in 2014, for a period of one year:

- Improvement of Water Desalination Plant: Implemented improvement works to the water plant that benefitted over 100,000 in the Jabaliyah area as well as Beit Lahia and Beit Hanoun cities
- Rehabilitation of shelters for affected families: 100 shelters were built, post end to end structural assessment in Northern Gaza (Jabalia City, Jabalia Camp, Bait Lahia City, Beit Hanoun City), which could house an estimated 700 displaced persons.



MERCY RELIEF ACTIVITIES HIGHLIGHTS & UPDATES

INTERNATIONAL PROGRAMMES

MERCY OVERSEAS VOLUNTEERS EXPEDITIONS (MOVE)

The MOVE programme is an active platform for individuals to exercise a spirit of active global citizenry through overseas volunteer programs, which complements Mercy Relief's ongoing overseas community development projects. In 2015, Mercy Relief facilitated five such volunteer programmes for youths and young adults in Singapore from Mediacorp, National Technological University's Malay Society, Mayflower Secondary School, Nan Chiau High School and National University of Singapore School of Engineering.



MERCY RELIEF ACTIVITIES HIGHLIGHTS & UPDATES

CORPORATE UPDATES

- In 1Q 2015, Mercy Relief undergone re-structuring of the staff strength and a Board refresh. Staff headcount was reduced from 13 to 8, and the Board members reduced from 14 to 9, with 7 resignations and 2 new members.
- In 2Q 2015, Mercy Relief completed its rebranding exercise. The rebranding exercise started in 2014 and was carried out by branding agency, Brand Union, pro-bono for Mercy Relief. The new brand identity captures the indomitable spirit of the communities we serve, which now spans over our new logo, website, marketing collateral and voice.

Post Re-branding



Pre Rebranding



- On 1st September 2015, Mercy Relief appointed its first female Executive Director, Miss Zhang Tingjun, the co-founder and director of The Chain Reaction Project, and a council member for the Singapore Institute of International Affairs.
- Over November and December 2015, 2 senior staff attended a 3-day hands-on Data Protection Officer Training course. By early December, the policy document for PDP (personal data protection) was completed for Mercy Relief. PDP on-site audit and assessment was also carried out with some risk areas identified and rectified.

CORPORATE INFORMATION

GOVERNING INSTRUMENT	CONSTITUTION OF MERCY RELIEF LIMITED
UNIQUE ENTITY NUMBER	200306035Z
INSTITUTION OF A PUBLIC CHARACTER	IPC000076
REGISTERED ADDRESS	160 TOA PAYOH LORONG 1 #01-1568 SINGAPORE 310160

GOVERNING BOARD OF DIRECTORS

- Mercy Relief is governed by a Board of Directors, which comprises of both corporate and social leaders from diverse religious and racial backgrounds.
- The Board takes a non-executive role, providing advice and overseeing the organisation direction and governance of Mercy Relief. It meets quarterly and appoints a standing Executive Committee to advise the Executive Director. Board members are not paid for any services rendered to the organisation.
- The Board Directors set up separate committees that review the internal process systems of the organisation; each committee has a documented Terms of Reference.
- Our Board Directors take turns to visit project sites overseas to understand the projects implemented and their impacts on our beneficiaries.
- The Chairman of the Board serves a maximum of 2, two-year terms. This may be extended by another term; but is strictly subjected to the approval from at least 80% of the Ordinary members. The Chairman also acts as the Treasurer.
- External auditors conduct auditing on Mercy Relief annually; whose service term is limited to five years.

Advisor



Abdullah Tarmugi

Chairman



Michael Tay

Group Managing Director
The Hour Glass Limited.

Deputy Chairman



Suhaimi Rafdi

Director
Our Tampines Hub

CORPORATE INFORMATION

GOVERNING BOARD OF DIRECTORS

Secretary



Satwant Singh

Partner
Satwant & Associates

Board Member



Nicholas Fang

Supervising Editor, Singapore News,
MediaCorp
Executive Director, Singapore Institute
of International Affairs

Board Member



Loh Lik Peng

Founder and Director
Unlisted Collection

Board Member



Dr Mukhlis Abu Bakar

Associate Professor
National Institute of Education

Board Member



Dawn Westerhout

Director, Markets
KPMG Singapore

Board Member



Thali Koattiath Udairam

Group CEO
Eastern Health Alliance

Board Member



Ong Bon Chai

Honorary General Director &
Executive Advisor, Singapore SOKA
Association

CORPORATE INFORMATION

KEY POSITION HOLDER



Zhang Tingjun

Executive Director

STAFFING

- As at 31 December 2015, a total of 8 staff is employed by Mercy Relief, including the Executive Director. Staff of the Company shall not be appointed as Directors.



PRINCIPAL BANKER

- DBS Bank Limited

INDEPENDENT AUDITORS

- Suhaimi Salleh & Associates
Public Accountants and Chartered Accountants, Singapore
UEN : S88PF0247L

SECTOR ADMINISTRATOR

- Charities Unit at the Ministry of Culture, Community and Youth

FINANCIALS

KEY INFORMATION FROM AUDITED FINANCIAL STATEMENTS FY 2015

INCOME AND EXPENSE STATEMENTS FOR YEAR ENDING:

Income	2013 S\$	2014 S\$	2015 S\$	% Increase/ (Decrease) 2015 on 2014
Donations in Cash				
- Tax Deductible	683,009	482,662	900,373	87%
- Non-Tax Deductible	2,081,683	843,902	2,007,042	145%
Donations in Kind				
- Tax Deductible	N.A.	N.A.	N.A.	
- Non-Tax Deductible	62,073	22,235	0	0
Value of Sponsorships		N.A.	N.A.	
Grants	492,096	72,242	50,000	(31%)
Investment income		N.A.	N.A.	
Investment Gains		N.A.	N.A.	
Others (please specify if material)	116,209	58,230	69,721	20%
Total Income	3,435,070	1,479,271	3,027,136	105%

Expenses	2013 S\$	2014 S\$	2015 S\$	% Increase/ (Decrease) 2015 on 2014
Direct Fund-raising Expenses	27,141	41,166	28,085	(32%)
Value of Sponsorships	N.A.	N.A.	N.A.	N.A.
Direct Charitable Expenses				
- Local	397,052	184,727	190,525	3%
- Overseas	1,544,808	1,150,564	761,584	(34%)
Staff Salaries and Allowances	1,222,738	936,120	617,863	(34%)
Other Operating & Administration Expenses	54,405	55,079	55,440	1%
Others (please specify if material)	N.A.	N.A.	N.A.	N.A.
Total Expenditure	3,246,144	2,367,656	1,653,497	(30%)
Surplus / (Deficit)	188,926	(888,385)	1,373,639	255%

FINANCIALS

KEY INFORMATION FROM AUDITED FINANCIAL STATEMENTS FY 2015

BALANCE SHEET AS OF:

Balance Sheet	2013 S\$	2014 S\$	2015 S\$	% Increase/ (Decrease) 2015 on 2014
ASSETS				
Land and Buildings	N.A.	N.A.	N.A.	
Other Tangible Assets	64,769	46,744	32,791	(33%)
Investments	N.A.	N.A.	N.A.	
Inventories	153,933	99,975	86,400	(14%)
Accounts Receivable	607,446	511,221	391,107	(23%)
Cash & Deposits	1,801,651	1,057,185	2,557,114	142%
Others (please specify if material)	N.A.	N.A.	N.A.	
Total Assets	2,627,799	1,715,125	3,067,412	79%
FUNDS				
Unrestricted General Fund	831,844	505,957	1,143,059	126%
Restricted Fund	1,707,323	1,144,825	1,881,362	64%
Endowment Fund	N.A.	N.A.	N.A.	
Total Funds	2,539,167	1,650,782	3,024,421	83%
LIABILITIES				
Long-Term Liabilities	N.A.	N.A.	N.A.	
Current Liabilities	88,632	64,343	42,991	(33%)
Total Liabilities	88,632	64,343	42,991	(33%)
Total Funds and Liabilities	2,627,799	1,715,125	3,067,412	79%

FINANCIALS

KEY INFORMATION FROM AUDITED FINANCIAL STATEMENTS FY 2015

OTHER KEY FINANCIAL INFORMATION FOR THE YEAR OF:

Other Information	2013	2014	2015	% Increase/ (Decrease) 2015 on 2014
Donations/Grants and Sponsorships given to other Charities (\$S'000)	N.A.	N.A.	N.A.	
Number of Staff (of the top 3 Executives) with Total Annual Remuneration within the following bands ¹ :				
- S\$100,001 to S\$150,000	1	3	-	
- S\$150,001 to S\$200,000	-	-	-	
- S\$200,001 to S\$250,000	1	-	-	
Number of Board Members with Total Annual Remuneration above \$5,000	N.A.	N.A.	N.A.	
Total Related Party Transactions ² (\$S'000)	1	1	0	
Ratio of Direct Fund-raising Expenses to Total Donations & Sponsorships	2%	3%	1%	
* Ratio of Operating Reserves to Operating Expenditure	0.63	0.50	1.83	

RESERVES POLICY

- The primary objective in the management of the Company's reserves, particularly Cash is to ensure that the Company is able to support and sustain its operations and future growth.
- The Board of Directors has agreed to maintain a Cash cover of 18 months, which is equivalent to the ratio of 1.5. This applies to the Reserve ratio, as the Company's Reserve is predominantly Cash, i.e. bank balances plus net current assets.