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Message from Chairman



Dear Mercy Relief Supporters,

We are pleased to invite you to review our organisation's 2017 Annual Report.

2017 was a busy and exciting year for Mercy Relief. With your invaluable support, we were able to respond and support 4 major disasters, including the Sri Lanka Floods, South Asia Floods and the Bangladesh Refugee Crisis.

When disaster strikes, it is easy to see those affected as victims in need. At Mercy Relief, we witness something beyond that. We see people who help one another to rise undefeated, whose tenacity to survive, fight back, and grow defines the indomitable human spirit. Mercy Relief supports this spirit and believes that empowered communities can change their destinies.

We are honoured to work across Asia alongside survivors and vulnerable communities, whose courage and determination to protect and restore their ways of life motivate our humanitarian work around the region.

Back home in Singapore, Mercy Relief has also worked hard to provide a platform for people from different backgrounds to come together for the greater good. In 2017, we were recognised by the National Council of Social Service (NCSS) as an associate member, in light of our efforts to support the local social service sector.

Our largest flagship event, Ground Zero Run for Humanity was another 2017 highlight. In its third year, we saw our largest participation yet, with 1,500 contributors and over 30 partners. The publicity for this event also raised Mercy Relief's profile amongst Singaporeans, building a more robust affinity for the organisation.

This Annual Report provides a look at some of the communities we serve in 2017. As we grow and embark on our next chapter, we will focus and strive to increase the impact of our mission in providing timely and effective aid when disasters strike and empowering communities in Asia.

These accomplishments would not be possible without the continual support of our volunteers and donors, as well as our dedicated staff and Board. They propel Mercy Relief to fulfill its mission every day. From all of us here at Mercy Relief, thank you for your support and contributions, which will always be integral to our organisation's success.

Yours Sincerely,

Suhaimi Rafdi

Chairman, Mercy Relief

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.

25

countries Mercy Relief has been active in

71

disaster relief operations executed

72 hrs

time within which emergency aid is delivered, from appeal to assistance

58

sustainable development programmes implemented

\$34.3 mil

funds disbursed up to 2017

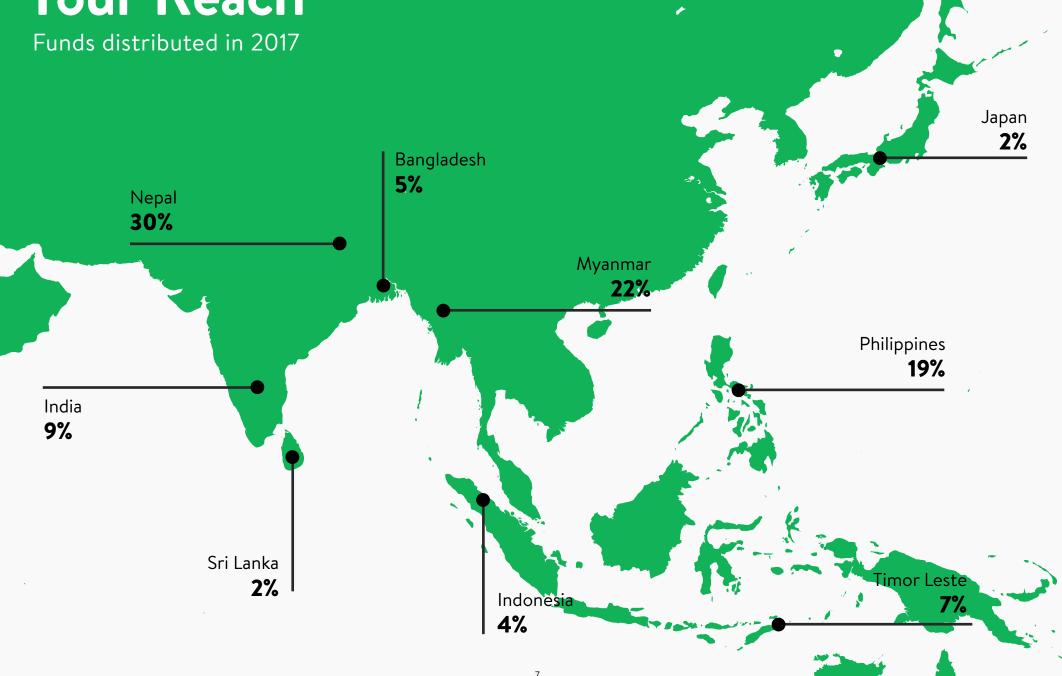
2 mil

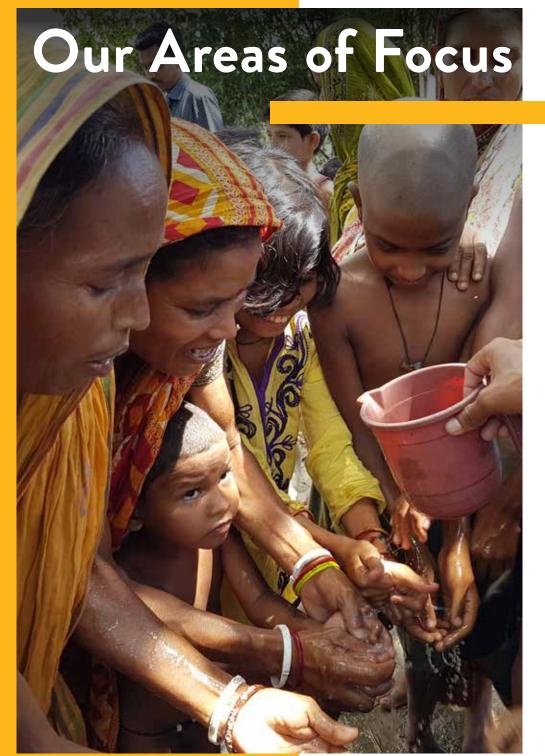
lives impacted





Your Reach







> 90,000 beneficiaries in 2017



Relief



Water & Sanitation



Healthcare



Shelter



Education



Livelihood





In the critical period following a disaster, survivors struggle with meeting their most basic needs, threatening their already fragile state. Mercy Relief responded to 9 disasters and humanitarian crises in Bangladesh, India, Myanmar, Nepal, Sri Lanka and the Philippines, providing essential aid to over 41,000 people. By securing food, water, shelter and essential hygiene items, survivors are able to start the uphill task of rebuilding their lives.

7,124

food packs and hygiene kits distributed

20,228

hot meals served

41,981

survivors and displaced persons reached

Relief



Sri Lanka Flood Relief Kaluthara, Galle & Matara District, Sri Lanka

Sri Lanka experienced intense rains as the southwest monsoon season arrived earlier than expected in 2017. The impact of the downpours were devastating, with entire villages inundated, along with landslides in hilly areas. Together with ground partners, we have distributed 710 emergency food packs and hygiene kits to the affected communities, benefiting over 3,550 survivors.

South Asia Flood Relief

Bangladesh, India, Nepal

Torrential monsoon rains swept across Nepal, India and Bangladesh, triggering large-scale flooding and landslides. More than 1,200 fatalities were recorded and over 5 million people were affected. Mercy Relief launched a multi-country relief effort reaching out to a total of 5,761 survivors with the distribution of emergency food packs, medical supplies and hygiene kits.

Bangladesh Refugee Crisis

Cox's Bazar, Bangladesh

The humanitarian crisis in Rakhine State, Myanmar, has seen over 500,000 people flee across the border into Bangladesh. There, they faced over-populated living conditions and a severe shortage of food, shelter, water and basic essentials. Mercy Relief partnered with local NGOs to provide dignity kits, solar lamps and tents.

Rakhine Conflict Relief

Buthidaung, Myanmar

A fresh outburst of violence in Northern Rakhine state left over 30,000 people displaced and at least 3,000 homes destroyed. Mercy Relief's ground partners conducted 10 relief distribution operations across 13 affected villages in the state, providing non-perishable foods during the conflict period.

Bmergency Hot Meals Distribution

The Philippines

This project was designed to bridge the gap between the immediate need for nourishment and the provision of other traditional relief goods. 5,057 survivors across 6 provinces in the Phillippines were served with nutrition-balanced meals through emergency kitchens set up in response to Tropical Depression Maring, Typhoon Lannie, Tornado in Datal Ligao, Typhoon Urduja and Typhoon Vinta in 2017.



Water & Sanitation



1,053

community members are able to use hygienic sanitation facilities

1,973

students and community members trained in safe hygiene practices and water management

503

households are able to obtain water for their daily household needs

Access to safe water is essential to immediate survival and a critical aspect to community development. Mercy Relief implemented 3 Water & Sanitation projects in Myanmar, Indonesia and Timor Leste benefiting over 2,700 people. These projects will ensure communities have permanent improved access to clean water and remain protected with effective sanitation systems and sound hygiene culture to safeguard them from water-borne diseases and health risks.

Water & Sanitation



4 Water for Life 2017

Myawaddy, Myanmar

The communities of Kayin State faced challenges in collecting water for their daily needs due to the distant location of the village's spring source. The project connected the water at the spring source to 2 collection tanks which was then piped to each household through a gravity-fed system.

With the water system connected to a constant reservoir and spring source protected, the community is able to access water within their house compound all year round.

6 Healthy Community

Ermera Municipality, Timor Leste

Decades of conflict and ongoing insecurity and political instability have hindered Timor Leste's progress in addressing long-term development priorities. As a result, access to improved water and sanitation also remains poor in the country.

A gravity-fed pipeline was constructed from a spring source into Railaco town, where water is now provided to each household and school all year round. Over 2,000 community members and students are now able to use latrines, save time and effort in fetching water from the river daily and consume it directly. A water management committee was set up and trained to ensure the continued operations and maintenance of the system.

Transitional Latrines

Aceh, Indonesia

Following the earthquake, open defecation was prevalent as communities lost their homes and underground sewage systems were affected. 4 transitional latrines were constructed for the community of Kuta Pangwa in Pidie Jaya district, for usage during the reconstruction of permanent homes over the next 1 to 2 years.



Healthcare

Healthcare projects are aimed at increasing life expectancy and improving quality of life, with services differing to meet the needs of survivors during the critical periods after a disaster or to increase overall community health during peace time.

2,439

evacuees are provided with mental and psychosocial support post-disaster



Healthcare Programme for Evacuees

Kumamoto Prefecture, Japan

Following the earthquake, Mercy Relief worked with a group of home care and public health nurses to provide medical treatments and healthcare services such as psychosocial activities for 2,439 evacuees living in a transitional shelter. The healthcare team also conducted needs assessment for further health interventions by the government and conducted Disaster Risk Reduction (DRR) awareness activities.

Shelter



Shelter provides security, safety and protection from the elements and enhances resistance to diseases, laying the foundation to regain normalcy and a better standard of living. Mercy Relief implemented 5 shelter projects across Nepal, Japan and The Philippines, benefiting over 1,000 people. These projects saw the rehabilitation and reconstruction of various structures, ranging from homes to communal facilities such as schools and welfare centres.

20 earthquake resistant classrooms constructed

1,080

people are provided with transitional or permanent shelters post-disaster

Shelter



8 Transitional Shelter

Naogaon District, Bangladesh

The project provided 115 households, who lost their homes during the South Asia floods in 2017, with housing materials to construct transitional shelters. Being a farming community, agricultural inputs such as fertilizers were also provided as livelihood support.

Reconstruction of Social Welfare Centres

Kumamoto Prefecture, Japan

Mercy Relief supported the reconstruction and repair of 7 social welfare facilities damaged by the earthquake. The facilities were then able to quickly resume operations, taking care of persons in need and allowing their family members to focus on regaining their livelihood and recover from the disaster.

Recovery to Resilience

Western Visayas, Philippines

As part of a livelihood project to help the community improve its agriculture production, Mercy Relief helped to construct housing for the remaining 16 families in the Barangay (village) who were still unable to afford repairs for their homes. This would allow these 16 families to participate with the entire community in the livelihood and support project.

Reconstruction for Resilient School and Community Sindhupalchok, Nepal

This project helped the communities in Sindhupalchok through school construction and a disaster risk reduction campaign. Mercy Relief supported the construction of 2 schools with 17 classrooms and proper WASH facilities to allow children to resume their education. In addition, the communities gained a better understanding of how to better prepare for a disaster through a campaign done through community forums and radio broadcasts.

School Reconstruction Project

Nuwakot, Nepal

In order to create a conducive learning environment for the students at the Shree Sundara Devi Primary School, Mercy Relief supported the construction of a school building with 3 classrooms and furnished it with desks, benches, white board and a solar panel.

Education

Creating and improving access to better education is one of the most effective ways to combat vulnerability. In addition to improving skills and capacity in traditional academic settings, Mercy Relief also considers educational programmes based on disaster risk reduction (DRR) principles as an integral component when working together with disaster prone communities. Mercy Relief implemented 3 projects in The Philippines, Nepal and India reaching over 8,400 people, with the aim of reducing the loss of lives and minimizing impact from natural disasters.

8,477

community members
reported increased
awareness to disaster risks
and increased capacity to
respond in the event of a
future disaster



Education





Cuddalore, India

This project involves motivating, educating and facilitating 19 vulnerable villages to develop and implement their own disaster risk reduction strategies in order to reduce the impact of future disasters. Guided training platforms were organised for community leaders to learn and understand the steps of the Community Managed Disaster Risk Reduction (CMDRR) process, and empower them to effectively manage disaster risk reduction by themselves.

Disaster Risk Reduction - Zinundungan Valley

Cagayan Province, The Philippines

To help the communities in the remote areas of Zinundungan Valley, Health and Disaster Risk trainings and drills were carried out to increase the capability of communities. In addition, the communities were equipped with Grab-Go bags consisting items like a whistles, torchlight, safety rope, life vests and plastic envelope to keep important documents safe in a disaster.

Masonry Training

Sindhupalchok, Nepal

Mercy Relief organised training sessions for 36 earthquake survivors to acquire high-demand masonry skills. To date, these masons have constructed 117 homes and parts of Mercy Relief's school projects using local materials in compliance with the nation's building codes. They also shared their new knowledge, skills and importance of building resilient structures with their communities.





Livelihood



300

households are able to restore livelihood activity beyond or to pre-disaster levels 230

households benefitted from diversification of income through community enterprises

2,312

community members reported increased knowledge on financial management and agricultural or livestock management

Having a livelihood is necessary so communities can be self-reliant, and individuals can earn sufficient income without negatively impacting the environment. Mercy Relief implemented 6 livelihood projects in Bangladesh, India, Indonesia and The Philippines benefiting at least 5,178 people. These projects help enhance the survivors' income through a range of activities including agriculture, seaweed farming, livestock and handicrafts.

Livelihood



Goat-Based Livelihood Improvement Project

Cuddalore, India

This project supported 100 flood-affected households through the distribution of goats as well as conduct training on how to manage them. Through this project, not only will the families gain an additional source of income, they are better equipped to protect their livestock in future disasters.

A Resilient Baseco

Metro Manila, The Philippines

To help the community's livelihood, Mercy Relief enhanced the handicrafts made in the community by exploring new products and diversifying existing product designs. In addition, leveraging on the natural mangrove plots, the community was able to capitalise on eco-tourism to diversify their income and attract customers to their handicraft business.

15 Recovery to Resilience

Western Visayas, The Philippines

This project helped rehabilitate the community's agriculture production to increase the income of farmers recovering from Typhoon Haiyan. In addition, Mercy Relief assisted in establishing a farmers savings and credit groups to help the community better manage their finances.

16 Seaweeds for Life

Palawan, The Philippines

To uplift the economic conditions and enhance the resiliency of Typhoon Haiyan survivors in Coron, Mercy Relief helped to improve the seaweed production and train 200 families as well as introduced community managed enterprises. In addition, with the community savings programme set up, the community can offer microfinancing, on top of saving for a rainy day.

Disaster Resilience through Education & Ecotourism

Medan, Indonesia

The fishing community of Percut Village has witnessed their mangrove ecosystem, a vital area for breeding crabs and fishes as well as a natural protection against flooding and soil abrasion being increasingly depleted over the years. This has in turn affected their livelihood and increased their exposure to seasonal flooding.

Through this project, a community-managed mangrove ecotourism centre was created in the village which serves to increase awareness and community capacity for ecological protection and restoration as well as create job opportunities for the community, benefitting over 240 families.



Partnerships



Singapore Post

Across 18 Singapore Post branches, people gifted their spare change. Every cent counts in our efforts.

Singapore Armed Forces

Singapore Armed Forces helped transport tents and solar lamps to Bangladesh. This helped to save logistic costs furthering impact to beneficiaries on the ground.

Hermès

Together with luxury brand Hermès, we worked on a coastal restoration initiative in the Philippines, safeguarding vulnerable communities against the effects of natural disasters and climate change.

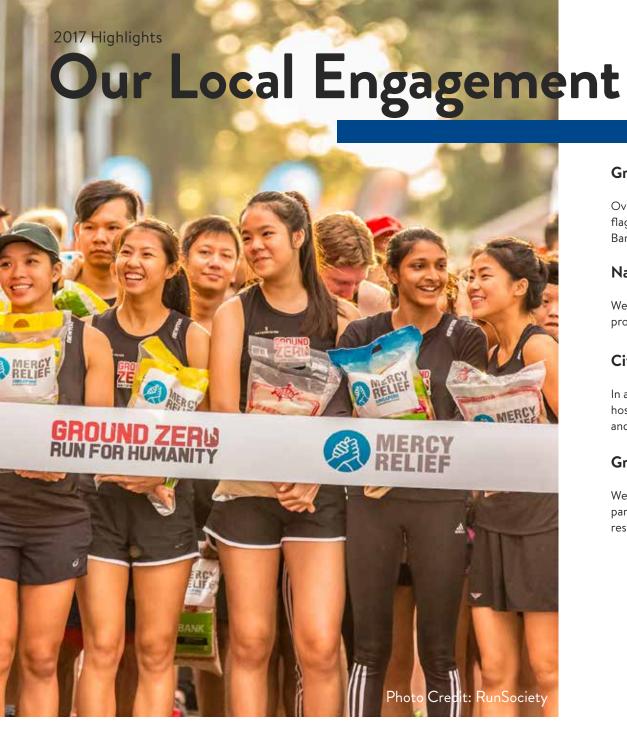
Dentsu

Advertising conglomerate Dentsu Aegis Network engaged its network of regional media contacts including A+E, Clear Channel, Focus Media and Fox Networks to raise awareness of Mercy Relief's brand.

Club21

Luxury Retailer, Club 21 used their platforms to encourage donations and educate the public on Singapore's contribution to humanitarian efforts across the region. For 2017's festive season, Club 21 and Super Nature joined forces to jumpstart our 15th Year Anniversary Impact Fund initiatives.





Ground Zero Run for Humanity 2017

Over 1,500 participants and 30 partners came together for our largest flagship event - Ground Zero Run for Humanity. Together with the Food Bank Singapore, we distributed food packs to over 700 needy families.

National Council of Social Services (NCSS)

We were recognised by NCSS as an associate member in light of our programmes and activities that support the local social service sector.

Civil Society Organisations (CSOs) Roundtable

In an effort to enhance Singapore's regional response to disasters, we hosted a dozen Civil Society Organisations (CSOs) to discuss, understand and 'Navigate the Singapore Humanitarian Eco-system'.

Ground Zero Challenge - Corporate Tabletop Exercise

We launched Ground Zero Challenge, an experiential simulation that puts participants through a survivor's journey and tests a corporates ability to respond to disasters.



2017 Highlights

School Engagement





Universiti Brunei Darussalam (UBD)

In 2017, 6 students from UBD had the opportunity to work with us under the Overseas Internship Programme. They were attached to the Corporate Outreach & Resource department for three months, supporting the team in its fundraising and local outreach activities.



Nan Chiau High School

Since 2016, its students have hosted fundraisers for Mercy Relief's General Fund. They have also helped to raise awareness for the Ground Zero Run for Humanity 2017, as well as assisted with the preparations for the event.



Learning Vision (Changi Airport)

During this partnership, Mercy Relief conducted sharing sessions with the students and staff on how Singaporeans can play a part when disasters strike in Asia. Learning Vision also organises the Annual Learning Vision Charity Kidz Fiesta, with all proceeds going to Mercy Relief's General Fund.

Other schools we've engaged

Chung Cheng High School, Henry Primary School, Hougang Secondary School, Lee Kuan Yew School of Public Policy, Nan Hua Primary School, S.Rajaratnam School of International Studies (RSIS), Singapore Management University, School of the Arts Singapore (SOTA),

Governance - Board of Directors



Abdullah Tarmugi Advisor



Suhaimi Bin Rafdi Chairman Director Our Tampines Hub



Nicholas Fang
Deputy Chairman
(resigned 26 Jan 2018)
Executive Director
Singapore Institute of International
Affairs



Satwant Singh s/o Sarban Singh Secretary Partner Satwant & Associates



Alwi Bin Abdul Hafiz Director (appointed 27 Jul 2017) Sustainability Advisor Golden Veroleum Liberia



Chairul Fahmy Bin Hussaini
Director
(appointed 27 Jul 2017)
Deputy Digital Editor
Berita Harian, Singapore Press
Holdings



Dawn Westerhout
Director (resigned 21 Apr 2017)
Director, Markets
KPMG Singapore



Jennifer Wong Pakshong
Director (appointed 27 Jul 2017)
Group Company Secretary and
General Counsel
Great Eastern Holdings Limited



Loh Lik Peng Director (resigned 21 Apr 2017) Founder and Director Unlisted Collection



Michael Tay Wee Jin
Director (resigned 21 Apr 2017)
Group Managing Director
The Hour Glass Limited.



Dr Mukhlis Abu Bakar Director (resigned 21 Apr 2017) Associate Professor National Institute of Education



Mohd Saiful Bin Saroni Director Partner, Assurance PricewaterhouseCoopers LLP



Samantha Tan Soh Wah Director (appointed 27 Jul 2017) General Manager South Beach Consortium Pte Ltd



Thali Koattiath Udairam
Director (resigned 21 Apr 2017)
Chief Operating Officer
Sheares Healthcare Management Pte Ltd



Vincent Ling
Director
Deputy General Manager
UnionPay International SEA



Vivien Lai Oi Ting
Director (appointed 21 Apr 2017)
Director, Singapore DCC
Director, Suntronic Design & Construction



The Board of Directors provides leadership to the Management, set strategic vision, direction and long term objectives for Mercy Relief. It exercises active oversight on all the activities of Mercy Relief and ensures that proper and effective internal systems are in place to monitor the achievements of Mercy Relief's goals and long term objectives.

Our Directors, who are all non-executive, receive no remuneration and successful leaders in their respective fields, collectively bring a broad and diverse range of expert knowledge, skills and experience. Directors are elected on a 2-year terms basis and generally, do not serve more than three consecutive terms.

The Board meets at least three times a year and more frequently when needed. The Board establishes Board Committees as necessary, to assist it in the discharge of its functions. The key Committees that have been established are set out below.

Executive Committee: Suhaimi Bin Rafdi (Chairman), Satwant Singh s/o Sarban Singh (Vice Chairman), Mohd Saiful Bin Saroni, Vincent Ling

The primary role of the Executive Committee is to oversee the implementation and monitoring of the Board's decisions, to make decision in carrying out its roles and to provide strategic guidance for the executive as delegated by the Board.

Fund Raising Committee: Vincent Ling (Chairman), Samantha Tan Soh Wah, Chairul Fahmy Bin Hussaini

The Fundraising committee's role is to support the Executive in their efforts to raise money and secure funds for the work of Mercy Relief. The Committee takes the lead in certain types of outreach efforts and to monitor fund raising efforts to be sure that ethical practices are in place.

Governance Committee: Mohd Saiful Bin Saroni (Chairman), Vivien Lai Oi Ting, Alwi Bin Abdul Hafiz, Jennifer Wong Pakshong

The primary role of the Committee is to oversee the implementation and monitoring of the Board's decisions, to develop and ensure good governance practices within the Company. The Committee overseas and provides guidance in the areas of Finance, Human Resources, Audit and regulatory matters that may have a material impact on the compliance policies and programmes of Mercy Relief.

Governance

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 ongoing programmes. The Board has agreed to maintain a cash cover of 18 months, which is equivalent to the reserve ratio of 1.5.

Conflict of Interest:

All directors, members of sub-committees and staff of Mercy Relief are required to read, understand and follow the conflict of interest policy and make full disclosure of interest, relationships and holding that could potentially result in conflict of interests. All directors and key management staff are required to make an annual declaration of any or no conflict of interests.

Donation Policy:

Mercy Relief does not make donations to any external parties. Mercy Relief receive donations largely through NVPC's Giving.sg platform or online through its website. Tax deduction receipts are issued for all qualifying donations amounts of \$10 and above where donors' particulars are available.

TOTAL ANNUAL REMUNERATION OF TOP 3 EXECUTIVES

| Remuneration bands | No of executives |
|------------------------|------------------|
| \$100,000 to \$199,000 | 1 |

Financial Statements

| FY2017 S\$ | | FY2016 S\$ |
|-----------------|--|---|
| \$ 1,787,958 | \$ 1 | 1,904,422 |
| \$ 1,787,958 | \$ 1 | ,904,422 |
| | | |
| | | |
| \$ 1,149,346 | \$ | 835,850 |
| \$ 773,475 | \$ | 681,861 |
| \$ 1,922,821 | \$ | 1,517,711 |
| 4% | 4% | |
| 1.40 | 1.75 | |
| \$ \$ | \$ 1,787,958 \$ 1,787,958 \$ 1,149,346 \$ 773,475 \$ 1,922,821 | \$ 1,787,958 \$ 1 \$ 1,787,958 \$ 1 \$ 1,149,346 \$ \$ 773,475 \$ \$ 1,922,821 \$ |

Our Supporters

We sincerely thank the following organisations for their support in 2017.

A+E Networks

BALL Watch

billionBricks

Channel NewsAsia

Clear Channel

Club21

ComfortDelGro

Dentsu Aegis Network

Edelman

Flint & Battery

Focus Media

FOX Networks Group

Global Enterprise Exchange

Hermes

Ministry of Foreign Affairs

Mount Alvernia Hospital

National Council of Social Service

Netball Singapore

Playpoint

Porcelain, The Face Spa

Rahmatan Lil 'Alamin Foundation

Sealed Air

Shangri-La Hotel

Singapore Airlines

Singapore Armed Forces

Singapore Post

Solight

ST Logistics

TAK Products & Services

The Food Bank Singapore

The Hour Glass

Tote Board

Universiti Brunei Darussalam

Visa Worldwide

wate ROAM



Our heartfelt gratitude to all our donors, partners, volunteers and participants for supporting our programmes and activities in 2017.

We could not have done it without you!





Mercy Relief



You know where your money goes.

As an Institute of Public Character (IPC) in Singapore we understand corporate governance and compliance. All funds raised for Mercy Relief are audited with donors receiving regular reports on exactly how funds have been used.



You make an impact.

Using innovative technology, research and community engagement, we track and measure impact to ensure social objectives are achieved.



Your gift is fully tax-deductible.

Donations to Mercy Relief's 15th Year Anniversary Impact Fund will enjoy a 250% tax benefit.



You stretch your dollar.

As a lean team we leverage on strategic partnerships, creative solutions and our 15 years of experience to make an impact without carrying inflated overhead costs.



You help our little country make a big difference.

Mercy Relief has gone beyond race, religion and the shores of Singapore, impacting the lives of over 2 million people to date. Your donation will allow us to scale our impact both locally and regionally and reach out to more communities in need.

