



**MERCY  
RELIEF**

# Annual Report 2024

**MERCY  
RELIEF**  
SINGAPORE



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OUR  
IMPACT

# ABOUT MERCY RELIEF

FOR GAZA, WEST BANK & PALESTINIAN  
REFUGEES 2023

GO2D

MERCY RELIEF

# ABOUT MERCY RELIEF

## VISION

Championing  
compassion and care

## MISSION

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

Based in Singapore, Mercy Relief was established in 2003 to respond to human tragedies and disasters across the Asia-Pacific region. Over the years, we have grown into **Singapore's leading independent disaster relief agency**, equipped with **dedicated leadership, capacity-building expertise**, and an extensive affiliate network that operates across the entire disaster management cycle.

Mercy Relief provides emergency aid within 72 hours of an international appeal in the aftermath of a disaster. Beyond immediate relief, our long-term sustainable development programmes **aim to uplift and empower communities** in five key areas: water and sanitation, shelter, sustainable livelihoods, healthcare, and education.

Since our founding, Mercy Relief has responded to **more than 116 disasters** and disbursed over **\$48.6 million** for relief missions and post-disaster projects across 31 countries. We have implemented over 100 post-disaster initiatives, impacting more than 3 million lives.



# ABOUT MERCY RELIEF

## VISION

Championing compassion and care

## MISSION

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

At Mercy Relief, we are driven by the **urgent need to respond to escalating disasters** and humanitarian crises globally. Our mission is to deliver timely and effective humanitarian assistance from Singapore, empowering communities to rebuild their lives and enhance their resilience in the face of the increasing complexity of disasters.



# ABOUT MERCY RELIEF

## VISION

Championing  
compassion and care

## MISSION

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



Established in 2003 as a Company Limited by Guarantee, Mercy Relief is a registered charity under the Charities Act (Chapter 37), with the Institution of Public Character (IPC) status from 1 December 2024 to 30 November 2026.

MR provides 250% tax-deductible donations for local causes. From 2025, MR also provides 100% tax-deductibility for overseas donations under the Overseas Humanitarian Assistance Scheme (OHAS).

MR is governed by its Board Members who uphold its Constitution and supporting policies, in line with best practices to achieve high transparency, clear accountability and deep impact in humanitarian work.

**Unique Entity Number (UEN): 200306035Z**

**Registered Address:**

160 Lorong 1 Toa Payoh

#01-1568

Singapore 310160

**Charity Registration Number: 01748**

**IPC Number: IPC000076**

**Auditor: Suhaimi Salleh & Associates**



# GELONGMADA PERUBAHAN

ACEH 20 TAHUN SELEPAS DIBADAI

WAVES OF CHANGE: ACEH 20 YEARS AFTER THE TSUNAMI

ORGANISED BY:

Berita Harian



MERCY  
RELIEF

OUR  
IMPACT

## CHAIRMAN'S MESSAGE



# CHAIRMAN'S MESSAGE

As we take a moment to reflect on the past year, I want to extend my heartfelt appreciation for the unwavering commitment and resilience shown by each member of our community throughout FY2024. The challenges we encountered were substantial, but your dedication has truly made a difference.

Innovation and collaboration have been integral to our approach as we navigated a rapidly changing landscape. By leveraging technology and forging strategic partnerships, we have successfully implemented key development programs that increase the effectiveness of our interventions. This strategy has enabled us to stay agile and responsive to the evolving needs of those we serve.

As we look ahead to 2025, we are committed to adopting a proactive stance in disaster management. By anticipating potential risks and implementing preventative measures, we aim to mitigate the impact of future crises and enhance our readiness to respond effectively.

Central to our mission is the principle of moral courage—the unwavering resolve to do what is right. As responsible stewards of your invaluable contributions, we are firmly committed to ensuring that every dollar spent directly improves the lives of the communities we serve.

In closing, I want to express my sincere gratitude to every member of the Mercy Relief community—our dedicated staff, enthusiastic volunteers, generous donors, and supportive partners. Your steadfast dedication throughout FY2024 has been crucial in transforming countless lives and fostering resilience.

Together, we cultivate hope and drive meaningful change, and I am confident that through our combined efforts, we will continue to inspire positive transformation for many more years to come.

Thank you for your relentless support and dedication.

**Satwant Singh**  
**Chairman, Mercy Relief**





OUR  
IMPACT

# OUR LEADERSHIP

# BOARD OF DIRECTORS



**SATWANT SINGH**  
S/O SARBAN SINGH  
CHAIRMAN OF THE BOARD  
FY2003 - PRESENT

PARTNER,  
SATWANT & ASSOCIATES



**MOHAMAD SAIFUL BIN SARONI**  
TREASURER,  
EXCO & BOARD MEMBER  
FY2016 - PRESENT

PARTNER, ASSURANCE  
PRICEWATERHOUSECOOPERS  
LLP



**SUHAIMI BIN RAFDI**  
EXCO & BOARD MEMBER  
FY2015 - PRESENT

DIRECTOR,  
OUR TAMPINES HUB



**NALINI NAIDU**  
EXCO & BOARD MEMBER  
FY2018 - PRESENT

MANAGING DIRECTOR,  
INTEGRATED MARKETING  
SOLUTIONS GROUP



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

HEAD OF GOVERNMENT RELATIONS  
& STRATEGIC PARTNERSHIPS,  
PARTIOR



**ALWI HAFIZ**  
BOARD MEMBER  
FY2017 - PRESENT

SUSTAINABILITY ADVISOR,  
GOLDEN VEROLEUM LIBERIA



**CHERYL KOH YEE LING**  
BOARD MEMBER  
FY2018 - PRESENT

SENIOR REGIONAL  
MARKETING MANAGER,  
DOLBY LABORATORIES INC.



**LAM WY-NING**  
BOARD MEMBER  
FY2018 - PRESENT

SOUTH CLUSTER HEAD,  
SILVER GENERATION OFFICE,  
AGENCY FOR INTEGRATED CARE



**DR WAN RIZAL**  
BOARD MEMBER  
FY2024 - PRESENT

MP,  
JALAN BESAR GRC



**LTC (RET)  
MEJAR SINGH GILL**  
BOARD MEMBER  
FY2024 - PRESENT

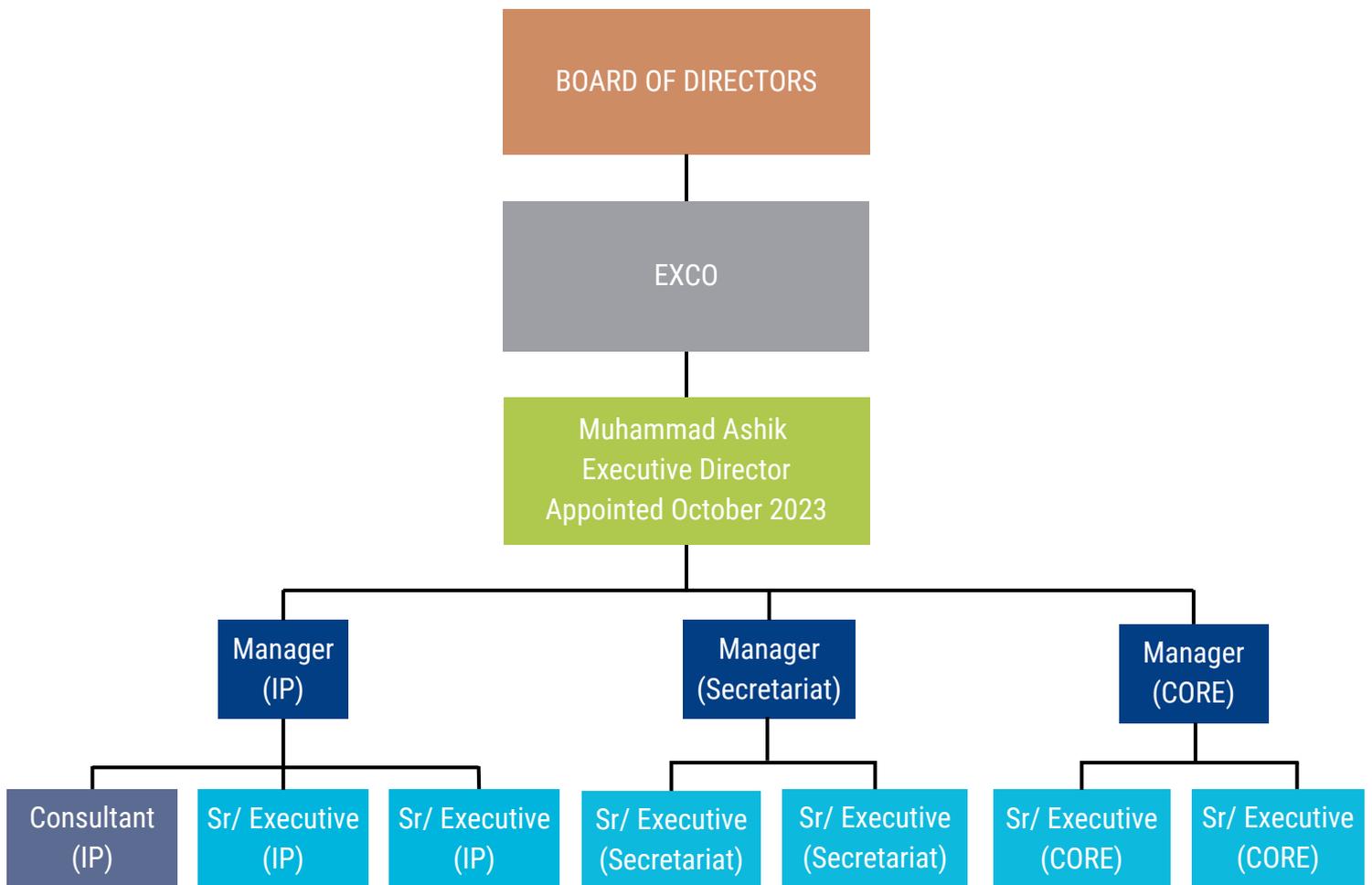
PBS, PPA(G)



**LINUS NG SIEW HOONG**  
BOARD MEMBER  
FY2018 - PRESENT

PARTNER, DONALDSON  
& BURKINSHAW LLP

# ORGANISATION STRUCTURE





**OUR  
IMPACT**

# SINCE OUR INCEPTION

**116**

relief  
operations

**100**

post-disaster  
projects

**31**

beneficiary  
countries

**\$48.6 million**  
disbursed

**>3.2 million**  
lives impacted

## IN 2024

**63,600**  
LIVES  
IMPACTED

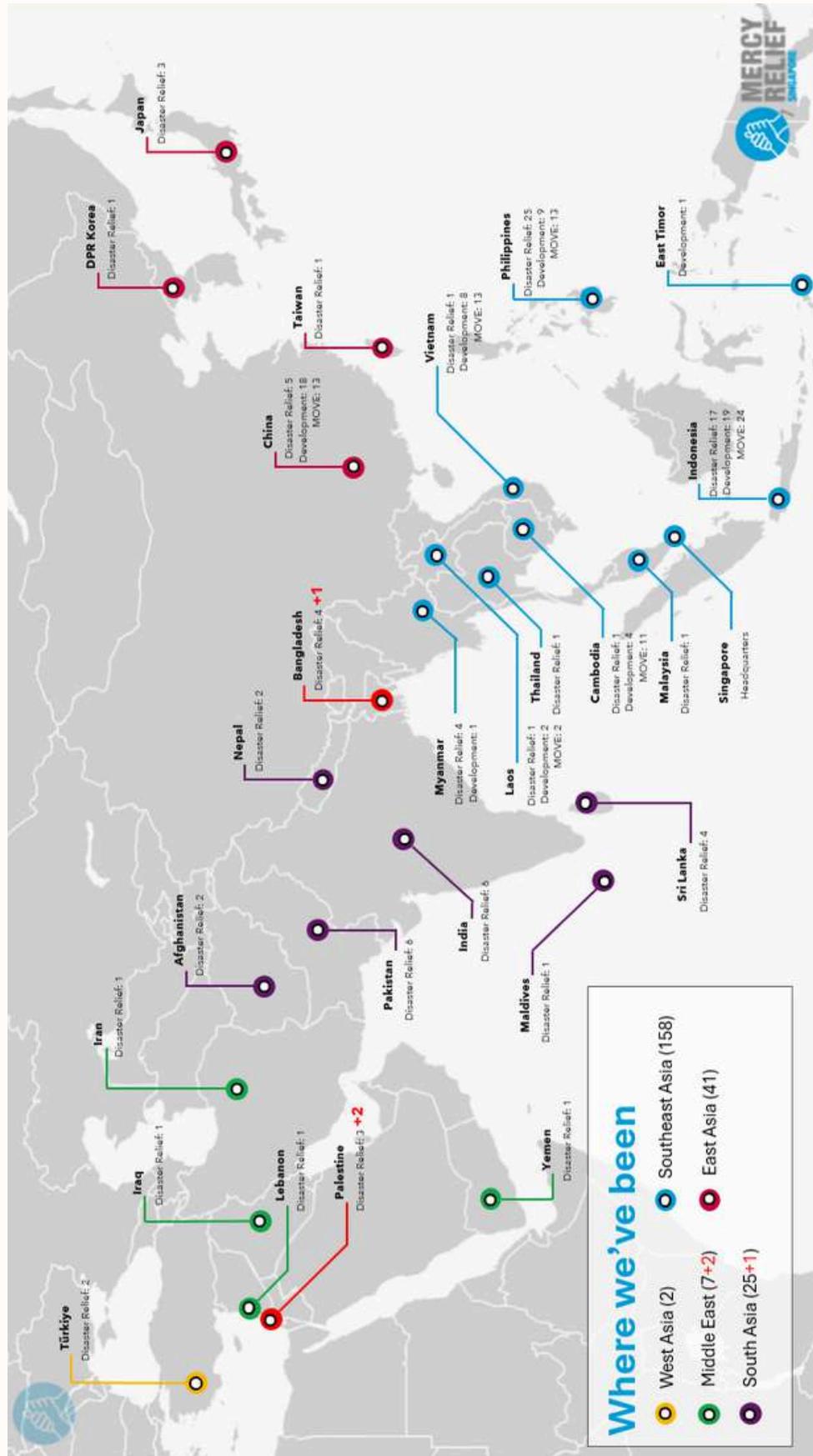


2024 saw urgent responses for those around the world facing natural disasters and humanitarian crises. Mercy Relief remains committed to uplifting vulnerable communities around the world.

**796**  
THOUSAND  
RAISED



# GLOBAL FOOTPRINT





# INTERNATIONAL PROGRAMMES

# INTERNATIONAL PROGRAMMES

## OUR APPROACH

Mercy Relief delivers swift, effective, and accountable humanitarian aid to communities affected by disasters. Our regional and global engagement enables coordinated response efforts, while our evidence-based approach ensures every intervention—from needs assessment to post-project evaluation—is strategically designed to maximise long-term impact.



As the first and only NGO in ASEAN certified in three or more humanitarian specialisations, we integrate innovative solutions to enhance aid delivery and promote sustainable recovery. Rooted in deep local partnerships, our efforts prioritise co-created and community-led interventions that foster resilience. We voluntarily adhere to SPHERE standards and the Core Humanitarian Standard (CHS) to uphold quality, dignity, and accountability in our work.

# Gaza Humanitarian Mission

51,300  
BENEFICIARIES  
PROVIDED WITH  
CRITICAL FOOD  
RELIEF



On October 7th, 2023, the current conflict between Israel and Palestine erupted, escalating into a war in Gaza. The subsequent humanitarian crisis in Gaza saw 45,097 Palestinians casualties by the end of 2024. Throughout the crisis, Mercy Relief remained committed to delivering aid to affected Palestinians, working with local partners to design and implement programs addressing the plight of the communities and specific needs on the ground, with a third and fourth tranche of vital relief aid to Gaza.

**“Despite the challenges in Gaza, Mercy Relief remains committed to supporting affected communities. Through strong local partnerships, we continue to deliver essential aid and help lay the groundwork for recovery and resilience.”**

— LTC (RET) MEJAR SINGH-GILL, BOARD MEMBER

## Third Tranche of Relief to Gaza

Mercy Relief worked alongside local partners to deliver a series of humanitarian aid projects worth \$187,110. In March 2024, we distributed food baskets and Iftar meals to over 51,000 individuals. This food aid aimed to alleviate hunger, especially during important religious days in Ramadan.

## Fourth Tranche of Relief to Gaza

Despite severe constraints on humanitarian aid entering Gaza imposed by Israel, Mercy Relief continued to persevere in ensuring crucial aid enters Gaza. In June 2024, we delivered \$58,022 worth of food baskets and Iftar meals to more than 60 Palestinian families, to address food shortages and combat malnutrition in children.



Scan here to learn more about Mercy Relief's mission in Gaza.

# Bangladesh Floods



In August 2024, heavy rainfall and upstream water releases caused severe flooding across 11 districts in eastern Bangladesh, affecting 5.8 million people and displacing over 500,000 individuals into 3,403 evacuation shelters.

Mercy Relief provided emergency relief in the hard-hit areas of Chowmuhuni, Noakhali Sadar, and Subarnachar. A total of 2,050 families received food and hygiene kits designed to sustain six individuals per household for seven days, ensuring basic nutrition and sanitation. Special focus was placed on supporting widows, single mothers, orphans, the elderly, persons with disabilities, and low-income families.

Mercy Relief's project in Bangladesh aimed to provide critical support to vulnerable communities, particularly those facing extreme hardships due to poverty and displacement. One of the beneficiaries, Aleya Begum, is a mother of six who has struggled to provide for her family amidst challenging circumstances. Thanks to the aid received through this project, Aleya has been able to access vital resources that have significantly improved her family's well-being.

As Aleya shared:

“During the flood days, my husband who is the only earning member of the family was sick. He could not go to work and we had no food in our house. The food relief helped us provide food to our family member(s).”



ALEYA BEGUM,  
BENEFICIARY





# FUNDRAISING & LOCAL OUTREACH

# FUNDRAISING

## Pillars of a Sustainable Support System

DEEP AND DIVERSE TECHNICAL EXPERTISE

COMMUNITY ENGAGEMENT

SUSTAINABLE FUNDING

## Transforming Compassion into Action

### COMMUNITY-LED INTERVENTIONS

As the first and only organisation in ASEAN certified in **three or more humanitarian specialisations**, we integrate innovative solutions to enhance aid delivery and promote sustainable recovery. Rooted in deep local partnerships, our efforts **prioritise co-created, community-led interventions that foster resilience.**



We voluntarily **adhere to SPHERE standards and the Core Humanitarian Standard (CHS)** to uphold quality, dignity, and accountability in our work.

### MEANINGFUL CONNECTIONS

Community engagement is at the heart of our work at Mercy Relief. **When disaster strikes**, we activate our network of **ground actors, corporate partners and individual donors.** Our community is crucial to our mission of bringing relief to the most vulnerable.



Through **tailored packages** for our corporate partners, social media campaigns, newsletters, and targeted donation drives, we engage our supporters and **inspire continued generosity.**

### CONTINUOUS IMPACT

**Sustainable funding is essential for implementing long-term solutions**, allowing us to go beyond immediate relief and invest in community development.



We work to serve **disaster-stricken communities throughout every stage of their recovery.**

# Hope for Gaza, West Bank & Palestine Refugees

In its steadfast commitment to communities affected by the war in Gaza since October 7th, Mercy Relief appealed for direct donations on its Giving.sg platform, as well as collaborated with corporate and non-profit organisations. Mercy Relief raised **\$716,390**, with a further donation of \$77,229 from Masjid Kassim, \$52,021, from Global Ehsan Relief and \$51,997 from Rahmatan Lil Alamin Foundation.

This tremendous show of community effort translated into more than 215,227 Palestinians in Gaza receiving necessary food, healthcare and other forms of emergency aid during these distressing times.

## Mobilising the Community

A coalition of organisations in Singapore—Muhammadiyah, Masjid Kassim, Global Ehsan Relief, Perdaus, Muda SG, Al Nujum, and students from the National University of Singapore College (NUSC)—united in powerful fundraising collaborations to rally community support for the Hope for Gaza, West Bank & Palestine Refugees fund amid the ongoing humanitarian crisis.

This initiative exemplifies the power of grassroots mobilisation, bringing together diverse segments of society to take meaningful action. Our generous partners, leveraged their extensive networks to engage donors and amplify outreach efforts, while the youth-driven groups activated young changemakers, harnessing their voices and energy to raise awareness and encourage participation.



Beyond providing immediate financial aid, these collaborations are a catalyst for sustained engagement—empowering communities to take ownership of humanitarian causes through education, advocacy, and collective action. By coming together, these organisations demonstrate that when a community is mobilised, it can create real impact in the face of global crises.

# Bangladesh Floods

To deliver critical aid to the flood-affected communities in Bangladesh, Mercy Relief raised a **total of \$27,907.17** from members of the public. This heartfelt community spirit contributed to the provision of essential supplies for more than 10,000 individuals over 2,050 households.



## Harnessing Partnerships

Mercy Relief worked with its generous partner Muhammadiyah Association, to run a month-long fundraising initiative for the Bangladesh Floods 2024 campaign. Through its strong community roots, Muhammadiyah raised a sum of **\$7,000** for the flood efforts. Its impactful campaign raised to the donors the direct impact of their contributions to the flood relief.

## Creating Educational Spaces

Once again, passionate youth in Singapore stepped up to drive awareness and action for flood relief. Rallying their peers, a student-led group launched a Giving.sg campaign and hosted an impactful day of activities at the Singapore Institute of Management. Through engaging discussions and interactive sessions, they connected with the student diaspora, shedding light on the challenges faced by flood-affected communities and inspiring collective support.



# Impact Fund

## Teaming Up with Local Businesses

In 2024, we partnered with local coffee retailers –Monday Coffee Bar, Dough Coffee, and Glyph Supply—to launch a unique campaign in conjunction with International Coffee Week. Each café pledged a portion of their sales from specially crafted beverages and coffee blends to Mercy Relief's Impact Fund. Mercy Relief fostered its meaningful ties with Singaporean businesses, and worked alongside our local community to take part in humanitarian efforts in every day, meaningful ways.



## Embracing the Season of Giving

Later in the year, Mercy Relief embraced the festive spirit with our "Gift of Giving" fundraising collaboration, bringing together lifestyle and retail stores to turn holiday shopping into a force for good. Participating businesses pledged a portion of their holiday sales to the Impact Fund, enabling us to raise a total of **\$53,531**.

Shoppers were invited to discover a curated selection of exclusive festive products, where every purchase became an act of generosity. The campaign came to life with vibrant in-store events, fostering a sense of community and shared purpose.

More than just a fundraiser, this collaboration transformed holiday shopping into a meaningful movement—where every gift carried the power to uplift lives. Through collective action, we proved that giving back can be seamlessly woven into everyday moments, creating lasting impact beyond the season.



# Local Outreach

In 2024, Mercy Relief embarked on meaningful local outreach activities, including our "Mercy in Action" exhibition at Singapore Management University.

## Cultivating Change



Mercy Relief actively engaged tertiary students with snapshot lessons in disaster risk management and salient humanitarian issues, cultivating a spirit of knowledge-sharing and advocacy for the ever-evolving humanitarian landscape.

Through interactive displays and presentations, students were encouraged to participate in volunteer opportunities. Together, this initiative exemplified our commitment to fostering public engagement and inspiring future leaders to act with empathy and purpose.





**LOOKING  
AHEAD**

# LOOKING AHEAD

In the year ahead, Mercy Relief remains determined to delivering lifesaving aid and developing vital interventions to facilitate long-term recovery and resilience among vulnerable communities, ensuring that those impacted by crises can rebuild with dignity and self-sufficiency.

## Delivering Lifesaving Aid, Rebuilding Futures

As the humanitarian crisis in the besieged Gaza Strip continues to escalate, Mercy Relief remains steadfast in our commitment to delivering lifesaving aid and long-term recovery support. In the year ahead, we are expanding and **strengthening our response** to disasters around the world through multiple interventions designed to address immediate needs while fostering long-term resilience:



### SANITATION

Installing emergency toilets, repairing damaged tents and distributing **200 hygiene packs** for **300 internally displaced families in Gaza**, to ensure safe and dignified living conditions within refugee camps in Gaza.

### SHELTER

- Distributing **260 tents** to shelter internally displaced families in Gaza.
- Servicing **4 villages** in Myanmar through repairing wells and distributing 1,000 WASH and Shelter kits.

### MEDICAL

Distributing **medical supplies** and providing medical support for earthquake victims in Sagaing, Myanmar.

### FOOD RELIEF

- Providing **hot meals** to improve nutrition for **65,000 displaced individuals in Gaza**.
- Providing **Iftar meals** for **400 individuals in refugee camps** in the West Bank, to provide essential nutrition support for internally displaced families.

### EDUCATION

Deepening our investment in education and children's welfare in Türkiye, ensuring **100 refugee children** annually receive expanded access to learning spaces, essential resources, and psychosocial support for **625 community members**.

# LOOKING AHEAD

## Strengthening Resilience, Expanding Humanitarian Impact

Building on our relief efforts in Gaza, Mercy Relief is **pushing forward with greater impact** in its strong commitment to long-term recovery. In the year ahead, we are scaling up our efforts to restore livelihoods and build resilience through a **myriad of innovative, community-led initiatives**, ensuring that communities emerge stronger from crisis.



### SUSTAINABLE LIVELIHOOD

- Developing **WASH, agriculture and livestock management support** for **150 families in the West Bank** through a series of **youth-led initiatives**.
- Supporting **440 farmers and their families** with emergency food packs and agricultural inputs to help **rebuild livelihoods and increase food security** in Gaza.
- Restoring **agricultural wells and pipelines** that serve up to **75 farmers and their families** to restore critical livelihood access, increase food security, and strengthen long-term resilience.
- Expanding **livelihood opportunities** in Cianjur, with **enhanced skills training** for women to **improve household incomes**.

Strengthening food security and sustainable livelihoods for **80 farmers** and their families in Vietnam through a provision of agricultural capital and skills training in disaster risk reduction and livestock management.



# LOOKING AHEAD

As Mercy Relief looks to FY25, we are **enhancing our corporate outreach strategy**, focusing on building long-term relationships with companies that share our humanitarian goals. Our strategy goes beyond securing funding—it's about fostering meaningful partnerships that amplify our mission to uplift communities in need. By showcasing the impact of past collaborations, we will demonstrate how contributions translate into tangible change.



## Enhanced Corporate Outreach

Corporates will be invited to **co-create sponsorship packages** aligned with CSR goals – including programmes, donations and employee engagement.

**Challenges and cause marketing campaigns** will enable companies to engage in friendly competition and amplify impact.



**Opportunities to directly engage with the community** through site visits, volunteering will showcase real-world impact and deepen connections.

**Regular reporting and recognition programs** will allow partners to see the direct impact of their contributions, and celebrate their support.



**EXEMPLARY  
GOVERNANCE  
PRACTICES**

# EXEMPLARY GOVERNANCE PRACTICES

Upholding good governance is Mercy Relief's (MR) utmost priority, as it is fundamental to attaining the funding required to sustain our long-term initiatives. 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 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 relatives of the Executive Director or Board members.

Board and Management members are required to disclose any interest that they may have, whether directly or indirectly, that the Company may enter into or in any organisations that the Company has dealings with or is considering dealing with; and any personal interest accruing to him as one of the Company's supplier, user of services or beneficiary. Should there be any potential conflict of interest, the affected members may not vote on the issue that was the subject matter of the disclosure. Detailed minutes will be taken on the disclosure as well as the basis for arriving at the final decision in relation to the issue at stake.



## 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 organizational 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.

# EXEMPLARY GOVERNANCE PRACTICES



## Whistleblowing

MR's whistleblowing framework provides a platform that allows stakeholders and parties 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 to voice their feedback, opinions, and concerns.



## Reserves

MR'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.



## Donations

Mercy Relief receives donations via the Giving.sg platform, bank transfer and PayNow, cheque or cash. Donations with accompanying details (Name, NRIC, Email, Sum and Date of donation) are processed for tax-deductibility, if eligible.



## Tax-Deductibility

All receipts issued to donors reflect their eligibility for tax deduction either under the Institute of Public Character (IPC) status for local donations or under Overseas Humanitarian Assistance Scheme (OHAS) for approved overseas donations. The tax deduction is processed to Inland Revenue Authority of Singapore (IRAS) without further action by donors.



## AMLCFT

The AML/CFT policy to safeguard against the risks of money laundering and the financing of terrorism. The policy outlines due diligence measures, donor screening procedures, and reporting protocols in compliance with relevant regulatory guidelines.



## 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.

# EXEMPLARY GOVERNANCE PRACTICES

## The Role of the Board

The Board's role is to provide strategic direction and oversight of Mercy Relief's programmes and objectives and to steer the charity towards fulfilling its vision and mission through good governance. As part of its role, the following matters require Board's approval:

- Budget for the financial year and monitor expenditure against budget;
- Quarterly financial statements;
- Monitoring the progress of the charity's programmes.

## Term Limit

Term Limit of Board To enable succession planning and steady renewal in the spirit of sustainability of the charity, the **Board has a term limit of ten years**, unless considerations permit an extension.

In particular, the Treasurer or Financial Committee Chairman (or equivalent) has a term limit of four years.

## Disclosure of Remuneration and Benefits received by Board Members and Staff

No Board members are remunerated for their Board services in the financial year. None of the charity's staff serve on the Board.

## Funds in Deficit

Mercy Relief does not have funds in deficit in FY2024 due to its forward-planning and reserves that are set aside to account for unexpected shortfalls in funding.

# EXEMPLARY GOVERNANCE PRACTICES

## Board Meetings & Attendance

Board Meetings and Attendance A total of two Board meetings and one AGM were held during the financial year. The following sets out the individual Board member's attendance at the meetings:

| Name of Director           | Number of Meetings |          |
|----------------------------|--------------------|----------|
|                            | Held               | Attended |
| Satwant Singh (*)          | 2                  | 2        |
| Suhaimi Rafdi              | 2                  | 2        |
| Saiful Saroni              | 2                  | 2        |
| Nalini Naidu               | 2                  | 2        |
| Vincent Ling               | 2                  | 2        |
| Alwi Hafiz                 | 2                  | 2        |
| Cheryl Koh                 | 2                  | 2        |
| Dr Wan Rizal               | 2                  | 1        |
| Lam Wy-Ning                | 2                  | 2        |
| LTC (Ret) Mejar Singh-Gill | 2                  | 1        |
| Linus Ng                   | 2                  | 1        |

(\*) 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.



**FY2024**  
**FINANCIAL**  
**STATEMENTS**

# FY2024 FINANCIAL STATEMENTS

| <b>Funds in SGD\$</b>   | <b>FY2024</b>      | <b>FY2023</b>      |
|---|--------------------|--------------------|
| Grant/Donation income   | \$1,505,568        | \$1,204,601        |
| Other Income  | \$119,981          | \$117,724          |
| <b>TOTAL INCOME</b>   | <b>\$1,625,549</b> | <b>\$1,322,325</b> |
| <b>Expenses</b>   |                    |                    |
| Programme Costs   | \$333,699          | \$613,568          |
| Other Operating and Administration Costs  | \$502,216          | \$452,711          |
| <b>TOTAL EXPENSES</b>   | <b>\$835,915</b>   | <b>\$1,066,279</b> |
| Percentage of direct fund-raising expenses over gross donations                     | 2%                 | 3%                 |
| Ratio of Operating Reserves to Operating Expenditure (**)                           | 3.64               | 2.48               |
| <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.

# 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.

## Local Partners & Supporting Organisations



## Overseas Ground Partners



# ACKNOWLEDGEMENTS

## Acknowledgment of Individual Donors

As we reflect on the past year, we extend our deepest gratitude to our individual donors. Your unwavering support has been essential to Mercy Relief's mission. In a world full of challenges, your generosity sparks hope and drives meaningful change.

This year, your contributions enabled us to respond swiftly to multiple crises—delivering life-saving aid, critical medical support, and long-term recovery assistance. Your commitment empowers us to reach more communities and strengthen our ongoing efforts.

Every gift—large or small—has made a measurable impact. Behind every statistic is a story of resilience, made possible by your compassion. Your belief in our work sustains us and fuels our dedication to those in need.

Thank you for being our partners in compassion. Your support builds not just relief, but a foundation for long-term, sustainable change. Together, we look ahead with hope and determination to continue making a difference.

# GETTING INVOLVED

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



[www.mercyrelief.org/donate](http://www.mercyrelief.org/donate)

## Corporate CSR Initiatives

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

## Interns

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 & social media campaigns to engage the public, corporate organisations, potential donors, schools & tertiary institutions.

## Connect with Us:



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



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

## Schools & Tertiary Institutions

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](mailto:intouch@mercyrelief.org)



**CONTACT US**

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