



MERCY
— RELIEF —

THE 7TH YEAR pITCH

Stakeholders' Consolidated Report 2003-2010

“As a Singaporean-born-and-bred humanitarian NGO Mercy Relief is one of Singapore’s success stories, having made important contributions both locally and in the region.

You are respected for the good work that you carry out, and have also been able to establish goodwill, confidence, trust and love between citizens of our Asian neighbours and Singaporeans.

For an organization that has increased its outreach over the years, Mercy Relief is modestly housed at a HDB void deck. It is such modesty, frugality and pragmatism that have allowed you to win many supporters and friends over the years.”



DPM Teo Chee Hean
at the 2nd World Humanitarian Day 2010

Mercy Relief is an independent non-governmental humanitarian charity, established in response to the human tragedies in Asia. Its aid programmes include providing timely and effective assistance to disaster-stricken communities; and longer-term development projects to uplift the lives of the impoverished and disadvantaged, focusing on water & sanitation, shelter, sustainable livelihoods, healthcare and education. Mercy Relief serves the less fortunate and needy regardless of country, culture or creed.

Officially launched by then-Deputy Prime Minister Lee Hsien Loong in September 2003, it also seeks to promote a civic life of compassion, care and volunteerism. It is an Institution of Public Character since 2003.

To date, Mercy Relief has touched the lives and hearts in more than 18 countries in Asia, namely Afghanistan, Bangladesh, Cambodia, China, India, Indonesia, Iran, Iraq, Lebanon, Malaysia, the Maldives, Myanmar, Pakistan, Palestine, the Philippines, Sri Lanka, Thailand, Vietnam and Yemen.



The colour blue represents peace, unity and mercy amongst Men. The two hands depict assistance rendered by a more privileged hand to the less fortunate one, striving to steer it out of its living misery and attending to its inadequacies. The different shades of hands illustrate aid made available to those in need regardless of country, culture and creed. The upward-pointing index finger signifies the number one, significantly our common Origin.

FOREWORD BY ADVISOR

SPEAKER OF PARLIAMENT ABDULLAH TARMUGI



Advisor at the completion of the installation of 224 anaerobic bio-digestors in Sichuan.

It has been seven years that I have walked the regional grounds with Mercy Relief. I would like to believe that it is one organisation which has truly distinguished itself from many others, through its professionalism and dedication, and to continuously deliver high quality humanitarian programmes and services.

Many, who have worked alongside Mercy Relief, end up embracing it. In fact, a seasoned volunteer and donor described Mercy Relief as “not an organisation, but a tribe.... a tribe of its own, with its own culture of simplicity, sincerity and nobility”. A tribe is often described as a group of kinsman, usually bound by a common descent. And this descent is the collective desire and commitment to help the disadvantaged, less fortunate and distressed in the region.

Indeed, this Tribe is young, but one whose reputation has preceded its own age and size, and one which does not flinch in the face of great challenges & constraints.

I wish to take this opportunity to pay tribute to this unique blend of Tribesmen who best epitomise the

kinship of humanity. Coming from diverse backgrounds in life but sharing a strong and mutual belief, zeal and zest in serving and sustaining vulnerable communities, the Tribe has to constantly deal with an ever demanding humanitarian sector which is experiencing an increasing occurrence of natural disasters. To adapt a quote from a late senior statesman - “Being with Mercy Relief is not a matter of ancestry. It is of conviction and choice.” This small and young Tribe has constantly punched itself above its weight, responding swiftly to diverse, challenging and, at times, hazardous humanitarian crises in the region.

I am personally aware that the Tribe runs on a very tight budget, but despite this, the staff have not held back any sweat and have graciously set aside their personal comfort and liberties in their pursuit to serve humanity.

I am truly proud and privileged to be able to stand in the same ranks as the staff, directors, donors, volunteers and partners of this Tribe through these years. The Tribe has always reminded itself that we are all fortunate to be at the serving end, as compared to the millions of beneficiaries at the receiving end.

I trust you will continue your endeavour in “Pitching for Mercy and Putting Asia Right”.

Abdullah Tarmugi
Speaker of Parliament
Advisor, Mercy Relief

CHAIRMAN'S MESSAGE

T K UDAIRAM

Man's irresponsible use of the earth's resources and our inability to restrain our basest instincts has seen the diminution of our planet and societies. A young and small organization that Mercy Relief is, could very easily be overcome by the challenges we try to alleviate, especially when the volatile humanitarian environment and natural disasters come together. Mercy Relief is at the mercy of the elements and human weaknesses. As an organization we need to be cognizant of this and develop the resilience to evolve to overcome the challenges. We need to identify our strengths, weaknesses, opportunities and threats whilst coping with the escalating frequency of emergencies and disasters in the region.

On reaching the half decade two years ago, MR recognized this and set out to develop more depth in the organization to cope with the challenges. We continue to invigorate our teams by developing strategic initiatives and programs to expand our operational capacity. As MR can only meet the challenges by developing a constant stream of like minded individuals who are mentally strong and prepared to meet the hardships of relief work, we have taken the initiative to develop this cadre. We are working with institutional partners to develop the future cadre of locally trained aid workers - aid workers who are sensitive to the needs of the community in disasters, adaptable to cope with the varying and often arduous and challenging environment, and with the skills to cope with the shock of disaster sites. We are also actively engaging Singapore youth to participate in varying overseas expeditions that complement our development efforts to alleviate the bleak living conditions of disadvantaged communities.

The MR team will drive the organisation to grow stronger, be a trusted partner and friend to all those in need. The team will continue to be a lean, operationally efficient organization that provides the best with the minimum of resources – an agile team that will think globally but deliver locally, adapting to the local situation and community. As Asians our understanding and affinity with similar yet varied and individually intricate cultures within the region give us the edge in providing better value to the communities we help and to our Donors.

To our many Stakeholders who have walked with us through our growing years, the tribulations overcome and the successes of MR has been made possible by your generous and unflinching support. It is only right that MR maintain your trust by ensuring that we heighten efforts to achieve sound governance through tight internal controls and systems. We aspire to continue to be worthy of your support to deliver your humanitarian mission. We look towards forging a stronger partnership with our Stakeholders, to enhance humanitarian response and develop risk mitigation measures to help communities cope with disasters better. It gives added impetus for MR to work with you to develop holistic social and corporate philanthropic commitment to contribute to the betterment of our community. Thank you for accompanying us through our humanitarian journey.

T K Udairam
Chairman, Mercy Relief



Chairman at the United Nations Relief & Works Agency's warehouse in Jerusalem prior to the dispatch of relief goods to Gaza.

ABOUT THE TRIBE

Board of Directors

Mercy Relief is governed by a Board of Directors (BOD) comprising corporate and social leaders from diverse religious and racial backgrounds. The Board of Directors takes a non-executive role to advise and oversee the direction and governance of the Organisation. The Board meets quarterly and appoints a standing Executive Committee to advise the Chief Executive. Separate committees, made up of Board directors, are tasked to oversee the internal process systems of the various Divisions of the Executive. The Board Directors take turns to visit overseas project sites to better acquaint with and verify the projects implementation and impact on the beneficiaries. The Chairman of the Board serves a maximum of two 2-year terms. The Organisation is audited annually by external auditors, whose service term is limited to 5 years.

Directors

Chairman	Mr T K Udairam	
Deputy Chairmen	Mr Ong Bon Chai	
	Prof Dr Abdul Wahab Abdul Rahman	
Secretary	Mr Satwant Singh s/o Sarban Singh	
Members	Ms Dawn Westerhout	Assoc Prof Dr Fatimah binte Abdul Lateef
	Prof Dr Ivy Ng Swee Lian	Sister Theresa Seow
	Mr Chelva Retnam Rajah, SC	Assoc Prof Dr A Aahad M Osman-Gani
	Mr Jolyon Peter Caplin	BG (NS) Goh Kee Nguan
	Dr Kevin Chan U-Jyn	Mr Michael Tay Wee Jin
	Dr Mohd Mukhlis bin Abu Bakar	

The Executives

The Executive executes the daily operations of the Organisation and is headed by the Chief Executive (CE). As the head of an independent Non-Governmental Organisation (NGO), the CE has full operational independence in developing and implementing strategic policies and initiatives executed by the various Divisions under his charge. These strategic policies would however require approval from the BOD.

The Executive comprises 5 Divisions:

International Programme (IP) Division

The IP Division is headed by a Programme Director who plans and manages MR's overseas humanitarian programmes, mainly disaster response and developmental projects.

Corporate Outreach & Resource (CORE) Division

A Head leads the CORE Division which is responsible for the management of MR's relationship with its stakeholders - public, institutional partners, donors and volunteers, and drives the organization's resource capacity efforts through fundraising and outreach activities.

Corporate Affairs & Strategic Innovation (CASI) Division

Led by a Head, CASI Division promotes and manages the Organisation's image through various communication channels and undertakes the Organisation's research for development efforts and special projects designed as expansive roadmaps for MR's continuous growth.

Mercy Overseas Volunteer Expeditions (MOVE) Division

A Senior Manager heads the MOVE Division which fronts MR's efforts to reach and recruit potential humanitarians, both students and young working adults, to exercise a spirit of active global citizenry via overseas expeditions which would complement MR's ongoing overseas community development projects.

Corporate Admin & Finance (CAF) Division

A Head manages the CAF Division which maintains MR's corporate governance through the effective functioning of its administrative system, and is responsible for the management of the Organisation's funds flow and human resource.

“Cargill partnered with Mercy Relief during the South Asian Tsunami, the Kashmir Earthquake and the Pakistan floods. Our engagement has been one of trust and transparency, resulting in a significant and quantifiable addition to our corporate social responsibility efforts in the region.

We value Mercy Relief’s quick responsiveness, its focus on clear and constant communication with the donors as well as accountability of donation spending.”



Mr Munir Hasan,
Director, Cargill Asia Pacific

Cargill has since donated over half a million dollars to various relief efforts by MR.

MILESTONES

2003

- On 19 September 2003, Mercy Relief was officially launched by the then Deputy Prime Minister Lee Hsien Loong as an independent charitable non-governmental humanitarian organization catering to the humanitarian needs of all countries regardless of country, culture and creed.
- On 1 December 2003, we were conferred the Institution of a Public Character (IPC) status.

2004

- To enhance its overseas operations, Mercy Relief established partnerships with Cathay Pacific Airways and Travelways Pte Ltd to facilitate its travel and logistical arrangements.
- MediaCorp TV 12 Suria adopted Mercy Relief for one year from April 2004 to help Mercy Relief's humanitarian cause.
- In recognition of the Singaporean efforts to assist in the development of the country, the Cambodian Prime Minister's office conferred the Gold Community Award to Mercy Relief.
- H.E. S R Nathan, President, Republic of Singapore presented the SIF Award to MR for its effort in enhancing the goodwill of Singaporean overseas.
- Homegrown pop singer Stefanie Sun appointed as 1st MR Goodwill Ambassador. Both locally born and bred, but with a regional reach and recognition. Stefanie's role as an ambassador involves sharing her overseas humanitarian experiences with other Singaporeans to younger generation.
- MR inaugural mention at PM's National Day Rally.
- MR held its first Stakeholder's session at the Singapore Soka Association headquarter, this event being a platform for MR to share its past achievements and reveal its future plans.
- MR became a beneficiary of President's Charity 2004.
- Governor and Mrs Governor of North Sumatera officiated the launch of Mercy Relief's social enterprise, Mercy Exchange (MX).

2005

- To give the Singaporean public a glimpse of the real situation at the tsunami-affected areas, MR organised a series of photo exhibitions named 'Glimpses of Light', from January to April. This was a showcase of the most powerful photographic shots taken by MR's group of volunteer photographers who were at the disaster zones.
- In June, MR participated in the President's Star Charity Challenge, to support fellow local charities, while at the same time create awareness of the plight of the needy amongst us.
- The LIVE@Lowland volunteer appreciation event in August brought together the many volunteers who had come forward to support Mercy Relief during its tsunami relief efforts. It was also a platform for the volunteers to blend and share their different experiences from their respective deployments.
- MR held its 2nd Annual Stakeholders' Session held in September. Incidentally, the Session coincided with the Singapore government's call for better corporate governance, greater transparency and accountability in the civic sector. The Session was attended by more than 100 representatives from corporate donors, institutional partners, volunteers and the media.

2006

- On 9 April, President S R Nathan launched the Heart of a Lion book which was put together by MR with the support of the Tan Chin Tuan Foundation. The Book showcased the generosity and selfless efforts of Singaporeans and Singapore organisation in the various devastated areas in the bitter aftermath of the tsunami.

2007

- MR organized an observance event to commemorate the International Day of Peace.

MILESTONES

2008

- August marked a high point in the history of MR when it was invited to share its experiences in Risk Wise, a publication released in August at the International Disaster and Risk Conference (IDRC) in Davos. The editorial team shared MR's experience on 'Peacetime Strategies for Disaster Mitigation', urging like-minded aid agencies to develop peace-time strategies that may facilitate future relief operations.
- After focusing much of its operations overseas, MR embarked on its first structured local engagement initiative and launched the 'Cultivating a Grateful & Gracious Society' Campaign in August.
- Prime Minister Lee Hsien Loong graced the Stakeholders' Dinner to commemorate MR's five years of humanitarian work in the region. As the Guest of Honour, PM also launched MR's newly formed International Development programme which kickstart its poverty alleviation projects in China and Indonesia

2009

- As a consequence of MR's first contribution to the UN IDRC's Risk Wise 2008, MR was invited to contribute another article entitled 'Thwarting the secondary enemy' for the Risk Wise Epidemics 2009 Book which was launched at the 62nd World Health Assembly in May. The article looked at understanding health issues such as diseases in both disaster-stricken and poverty-stricken areas.
- MR Chairman T K Udairam represented MR at the informal dialogue with ASEAN Leaders at the 15th ASEAN summit in Thailand . MR was selected to be Singapore's Civil Society Organisation (CSO) representative.
- MR expands its international development reach by venturing into Vietnam and the Philippines.

2010

- Mercy Relief formalised its collaborations on youth expedition programmes with the National Youth Council (NYC) in January through the signing of a Memorandum Of Understanding. NYC is to fund up to 15 youth expeditions to the tune of S\$280,000.
- Mercy Relief inks a Memorandum of Cooperation with Singapore Polytechnic in May, one which expands their existing collaboration to various strategic initiatives that includes the promotion of volunteer activities, research and development of technological solutions for rural and disaster-stricken communities and curriculum electives in humanitarian affairs.
- MR Chairman T K Udairam was invited by the Taiwanese Overseas Aid (TOAID) to speak at the 6th East Asia NGO Forum held in Taipei to discuss on the regional humanitarian organizations strategy to move 'From Humanitarian Aid to Development Cooperation: Building a Collective Mechanism'. Mr Udairam presented MR's working paper 'Moving Towards a Collective Action: Networking and Collaboration' in the presence of Taiwan's President Ma Ying-Jeou which provided MR's perspective on the need to establish a unified civilian alliance for regional emergencies.
- In recognition of MR's commitment to education as an essential factor in its efforts to transform disadvantaged communities, MR was invited to provide an original research paper, titled 'Helping People Take Control of their Destiny' on its education initiatives for UNESCO's 'Tomorrow Today'. MR was represented by its research team at the publication's launch which was held in tandem with the mid-point review session of the UN Decade of Education for Sustainable Development in New York.

REFLECTIONS - 2003



The children of Wei Xing County were ecstatic to receive the books and food sacks from MR.

Fresh from its inception, Mercy Relief (MR) connected with its contacts in China to implement the 'Beds & Books' project in WeiXing County at the northern tip of Yunnan Province. The education project sought to assist 1500 students from poor villages to continue their stay within the school system. The funds went into providing bursaries to help poor students pay for their lodging expense at the dormitories and purchases of textbooks.

As an infant charity, MR was determined to develop its muscles and it did this through the formulation of a volunteer network, engaging and drafting youths into its fold. Collaborating with the Singapore Soka Association (SSA) and Perdaus, MR assembled a team of youth volunteers from different backgrounds, blending their skills and strengths, to help the less fortunate children in Cambodia. The team named 'Riding the Rapids 2' worked at the Aspeca orphanage in Takeo to refurbish the dilapidated dormitory buildings and construct a new drainage system in and around the orphanage to prevent the recurring problem of overflowing floodwaters which occur during the annual monsoon seasons. The project included economic sustenance programme and skills training course.



Drainage construction in Takeo, Cambodia.



MR relief team assessing the devastation at the flood affected village.

The first test of emergency response for MR came in November when flash floods that hit the North Sumatran district of Bahorok caused a devastating landslide which killed almost 200 lives and destroying the renowned Orang Utan sanctuary. MR was among the first foreign NGO to respond, providing building materials for shelters, food and blankets to more than 400 families who survived the disaster. The ability to respond swiftly was made possible by the early funding from Al Istighfar Mosque.

REFLECTIONS - 2004

Responding to the international appeal made by the Iranian authorities after an earthquake killed 28,000 people in Bam, Iran, Mercy Relief (MR) joined hands with its partners from the Singapore Catholic Archdiocese, Islamic Religious Council of Singapore (MUIS), Singapore Soka Association (SSA), Young Sikh Association (YSAS), and the Iranian community in Singapore, to execute a major fundraising effort in aid of the earthquake survivors.



Relief supplies being packed at Ba'alwie Mosque enroute to Bam.

Concurrently, it worked with the Iranian community in Singapore and Ba'alwie Mosque to consolidate and ship 2 containers of relief supplies comprising food, medicines, blankets, winter-wear, household items and personal hygiene kits. Thereafter, MR linked with the Singapore Red Cross Society (SRCS) and led an assessment team into Bam. Consequently, MR and SRCS facilitated the reconstruction of two orphanages and two relief warehouses in Bam and neighbouring Kerman.

Over in Cambodia, MR partnered Muslim Aid Australia (MAA) and completed the construction of two schools in Kampong Thom and Kampong Cham provinces. The partners also introduced skills training programme in Phnom Penh through the setting up of a computer laboratory and a sewing school. The courses were supported by the local Ministry of Education which endorsed the certifications.

In August, MR was faced with another calamity when the relentless monsoons that brought heavy rains battered many Asian countries with India, Bangladesh, Nepal and China being the hardest hit, causing more than 2,000 deaths in total. Many millions were rendered homeless and hungry, while water-borne diseases, scarcity of food, lack of access to potable water and decent shelter threatened to increase the death toll. MR sent a relief team and distributed supplies such as medicines and food at the affected areas.



Iskandar Jalil displaying his skills at the pottery house in Siem Reap.

Building on its previous efforts in Cambodia, MR deployed a team of 24 youth volunteers to Siem Reap to expand on an existing handicraft centre (Proleng Khmer) through the construction of a pottery house, a high-temperature kiln and a kiln studio. The aim of the project was to equip local Khmer youths with relevant pottery and weaving skills to provide them with better employment opportunities. Singapore's own Master Potter Iskandar Jalil provided his inputs on the design of the kiln, later named as the Singa Kiln.

In December, MR partnering the SSA, SIF and Mendaki dispatched 3 expeditions concurrently, involving 75 youth volunteers to the Philippines and Indonesia. While the first 2 teams landed in Medan to execute structural refurbishments, the third expedition arrived in Iloilo City to implement a livelihood programme and distribute medicines to 1,200 villagers in Quezon province affected by an earlier typhoon.



Distribution of supplies to villagers by MR youth volunteers.

REFLECTIONS - 2005



Food aid distribution at Secata Camp, Banda Aceh.



MR volunteers clearing the debris at the Muhammadiyah School.

The New Year was ushered in by the ghastly consequence of the colossal waves from the Indian Ocean that shook Asia and shocked the world. Within a few days after the tsunami struck, MR sent separate preliminary missions to Aceh and Sri Lanka. Operations Command Centres (Posko Temasek) were set up almost immediately in Medan, Meulaboh and Banda Aceh to facilitate MR's field operations in Aceh and North Sumatra. Thereafter, a string of relief and medical missions were deployed to Banda Aceh, Meulaboh and Nias Island from January to March. Whilst the final relief mission was scheduled to return from Aceh just after mid- March, the strong earthquake that hit the Nias and Simelue islands on 28 March warranted further relief missions to be deployed to Nias, stretching the operations into the later part of April.



The complete transformation of the Babussalam complex.



MR's efforts continued into the rehabilitation phase where it committed to support the rebuilding of Aceh through several reconstruction projects at the affected areas namely the reconstruction of the Muhammadiyah School and Orphanages, the Babussalam and Samatiga Boarding Schools, provision of semi-modern fishing vessels to supplement the post-tsunami socio-economic development programme and others

In September, MR lost a fine partner and close supporter whom it had been working closely with since 2003 when the Mandala Airlines plane that carried 117 passengers, including the Governor of North Sumatera H.E. Tengku Rizal Nurdin, crashed. A medical team was deployed to the crash site within hours, to support the overall rescue operations in Medan.

That same month, scores of lives were lost and many were left to fend for themselves against the bitter winter when Pakistan and India were hit by an earthquake. MR swiftly deployed its first medical relief team to Balakot, Abbotabad and set up its base in Muzaffarabad to support two field hospitals there and, in tandem, paved access for Team Singapore's deployment (comprising Parkway Medical Group, Singapore Red Cross Society and Singapore's national health clusters). The first mission also teamed with the Singapore Civil Defence Force (SCDF) in a joint-rescue operation. The relief efforts continued until mid December.

Concurrently, MR maintained its humanitarian outreach programme for youths. In October, MR supported the Temasek Polytechnic's People Connect Projects to send a youth expedition to Bego, Myanmar, to erect a computer laboratory and execute basic IT training for 150 children there.

REFLECTIONS - 2006



Playpack distribution at a hillside school in Pakistan.



Swift response by MR medical team to provide immediate care to rescued victims.



MR medical team attending to a young victim of the typhoon in Philippines.

2006 started with a big bang when Mercy Relief, together with MediaCorp Radio, organized the 'Playpacks for Pakistan' roadshow. Donations from the audience and pledges made by listeners who responded to ad-libs aired on various radio stations managed to raise 10,000 Playpacks in total. These Playpacks were later distributed to 6 different schools identified by MR's partner, The Citizens Foundation across the mountain regions of Muzaffarabad.

The disaster response team got busy from May 2006 onwards when MR sent two staffs to Mount Merapi, Jogjakarta to provide early assessment on the conditions of the communities that would indefinitely be affected by the volcanic eruption. When the catastrophe eventually happened, two medical teams were sent to help with the evacuation and to provide primary medical care to the affected villagers. Only a week into their mission, this second team was then diverted to Bantul to assist in the earthquake relief efforts there.

In December, MR responded to the call for aid in Central Philippines. First lashed by Typhoon Durian in late November, the country was then blasted by Typhoon Utor in early December. Working with the Social Action Centre (SAC), which is affiliated to All Churches Together (ACT), MR relief teams provided aid to over 800 families in Legaspi City. The teams set up mobile clinic services to service further 500 villagers. They also conducted milk nutrition programme for the infants, children and the elderly. To support the Mental Health Department, the team carried out a psycho-socio programme for the 200 children by providing stationery and art materials. From relief workers turned Santas, the MR team brought joy to the 700 children in 3 evacuation centres by giving gifts and spending Christmas day with them.

For rehabilitation, MR funded the re-roofing of a school building comprising 3 classrooms to be used as temporary shelters for 150 IDPs. When normalcy returned, these shelters were converted into classrooms for 90 students. MR also provided 10 water filtration systems to the affected villages to ensure that the community has long-term access to safe drinkable water.

Back in Aceh, MR continued to bring much liveliness to its 'adopted' town of Meulaboh by hosting an energetic group of youths from Marsiling CC who spent two weeks doing chores and interacting with the children at the orphanage.

In October, Mercy Relief sent two staff to do needs assessment in war-torn Lebanon. Consequently, MR sent a shipment containing tents, blankets and other relief supplies to the victims there.

REFLECTIONS - 2007



Handing over of food items at an IDP central kitchen in Johor.



Volunteers had to travel in small boats to reach the victims in flooded areas of Aceh Tamiang.



Bantul earthquake survivors welcoming food packs distributed during the emergency phase to address their most basic survival needs.

When the monsoon period culminated to a phenomenal rise in tidal inflow, Mercy Relief (MR) decided to respond to the precarious flood situation in Johor Bahru. Together with the Land Rover Club, MR sent a convoy of 9 vehicles to support the relief missions initiated by our local partner Mercy Malaysia. Together, the team serviced 6 evacuation centres in Muar, Batu Pahat, Grisik, Sungei Raya that housed a total of 5,000 IDPs. The MR team complemented Mercy Malaysia's team by providing logistical support for its aid supplies distribution at the various evacuation centres and also helped to set up the medical warehouse and provided \$33,500 worth of hygiene kits, 100 units of water filters, conducted nutrition programmes for children and the elderly.

Days after, another MR team was mobilized to provide relief to the flood victims in Aceh Tamiang. From Aceh, MR then sent a staff to monitor the flood situation in the Indonesian capital, Jakarta. It was from here that Mercy Relief managed to expand its network of partner organizations to move into greater Indonesia.

MR returned to Bantul and Klaten in Central Java in May to hand over the completed schools which were fully reconstructed during the rehabilitation phase after the earthquake occurred. To support the student's continuing education, the corporate funders, MUIS and the Tanglin Trust School also provided uniforms, school furniture and play packs to the children. In August 2006, 2 medical teams were deployed to distribute blankets, tents and hygiene packs to the affected communities affected by the Pangadaran earthquake. During the last quarter of the year, MR responded to the earthquake that haunted the people of Bengkulu, Sumatera. By sending a reconnaissance team, comprising two staff and a medical personnel, were sent to recce the area, and they distributed various food items, hygiene kits and medicine as part of their mission.



Mercy Relief Stakeholder's Nite
COMMEMORATING 5 YEARS OF OUR HUMANITARIAN WORK
GUEST OF HONOUR
PRIME MINISTER LEE HSIEN LOONG
20 OCTOBER 2008

"In relief operations, the lives of humanitarian workers are often put at risk when they enter a disaster site to help others. They may take some precautions, but after-shocks, landslides and water-borne diseases are common. I applaud Mercy Relief's staff and volunteers for your courage, tenacity and compassion."

Prime Minister Lee Hsien Loong
at MR Stakeholders' Nite 2008

INTERNATIONAL PROGRAMME

Mercy Relief's International Programme focuses on disaster relief, emergency preparedness and risk mitigation for crisis-stricken and disaster-prone communities, and sustainable development initiatives for poor and disadvantaged communities in Asia focusing on healthcare, water and sanitation, education, shelter and sustainable livelihoods.

MR's humanitarian action is guided by the four principles of engagement to uphold humanity, maintain impartiality, neutrality and respect the sovereignty of the state.

Water & Sanitation . Shelter . Livelihood . Healthcare . Education



INTERNATIONAL RELIEF

Natural disasters are inevitable, and they often occur with little or no notice. Cyclones, earthquakes, tsunamis and typhoons are all forces of nature. Environment abuse has led to the increase of natural disasters.

Disaster relief is one of the 2-pronged objectives of Mercy Relief. With the right strategy of partnering local and international organisations, it was made possible for Mercy Relief to deliver aid in timely and effective manner. Timeliness of aid is key to any acute crisis so as to prevent further damage or loss of lives. Mercy Relief strives to reach Ground Zeroes within 72 hours from the point of appeal for aid by local authorities of the affected locations, focusing primarily on the provision of medical relief and basic survival needs to the survivors.

The decision to respond hinges primarily on appeals for assistance made by the national, provincial or local governments of the affected areas, or on appeals by the United Nations on behalf of the affected country or countries. This is in line with the general philosophy of respecting the sovereignty of the affected state(s).

For its post-disaster reconstruction efforts, Mercy Relief seek to help put the affected communities' derailed lives back on track to normalcy, through the provision of schools, orphanages, medical facilities, public amenities (e.g. bridges) and livelihood opportunities (e.g. fishing vessels), including disaster preparedness and risk mitigation mechanisms for disaster-prone communities.



INTERNATIONAL RELIEF

MERCY RELIEF DISASTER RESPONSES 2008 – 2010

Location / Crisis	Date	Duration of Engagement	Extent of Engagement	Project Expenses
1 Myanmar - Cyclone Nargis	2008 May	13 months	Relief, Rehab, Recon	\$ 755,818
2 China - Wenchuan earthquake	2008 May	9 months	Relief, Rehab, Recon	\$ 1,859,056
3 Yemen - Hadramaut floods	2008 Oct	3 months	Relief, Rehab	\$ 187,941
4 Palestine - Gaza conflict	2009 Jan	6 months	Relief, Rehab	\$ 434,090
5 Sri Lanka - Vavuniya conflict	2009 May	3 months	Relief, Rehab	\$ 86,766
6 Pakistan - Swat Valley conflict	2009 Jun	6 months	Relief, Rehab	\$ 185,100
7 Philippines - Typhoon Morakot	2009 Aug	2 months	Relief	\$ 71,538
8 Taiwan - Typhoon Morakot	2009 Aug	1 month	Relief	\$ 86,471
9 Indonesia - West Java earthquake	2009 Sep	6 months	Relief, Rehab	\$ 97,913
10 Philippines - Typhoon Ketsana	2009 Oct	Ongoing*	Relief, Rehab, Recon	\$ 394,614
11 Vietnam - Typhoon Ketsana	2009 Oct	Ongoing	Relief, Rehab, Recon	\$ 116,859
12 Indonesia - Padang earthquake	2009 Oct	Ongoing*	Relief, Rehab, Recon	\$ 847,474
13 Philippines - Typhoon Parma	2009 Nov	-	Relief	(from Typhoon Ketsana)
14 Philippines - Mt Mayon eruptions	2009 Dec	-	Relief	(from Typhoon Ketsana)
15 China - Qinghai earthquake	2010 Apr	8 months	Relief, Rehab	\$ 119,089
16 Pakistan - South Asian floods	2010 Aug	Ongoing*	Relief, Rehab, Recon	\$ 1,017,859
17 Indonesia - Mentawai tsunami	2010 Oct	Ongoing*	Relief, Rehab	\$ 30,640
18 Indonesia - Mt Merapi eruptions	2010 Oct	Ongoing**	Relief, Rehab, Recon	\$ 30,000
Total project expenses including capital commitment as at 31 Oct 2010				\$ 6,291,228

* Operations ongoing as at date of publication - Nov 2010

** Disbursed in early November 2010

INTERNATIONAL RELIEF 2008

CYCLONE NARGIS RELIEF - MYANMAR

In early May, more than 1 million bore the full brunt of Cyclone Nargis when it made landfall on Myanmar. Mercy Relief responded by sending a team and relief supplies including tents and household kits in the immediate aftermath of the disaster. MR worked closely with UNICEF, the Ministry of Social Welfare and the Adventist Relief and Development Agency (ADRA) to send in 3 automated reverse-osmosis water treatment systems and 20 pedal-powered ultra filtration systems to the badly hit delta areas. A medical team was also sent to the Twante district to address the medical needs of the victims.

In the reconstruction phase, MR recognised the significant impact of Cyclone Nargis on the education sector – where 50-60% of public schools were destroyed or damaged across the country.

With support from Accel International Co Ltd, MR undertook the S\$103,400 reconstruction of the Pet Inn Gyi Primary school in the Htantabin Township, Yangon., which was completed in June 2009, to provide a safer and more conducive learning environment for the students and teachers.



INTERNATIONAL RELIEF 2008

WENCHUAN QUAKE - CHINA

Exactly seven months after the devastating Wenchuan earthquake struck Sichuan on 12 May 2008, Mercy Relief (MR) completed all of its seven reconstruction projects in the Ziyang prefecture.

MR was at Ground Zero since 16 May to distribute emergency relief supplies worth S\$450,000 including tents, food, medicines and playpacks at 4 affected prefectures - Aba, Mianyang, Deyang and Chengdu.

Thereafter, MR undertook 7 reconstruction projects amounting to S\$1.4million which include:

Wolong Primary School

Reconstructed and extended one primary school for 100 students.

Cost: S\$200,000 (Funded by Hong Leong Group Singapore)

Laojunjing School

Reconstructed one students' dormitory and repair 3 x teaching blocks for 700 students.

Cost: S\$585,000 (Funded by group of philanthropists)

Luochong Home for the Aged

Reconstructed one Home for Aged for 20 persons.

Cost: S\$125,000 (Funded by group of philanthropists)

Huayandong Primary

Reconstructed one primary school for 70 students.

Cost: S\$135,000 (Singapore public)

Dongyue Health Clinic

Reconstructed one health clinic that serves the needs of more than 1000 villagers.

Cost: S\$26,000 (Singapore public)

Chiyun Bridge

Reconstructed one bridge that serves more than 1000 villagers.

Cost: S\$66,000 (Singapore public)

Hedian Bridge

Reconstructed one bridge that serves more than 300 villagers.

Cost: S\$45,000 (Singapore public)

Laojunjing Student Assistance

Provided financial assistance to 20 underprivileged students whose families were badly hit by earthquake. The financial assistance enabled the children to stay in school dormitory and continue their education for 3 years. This gave their families relief from the financial burden of having to rebuild their homes and lives. Cost: S\$30,000 (Hong Leong Group Singapore)

As a gesture of gratitude and goodwill for the corporate's contribution, the local authorities renamed the school to Wolong-Hong Leong Primary School.

INTERNATIONAL RELIEF

WENCHUAN QUAKE - CHINA



(Above) Wolong Primary School proudly bears a tinge of its Singaporean donor, the Hong Leong Group, Singapore.



(Above) The new Laojunjing School dormitory (right) now caters for 400 students.

Dongyue Health Clinic



(Below): The Luochong Home for the Aged had new and safer structures after its mud walls were cracked by the tremors.

“A lot of good work has been done to help place the affected people, whose lives have been derailed by the earthquake calamity, back on track. But it is also important that we do not ignore those who have been living in extreme poverty. There are many pockets of poverty in the region which have escaped the spotlights of the media, and hence do not get as much support as those affected by major disasters. Poverty increases a community’s vulnerability.”

Stefanie Sun
Goodwill Ambassador , Mercy Relief

INTERNATIONAL RELIEF 2008

HADRAMAUT FLOOD RELIEF - YEMEN

In October, Hadramaut, Yemen, was hit by a rare and major flash flood not seen for centuries which killed more than 250 people and caused more than 22,000 others homeless. Mercy Relief (MR) led relief efforts in the flood-stricken areas by sending two teams to work alongside the Yemeni Department of Health to provide medical service to the survivors. The team was bolstered by the participation of medical personnel from the SingHealth Group, to help stabilise the ground situation, especially at the areas that had received little or no help.

The relief operations was supported by funds from the Singapore Government, the Blessings for All Foundation, the Aljunied GRC, the Sallim Talib Family Settlement and the Singaporean public. The two teams were on location for a month and provided medical attention, medicines, hygiene kits and the pedal-powered water filter systems to the affected communities.



INTERNATIONAL RELIEF 2008

SRI LANKA CONFLICT RELIEF

The Sri Lankan government's armed conflict with the Liberation Tigers of Tamil Eelam at the beginning of the year led to an exodus of IDPs fleeing the conflict zone. Close to 300,000 people fled their homes in the north of the country. As the IDP crisis worsened, the Sri Lanka High Commission in Singapore made an appeal for humanitarian assistance. In response, Mercy Relief (MR) sent in a five-man team to deliver the first tranche of humanitarian aid consisting of paediatric medicines such as inhalers and supplements.

Working closely with local NGO partners and government agencies, MR was the only foreign NGO to gain access into Vavuniya – the area with the highest concentration of IDPs. Together with Sarvodaya Shramadana (the largest NGO in Sri Lanka) and the Sri Lankan National Water Supply and Distribution Board, MR helped to alleviate the acute water shortage issue at the camps by providing ten units of wells with jack-pneumatic pumps. Subsequent relief efforts included the delivery of medical supplies comprising mainly antibiotics, vitamins and medicines for respiratory cases.



INTERNATIONAL RELIEF 2008

SWAT VALLEY CONFLICT RELIEF - PAKISTAN

A major humanitarian crisis unfolded in March 2009 in the Swat Valley after the Pakistani Taliban violated a peace deal. The conflict displaced some two million residents of Swat Valley, who subsequently returned to find destroyed homes, severely damaged infrastructure, schools and clinics in shambles, and lost livelihoods.

On 3 June 2009, Mercy Relief (MR) sent a 3-man team to procure and deliver food, medicines and medical equipments that were urgently required for the internally displaced victims. The team supported the setting up of a new Maternal & Child Healthcare Centre (MCHC) in Mardan, by providing 1 Cardiocotograph (CTG) machine for foetal monitoring, 1 Ultrasound Scanner and a set of laboratory microscopes. The new MCHC catered to the extremely high number of pregnancy cases and the anticipated outbreak of malaria during the monsoon season. It is also the first and only Obstetrics and Neo-Natal care facility for the IDP in the district.

During the rehabilitation phase, MR received support from Cargill (Singapore) for the establishment of a Maternity & Child Health Centre in Swat Valley. The Royal Bank of Scotland (RBS) further boosted MR's rehabilitation efforts by donating an ambulance to augment the serviceability of the healthcare centre. The healthcare centre located in Mingora not only makes a contribution to restoring the much deteriorated healthcare infrastructure and helping communities rebuild, but also provided much needed medical services to the most vulnerable demographic – women and children.



INTERNATIONAL RELIEF 2009

TYPHOON MORAKOT RELIEF – PHILIPPINES & TAIWAN



(Mercy Relief) MR deployed a medical team to Botolan in the Philippines (above) to provide medical treatment to those traumatised by the onset of Typhoon Morakot in August, which had killed at least ten and affected about 30,000. In addition, the team also distributed emergency relief and food supplies to the people living in the IDP camps.

Taiwan (below) was another country which bore the brunt of Morakot, with at least 460 lives lost and many more missing. With the support of the Soka Gakkai International (Taiwan), MR conducted two relief missions, deploying 18 units of iWater ultra filtration systems to restore the supply of clean water in the Kaohsiung, Chiayi and Ping Tung counties.

MR also sent an engineer to train the local users to fully optimize the use of the system which can provide 15,000 litres of potable water daily. The systems were deployed to the affected areas in consultation with the Taiwanese Ministry of Foreign Affairs and the National Disaster Prevention & Protection Commission.



INTERNATIONAL RELIEF 2009

WEST JAVA QUAKE RELIEF - INDONESIA

A 7 Richter earthquake hit West Java in September, claiming more than 80 lives and displacing over 210,000 people. Working with local NGO partner IBU Foundation and hypermarket giant P.T Carrefour Indonesia for the procurement, delivery and distribution of much-needed relief supplies to the badly-hit area of Pangalengan Sub-District, Bandung, Mercy Relief (MR) dispatched relief items, which included shelters, blankets, gas stoves and food to the affected villagers.

MR also provided system tents for use as temporary classrooms at three schools. This effort was aimed at encouraging a swift return to classes and consequently normalcy for the students in the quake-devastated areas.



INTERNATIONAL RELIEF 2009

TYPHOON KETSANA RELIEF – PHILIPPINES & VIETNAM

Barely a month after Typhoon Morakot created havoc to the Philippines and Taiwan, it was Typhoon Ketsana's turn to hit Metro Manila, causing massive flooding and major power cuts. She then blew across the South China sea to Vietnam and killed almost 200 people; with tens of thousands more displaced and hundreds of fishermen losing their boats and livelihood.

On 2 October, Mercy Relief (MR) sent 2 teams simultaneously, one to each affected country. Both teams distributed potable water, food, hygiene kits and water filter systems at their respective locations. Over in Vietnam, the team partnered WARECOD (Centre for Water Resources Conservation and Development) to address the needs of the victims from five villages in the Tam Ky and Nui Thanh districts in Quang Nam Province.

A \$121,000 disaster risk reduction programme was implemented in May 2010 to strengthen community defence against the impact of disaster in the Philippines. The programme was made possible with the funding support of Singapore's leading media company MediaCorp, and the assistance of Filipino NGO Citizens' Disaster Response Centre (CDRC). The programme, which includes educational workshops on disaster preparedness, community-wide drills and natural resource-building, reaches 16,400 people in 24 landslide and flood-prone communities in seven municipalities and three cities in the flood-prone provinces of Negros Oriental, Negros Occidental, Iloilo, Sarangani and Misamis Oriental.

To strengthen the community's level of disaster preparedness in Vietnam, MR will implement two community-based initiatives in Quang Nam Province - the refurbishment of a school in Nui Thanh District to function as an evacuation camp during future disasters, and implementation of a comprehensive disaster risk management programme in Dien Ban District. The S\$187,000 effort is expected to be completed by mid-2011.

PHILIPPINES



VIETNAM



INTERNATIONAL RELIEF 2009

PADANG QUAKE RELIEF - INDONESIA

West Sumatra was rocked by a 7.6 Richter earthquake in September, claiming at least 1,100 lives with more than 135,000 homes severely damaged. Within 48 hours, Mercy Relief (MR) preliminary team was down in Padang to provide the initial tranche of aid, evaluate the situation and prepare for further intervention. MR quickly identified the need to establish and operate an evacuation service to transport the seriously injured victims from the remote areas to the Pariaman Hospital in town. The team also distributed fresh meals to the patients and their caregivers at the M Djamil Hospital in Padang as the hospital's kitchen was totally damaged.



Thereafter, MR sent in two more teams to distribute relief supplies that included 3,400 food parcels, 2000 shelter kits, 3,400 hygiene kits. To encourage a swift return to school for the children, five units of the rapid-deployable system tents were provided as temporary classrooms at the disaster-stricken areas. In order to attend to the injured victims, MR also augmented its relief efforts by sending a medical team (supported by doctors and nurses from the SingHealth Group and paramedics from the SCDF) who operated static and mobile clinics in Padang Pariaman. The team saw over 800 adult and paediatric cases in all, ages ranging from 8 months to 80 years. The cases included wounds, upper respiratory tract infections, fever, cough, diarrhea, severe asthmatic and skin problems. Several minor surgical procedures were also required.



Asian Idol and MR Goodwill Ambassador for Indonesia, Hady Mirza, joined the team in Pariaman Padang to participate in the distribution of food and other household essentials. The S\$400,000 worth of relief supplies were procured with the donation from French hypermarket giant, Carrefour, through Carrefour International Foundation. For the first time, MR sent a team of youth volunteers to be part of the disaster relief mission. The team, made up of six members from the Singapore Polytechnic-Singapore Civil Defence Force Lionhearter Club, assisted MR in sorting, packing and delivering supplies to the victims in Padang Pariaman.



To reinstate the long-term healthcare needs of those affected, MR undertook the reconstruction of two medical clinics in the sub districts of Koto Hilalang Selatan and Alahan Tabek which were damaged. A community-based disaster management programme, which includes workshops on disaster risk reduction and evacuation drills, was launched in August 2010. Both initiatives are scheduled to be completed by mid 2011.



INTERNATIONAL RELIEF 2010

QINGHAI QUAKE RELIEF - CHINA

A 7.1 Richter earthquake hit the Qinghai province on 14 April, claiming at least 2,220 lives and displacing more than 110,000 victims. Following an appeal for aid from the Qinghai Poverty Alleviation & Development Bureau, a Mercy Relief (MR) team was deployed to Qinghai on the third day of the disaster, and coordinated the procurement, sorting and dispatch of relief supplies to the affected areas in Yushu County, the earthquake's epicenter. More than \$80,000 worth of relief supplies comprising ready-to-eat food packs, winter wear, paediatric medicines and children's Play Packs were procured from Qinghai, Chengdu and Dalian, and delivered to the survivors.

MR is currently working on the rehabilitation plans in Yushu through the implementation of appropriate disaster-risk mitigation programmes for the local community.



INTERNATIONAL RELIEF 2010

SOUTH ASIAN FLOODS - PAKISTAN

In late July, massive flash floods severely inundated the Khyber-Pakhtunkhwa, Sindh, Punjab and Balochistan regions.

The worst flood disaster in Pakistan's history claimed about 2,000 lives, and affected close to 21 million people – more than 10% of the country's population. Scores of people lost their homes, as survivors were cramped into schools and government buildings, streets and temporary camps. With the overcrowded living conditions, the displaced victims were exposed to a potential outbreak of water-borne diseases like cholera and malaria.

Mercy Relief (MR) dispatched a team to the Khyber Pakhtunkhwa (KP) province on the same day it received an appeal for assistance from the Pakistan High Commission in Singapore on 4 August. MR went on to serve across 8 districts in the KP and Sindh provinces. A total of \$1 million was spent over the first two months to provide 30 units of the pedal-powered water filter systems to address the lack of clean water there, medicines, food, tents, kitchen utensils, school kits for the children and 10 units of the large system shelters as temporary schools. 2 medical teams were also deployed to Sukkur in collaboration with the SingHealth Group and the South City Hospital. In all, MR rendered humanitarian aid to more than 230,000 flood victims.

MR is currently working with one of the largest local NGO, the National Rural Support Programme (NRSP), to help with the reinstatement of the victims' lives to normalcy through home-building and livelihood enhancement programmes.



INTERNATIONAL RELIEF 2010

MERAPI ERUPTIONS & MENTAWAI TSUNAMI - INDONESIA



As thick smoke and ash billow out of Mt Merapi, Mercy Relief (MR) provided aid to more than 300,000 Internally Displaced Persons (IDPs) evacuated from their ash-covered homes on the volcano's slopes.

Merapi's behaviour patterns remain highly unpredictable and retaining its high alert status almost a month after its first eruptions. The extended period of stay in the IDP camps have resulted in some villagers returning to their homes to tend to their belongings, which has exacerbated the already worrying situation. At least 280 lives have been claimed, with more feared to have succumbed to burns injuries and smoke inhalation.



MR was on the ground two days after the first eruption and worked with the local authorities, garnering resources from its local network (built up since its previous relief efforts during Mt Merapi's last major eruption in 2006), to ensure the well-being of the IDP communities in eight IDP camps and clusters across Magelang Regency.



Besides providing medical service support through the procurement of medical equipment and supplies for three health clinics serving the 300,000 villagers of the Dukun, Srumbung and Sewangan sub-districts in Magelang, MR is also operating mobile clinics at 20 IDP camps to ensure the accessibility of medical services, especially for the elderly and children, for whom mobility is an issue. Counsellors were engaged to help both the adults and children deal with the trauma of disaster, with playpacks distributed to the children as they await for schools to re-open. To help the IDPs deal with the extended period of stay in the camps after having abandoned almost all their belongings amidst the evacuation, a central kitchen was set up to provide cooked food at the IDP camps for two weeks, with kits distributed to ensure that hygiene levels are maintained. Close to \$80,000 was expended over the first two relief missions for Yogyakarta and Mentawai.



THE SEVENTH YEAR PITCH

Corporate Humanitarian Engagement

Relevance & Responsibility



The last decade witnessed a marked increase in the occurrence of natural disasters that resulted in great losses of life, property and material damage. Highly vulnerable are developing countries with less developed infrastructures, high population densities and inadequate emergency mitigation plans.

Southeast Asian countries are particularly exposed to a range of hydrological and meteorological hazards. Concentrated mainly in low-lying coastal regions, these countries are constantly threatened by tropical cyclones, flooding, drought, storm surges, earthquakes, volcanoes and tsunamis.

Findings from the UN Intergovernmental Panel on Climate Change (IPCC) confirmed that climate change is one of the most important challenges to the social, economic and environmental well-being of countries in the Pacific region. For example, according to the World Bank, Vietnam - with its 3200km of coastline - now ranks in the top 5 countries that will be hardest hit by climate change. The impact of climate change is already being felt in the Southeast Asian countries, and is expected to worsen in the coming decades.

Despite the overwhelming response from international aid agencies during these emergencies, effective aid delivery has been hindered by the following factors:

- Duplication of efforts from humanitarian players
- Lack of timeliness of aid delivery
- Ineffective penetration due to unfamiliarity with ground conditions
- Failure to gain local authorities' confidence and trust
- Over-reliance on military forces
- Absence of a united civilian front or effective coordinator to lead civilian emergency aid efforts with a holistic approach

Peacetime community capacity building

Peacetime is when trust and confidence can and should be established, to ensure that when a disaster strikes there is greater chance of reducing the suffering and further loss of lives because timely and necessary assistance can be accessed and implemented based on the relationships built. Risk reduction is often seen in physical, technological, structural and environmental terms. Risk reduction strategy must also take into account capacity building, community development and poverty alleviation – all of which is about enabling people to help them to build their own risk reduction methods and mechanisms.



Hong Leong Group Singapore donated S\$200,000 to help rebuild the Wolong Primary School just a month after the Wenchuan earthquake. Its Millennium and Copthorne hotels continue to support MR at other locations that the latter operates in.



Poverty breeds Vulnerability

Poorer communities are more vulnerable to natural disasters as they do not have the means to prepare themselves against them. Mud, planks or zinc houses tend to crumble easily even with lower Richter quakes or 'Category 1' typhoons. The damage to mud structures caused by earth tremors, if it does not cause death by impact, may suffocate the victims instead. Peacetime development work not only increases the capacity of the local communities, it also enables the implementing organisation to establish rapport, goodwill, confidence and trust with the local communities, partners and authorities for future cooperation.

Relevance & Responsibility

Like NGOs, corporations generally have a long and intimate history with various communities in the country they operate their businesses. They are close to and familiar with the cultures and challenges faced on the ground by the communities they service or serve, as well as the challenges faced by groups working on the ground. They have developed working networks within the community and are familiar with the system of governance in the host country.

Corporations from the various industries can and should contribute relevant and appropriate technology, products, expertise, service and networks to support humanitarian activities. Assets and services that are in line with humanitarian principles and practices should be made available to help maintain the sanctity and sanity of humanity.

Proper coordination of goods and networks will contribute to more effective and efficient deployment of resources, hence minimising wastages. The small steps taken to develop working relationships will have a big impact on goals to reduce the risks pre- and post-disasters.

With the experience and network harnessed through major crises response throughout the last decade, Mercy Relief seeks to proactively bring together corporations and institutions to pool resources and provide collective response from Singapore in future regional crises



Glowtec Environmental Group customises manual and automated water treatment and filtration systems to suit the needs on the ground. It is one of MR's sizeable donors.



Mediacorp Singapore organised and ran a "Live" charity show post Typhoon Ketsana and Padang Quake in 2009 and raised more than S\$1.3million for the Singaporean relief efforts.



Carrefour International Foundation made an instant decision to donate €200,000 to MR for the immediate provision of food and household items during the acute phase of the Padang earthquake relief 2009.



Golden Season customises rapid-deployable system shelters and ready-packed meals to cater to the needs on the ground. It also donates substantially to MR.



SingHealth Group provides its medical personnel unrecorded leave to participate in MR's medical relief missions.



HSL Engineering donated S\$100,000 to MR and also signed a commitment to assist MR on coastal protection at disaster-prone areas like Vietnam and Indonesia.

"I go because I am moved by the suffering of the victims and because I have a duty to serve humanity. I go because I have a set of special skills and because these skills are meant to help others. I go because we all need a little comfort and help in our moments of despair."



Dr Simon Ong
Senior Consultant, National Cancer Centre Singapore
Medical Relief Volunteer
(Cyclone Nargis, Yemen Flood, Typhoon Ketsana)

INTERNATIONAL DEVELOPMENT PROJECTS 2008 - 2010

Location	Project	Commencement	Completion	No. of Beneficiaries	Project Value SGD
Hebei, China	Sustainable Livelihood & Disaster Risk Mitigation	Sep 08	Jun 09	537 pax of 136 households	130,540
Shanxi, China	Rainwater Harvesting for Sustainable Livelihood	Sep 08	Jun 09	2024 pax of 558 households	360,108
Shanxi China	Eco-sanitation & Sustainable Livelihood	Sep 08	Jun 09	430 pax of 88 households	322,690
Riau Islands, Indonesia	Education Quality Improvement Programme (EQUIP)	Aug 08	Jun 09	40 principals, 3 superintendent, 80 teachers, 7162 students	177,092
North Sumatra, Indonesia	Provision of Clean Drinking Water Development Project	Sep 08	Dec 08	7830 pax of 2,466 households	88,543
Shanxi, China	Reconstruction of Songyan Home for the Elderly	Jun 09	Jun 10	60 destitute elderly	357,178
Shanxi, China	Provision of Safe Drinking Water & Livelihood Enhancement	May 09	Oct 09	927 pax of 330 households	228,469
Sichuan, China	Eco-sanitation (Biogas) & Environment Enhancement	Jun 09	May 10	1025 pax of 224 households	282,950
Sichuan, China	Provision of Safe Drinking Water & Livelihood Enhancement	Jun 09	May 10	2301 pax of 574 households	289,171
West Sumatra, Indonesia	Provision of Clean Water and Poverty Alleviation	Aug 09	May 10	3062 pax of 652 households	180,000
North Sumatra, Indonesia	Safe Drinking Water & Livelihood Enhancement	Dec 09	Jun 10	4675 pax of 925 households	201,600
North Sumatra, Indonesia	Sanitation Project and Livelihood Enhancement	Dec 09	Jun 10	900 pax of 190 households	112,764
Riau Islands, Indonesia	Education Quality Improvement Program (EQUIP) / Principal & Teacher Improvement Programme	Nov 09	Oct 10	40 principals, 80 teachers	233,407
South Sumatra, Indonesia	Education Quality Improvement Program (EQUIP) / Principall & Teacher Improvement Programme	Jan 09	Dec 10	30 principals, 60 teachers	246,212
Zambales, Philippines	Health & Water Management and Livelihood Support	Nov 09	Sep 10	3262 pax	101,702
Zambales, Philippines	Empowering Communities through Community-based Ecotourism	Mar 10	Mar 11	1192 pax of 298 households	136,536
Ho Chi Minh City, Vietnam	Special Needs Training Programme	Dec 09	Dec 10	40 teachers, 1000 special children	90,113
Ho Chi Minh City, Vietnam	English for Everyone (EFE)	Jul 09	Jun 10	5 trainers, 4 BED, 53 teachers, 4000 students	79,194
Quang Nam, Vietnam	Treatment of Contaminated Water For Village Consumption	Jul 10	Apr 11	600 pax of 140 households	95,175
Danang, Vietnam	English for Everyone (EFE)	Nov 10	May 11	5 trainers, 75 teachers, 4,000	80,000
Total					3,510,494

INTERNATIONAL DEVELOPMENT

Water & Sanitation . Shelter . Livelihood . Healthcare . Education



In 2008, Mercy Relief embarked on longer-term and sustainable development projects in Indonesia, China, the Philippines and Vietnam, aimed at uplifting the lives of impoverished and disadvantaged communities, focusing on **healthcare, water and sanitation, education, shelter and sustainable livelihoods**.



Poverty breeds vulnerability. Hence, Mercy Relief's development programme seeks to complement its disaster relief programme, as communities which are better developed and resourced would be able to respond better to crises, including natural disasters. This is the essence of Disaster Risk Mitigation. The emphasis is on capacity building, inculcating self-reliance and sustainability, and empowering beneficiaries to transform their environment for a better quality of life.

General development process and motivation of under-developed communities



Livelihood opportunities and their sustainability are paramount to any household. Water is the essence to immediate survival and sustainable development to these affected and disadvantaged communities. As the timeless saying goes, 'Water is life'.

Survival → Stability → Opportunity → Security → Expectancy
(WatSan) (Shelter) (Livelihood) (Healthcare) (Education)



Immediate Subjective Wants versus Gradual Objective Needs

Communities' predominant motivation to improve their lives stems out of immediate subjective simple personal wants, which prevail over gradual objective comprehensive communal needs. Livelihood opportunities and their sustainability are paramount to any household.

Macro issues such as education, the threat and spread of avian flu and HIV, or environmental degradation, are least proximate to these communities in terms of consciousness and conscience.



Parallel to developed communities, people become interested in insurance policies only after they have reached a certain level of stable and comfortable income and lifestyle. This psychological block is motivated by the limited social bandwidth and the anxiety of immediate personal survival. Such phenomena accurately explain the impoverished, rural or affected communities' disinterest towards education or health immunization etc.

Above - International Development projects in Shanxi, China.

INTERNATIONAL DEVELOPMENT

WATER & Sanitation . Shelter . Livelihood . Healthcare . Education

Shanxi, China - Partnering the Shanxi Poverty Alleviation Bureau (SPAB), Mercy Relief (MR) implemented a communal gravity-driven rainwater-harvesting crop irrigation system's project for farming communities in Loufan County to take their first steps out of poverty.

Loufan is one of the most impoverished counties in China, with 80% of its farmlands situated on hilly terrain – unfavourable for farming. The situation is exacerbated by low rainfall (400mm per year), a declining water table and culminating in a low annual average per capita income of 1,200 yuan .

Using a recently-completed road, MR and SPAB selected a 2-km graded stretch to construct concrete-lined drainage ditches along both sides of the road strip and 0.7km of water channels for rainwater catchment. 36 sedimentation pools were also built to filter the collected water before it is stored in 36 underground water cellars. This system minimises the use of electricity by employing only gravity to transport the water to the cellars.

A comprehensive 5km – long irrigation network pumping water to 1,200 irrigation outlets was installed, keeping the fields watered and conditions feasible for productive harvest yields.

Training on operation and maintenance of the new irrigation facility was provided for the villagers, who were already actively involved in needs assessment, project design, implementation and management. They contributed about 219,000 yuan worth of 'sweat equity' to the construction of project infrastructure, upping the level of community ownership. The project has benefited 2,024 villagers from 558 families and is expected to boost household income by 2.5 times.



Sichuan, China - Six villages in Dong Feng Township of Yan Jiang County were affected by a shortage of potable water. Compounded by the fact that the water tables had dried up over the last few decades, this had affected living conditions, in terms of hygiene and healthcare, as well as their farming livelihoods.

Partnering the Ziyang Foundation for Poverty Alleviation (ZFPA), MR provided 574 new wells for each household, with an average volume of 3 cubic metres of water collected and supplied to every household through a piping system. The new-found access to potable water also conjures income-generating possibilities like cattle and poultry rearing, as well as agricultural farming. This project benefited 2,301 villagers.



INTERNATIONAL DEVELOPMENT

Water & SANITATION . Shelter . Livelihood . HEALTHCARE . Education



Sichuan, China - Whilst the country anticipates hallmark developments in economy and technology, Fei'e Village of Jian Yang County in Sichuan thrived on Mercy Relief's (MR) and the Ziyang Foundation for Poverty Alleviation's (ZFPA) eco-sanitation development project with a refreshing comfort to their rural life. Previously, the pig-rearing villagers were living in unfavourable sanitation environment with a high risk of epidemy - human and pig excrement were disposed improperly in open pits and villagers used coal and wood for cooking within unventilated kitchens which were hazardous to their health.



Through the installation of underground anaerobic biogas digestors serving 224 of the poorest households in the village inhabited largely by the elderly, an efficient waste management system was developed. The excrement, collected via a new piping system from the pig pens and rebuilt toilets, is stored in the digestors and used to harvest biogas enough to fuel biogas cookers and lamps provided for the villagers to serve their household cooking and lighting needs. The residue excrement from the digestors is also used to fertilise crops - augmenting another source of income for the villagers.



The villagers now generate savings from the costs of having to buy electricity from the grid, and are encouraged to abstain from the environmentally unfriendly practices of tree-cutting for firewood, and using chemical fertilisers for farming. More importantly, the project has revamped the sanitation environment to avoid the risk of epidemics as in previous unhygienic conditions. This holistic project simultaneously educates the entire community on the areas of public healthcare, renewable energy and waste, environmental protection and ensuring safer agricultural produce.



Bio-digestors were provided to address the sanitation and health issues in Ziyang County. Within 6 months, more than 224 families are now educated on and reaped the health, economic and environmental benefits of the project.

INTERNATIONAL DEVELOPMENT

SHELTER . Livelihood . Healthcare . Education . Water & Sanitation



Shanxi, China – This joint development effort with the Shanxi Poverty Alleviation Bureau (SPAB) and the Changzhi Township government for poverty-struck cluster of cave-home dwellings to a self-sustaining eco-village, is now touted as a model village of Yuanqu.

Characterised by mountainous terrain where farming conditions, soil quality and accessibility to the markets are low, Shangwa is the most impoverished village in Yuanqu County – with annual average per capita income for the mostly-farming population standing at 800 yuan. The villagers carve holes out of caves and call them homes, even as they have been dilapidated through the years.



Recognising the need for self-sustenance by the villagers, Mercy Relief (MR) proposed to its partner SPAB the installation of a biogas digester system in 2008, together with the provision of 352 piglets for all 88 households for pig-rearing. This initiative facilitated the harvesting of renewable energy through the fermentation of human and animal excreta in the digestors, which are used to power up biogas cookers and lamps, generating savings from having to use coal for cooking and buying electricity from the grid; and at the same time allowing the villagers to sell pigs for more income. The residue from the digestors is recycled as crop fertiliser, generating even more savings.

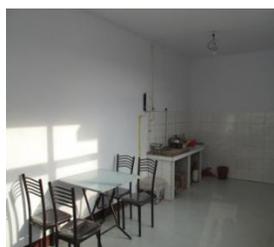


Invigorated by this initiative, Changzhi Township government got into the act, deciding to relocate the village altogether. Being nearer to the county centre would increase accessibility to the markets, healthcare and education facilities, as well as more farmland.



The collaboration opened up more development manoeuvres by MR – other than its biogas digester system, it also paved 5.2km² of roads within the new village to improve accessibility and built 2km of perimeter walls. Its efforts came up to S\$320,000. Together with Changzhi Township government's efforts in primary village infrastructure which cost S\$1.2 million, a new village was born in June 2009.

This project underlined MR's holistic approach to addressing shelter and livelihood issues as part of its sustainable development efforts in China.



INTERNATIONAL DEVELOPMENT

LIVELIHOOD . Healthcare . EDUCATION . Water . Sanitation . Shelter



Zambales, Philippines - Rampant poverty and the lack of economic diversification due to environmental degradation triggered by improper management of natural resources, natural disasters due to climate change and limitation of rural development funds in the province of Zambales, Philippines motivated Mercy Relief (MR) to engage itself at the coastal district of Palauig. The situation was exacerbated with rapid decline in health conditions among adults and children in the villages due to scarcity of clean and potable water, coupled with high costs of medical treatment which prevented parents from budgeting for their children's education.

Given the array of problems, MR triggered a new culture of knowledge-seeking for community development through public forums to encourage the villagers to explore possible environmental and livelihood activities that could enhance the community's living condition holistically.

Starting with the planting of mangrove seedlings on five hectares of shoreline, this effort aimed to establish natural nurseries for fishes to spawn and in turn allow villagers to increase their catch. In addition, a mangrove nursery was introduced to support the mangrove-planting project and in tandem provide additional income to the community as the seedlings were also sold to government agencies and other NGOs to start mangrove re-plantation at other coastal sites. The construction of two water systems managed by local communities to provide steady supply of potable water to at least 466 households with 3,262 beneficiaries at Luan and Poblacion also managed to address villagers' basic need for water. Two herbal farm projects were implemented to provide 786 households with alternative remedies to treat basic medical conditions instead of seeking expensive modern treatment in town. With increased income and savings, parents can now set aside a budget for their children's education.



Mangrove planting for coastal rehabilitation and protection leads to enhanced livelihood output for fishermen and coastal communities operating on the same shores. Parents can now afford to send their children to school.

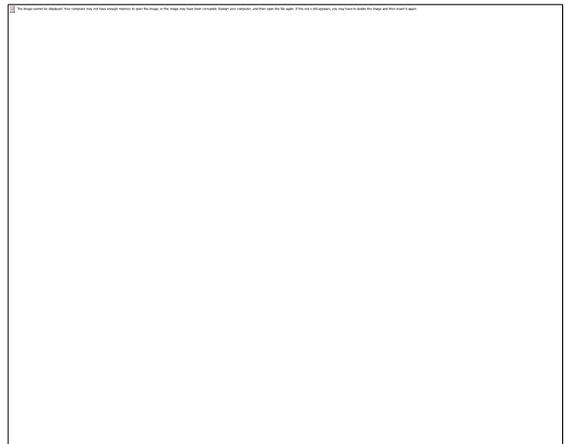
INTERNATIONAL DEVELOPMENT

EDUCATION . Water . Sanitation . Shelter . Livelihood . Healthcare

Vietnam - Pressures of globalization have driven Vietnam to be one of the most economically-promising ASEAN countries. While the Vietnamese seem to be enthusiastic towards mastering the English language to be better connected to the region, English is still hardly used in conversations throughout all levels, partly due to the lack of qualified English teachers and those available have had no formal training to teach English as a second language.

To meet this demand, Mercy Relief (MR) kickstarted the English for Everyone (EFE) programme in Ho Chi Minh City. Partnering the WIBI School of Higher Learning, five English language teachers from the University of Finance and Marketing (UFM) were selected and trained on a method of teaching English appropriate to the level of the local capacity. The programme encouraged interactive learning and habitual use of the language in everyday communication to enhance students' confidence in using the language. Participating teachers from the national schools were also trained and they acquired an improved method of teaching English.

After 7 months of lessons, 50 teachers and over 4,000 students from 14 elementary schools speak and write basic English confidently. They showcased their newly-acquired skills by sharing at the intercultural understanding, leadership and presentation .



Students go through an unconventional system of language learning which culminated in their presentations on foreign cultures, confidently conducted in English, to their foreign benefactors and friends.

INTERNATIONAL DEVELOPMENT

EDUCATION . Water . Sanitation . Shelter . Livelihood . Healthcare



Principals and teachers at the workshops, planning and designing new methods of delivery and activities to keep education exciting and appealing. Interactive learning and presentations are features of the new model.

Riau Islands, Indonesia - Despite the abundance of higher education institutions, the lack of quality education from elementary to university level remains a challenging problem for Indonesia. Studies conducted by Indonesia's Ministry of National Education showed that most of the teachers and principals are under-qualified in terms of their teaching techniques, school management and operational effectiveness. These in turn affect the quality and attitude of students that are passing out from the schools alongside a high students drop-out rate. This recurring trend remain despite efforts by the provincial education board to invest funds in rehabilitating and improving the school infrastructures and providing compensation benefits to encourage teachers to teach at remote areas.

Since 2008, Mercy Relief have been implementing Principals & Teachers Quality Improvement Program and the Education Quality Improvement Programme (EQUIP) in Indonesia's Riau Islands Province (KEPRI) and South Sumatra Province in partnership with the Sampoerna Foundation to increase the capacity of the teachers and the principals through professional development in leadership and pedagogical skills in order to provide better education service to their students. A year-long capacity building programme was put in place to expose the teachers and principals to better practices and latest trends in teaching pedagogical skills, classroom management, leadership skills, curriculum development and Information and Communication Technology (ICT).

The new and intensive exposure resulted in enhanced confidence level of the teachers and job satisfaction, thus ensuring a highly motivated group of teaching staff. The workshops trained them to provide quality and creative learning environment for the students, who in turn enjoy school and appreciates education.

STRATEGIC INNOVATIONS

As an evolving humanitarian organisation, Mercy Relief (MR) continually looks to improve itself and grow the humanitarian sector in Singapore and the region. As such, Mercy Relief is committed to partnering like-minded governmental and non-governmental agencies and institutions, corporations and individuals, both in Singapore and overseas, to enhance its resource capacity and network. In addition, the need to boost its response capabilities means that MR has to proactively seek strategic collaborations with relevant partners to remain effective in the industry. For instance, given its vast experience responding to many wet disasters where serious issues of contaminated water and the lack of supply of drinkable water are rampant, MR sought to find an appropriate filtration system for use in remote disaster-stricken areas where power supply is affected or scarce. This challenge was addressed by Singapore water firm Glowtech Environmental Group who had designed the 800-litre-per-hour pedal-powered dual-hollow membrane filter systems that do not require electricity to pump and hence would allow more victims to have access to clean and safe water for consumption. The systems have since been deployed successfully by Mercy Relief during the Cyclone Nargis in Myanmar, the major floods in Yemen and Pakistan and for the victims of Typhoon Morakot in Taiwan and the Philippines.



Technological innovations by Glowtech Environmental Group to address the lack of potable water supply during disasters.

Notwithstanding the recurring onset of disasters, MR needs to maintain fast response times to address the basic needs of those affected with appropriate aid comprising of food, shelter, water, sanitation facilities and other essentials. While the speed of response in most emergencies is often compromised by the environmental conditions in disaster zones, the need to improve response time remains a dominant concern for humanitarian responders like Mercy Relief. To address this, MR partnered Golden Season Pte Ltd to set-up Charity Journal which was established as a legitimate fundraising platform in support of Mercy Relief's overseas emergency relief operations and its endeavor to enhance emergency preparedness in the region by helping to generate a sustainable stockpile of relief items in Singapore. For MR, such CSR initiatives by its corporate partners ensure that the organization has a ready stockpile of relief supplies on standby, thus cutting down its response time significantly, facilitating the timely and effective delivery of relief supplies to affected communities.



Products from Charity Journal: A stockpiling initiative of Meals -Ready- to- Eat (MRE) and rapid deployable system shelters - In collaboration with Golden Season.

STRATEGIC INNOVATIONS

In tandem, Mercy Relief seeks to expand its existing collaboration through various strategic initiatives that include the promotion of volunteer activities, research and development of appropriate technological solutions for rural and disaster-stricken communities' needs, introducing educational courses in humanitarian affairs and building an alliance of active humanitarian responders in Asia to enhance the effectiveness and efficiency of disaster relief operations and development efforts.

To this end, MR's collaboration with its institutional partner, Singapore Polytechnic has provided the impetus for the organization to achieve this amalgamated objective. In April 2010, MR signed a Memorandum of Cooperation with SP to embark on strategic initiatives that would contribute to the development of the local humanitarian sector. Innovative programmes aimed towards the promotion of overseas volunteer activities, exchange of expert knowledge amongst the respective industry professionals, and innovation of practical equipment to be used during disaster situations and cost-effective solutions for disadvantaged communities were included in the Cooperation.



Singapore's first polytechnic- SP and first locally-born secular humanitarian organization- MR sealed their innate collaborative commitment with the signing of a Memorandum of Cooperation (left photo), leading to initiatives like the introduction of humanitarian courses (right photo)

Mercy Relief's aim to equip and groom young humanitarians for regional challenges came to fruition when Diploma-Plus Certificate Programme in Humanitarian Affairs was introduced at SP in September 2010. Conceived by Mercy Relief two years ago as a viable mean to address its and the humanitarian sector's longer-term human resource requirements, the course was developed by MR and SP to provide an Asian-centered perspective on the scope and mechanics of humanitarian work in the current globalised era. The integrated programme that emphasizes emergency and disaster management, development work and the administrative rigour behind stakeholders' management would equip students with the skills and industry knowledge to undertake practical and effective delivery of humanitarian work.

Strategic initiatives are driven by objectives to do research for development. These special projects are designed as expansive roadmaps for MR's future growth. As part of its research output, MR actively shares its experiences and perspectives in international publications and contribute to studies that examine the evolving conditions of the humanitarian sector.



MR shares its operational philosophies, experiences and lessons learnt through various UN publications annually. Right- MR Chief Executive Hassan Ahmad met with UNESCO's Director General Mrs Irina Bokova at the Mid-point Review of the MDGS in New York.

“Our main impetus for getting involved was to help ensure that people and children in the area could retain some normalcy in their lives, and that meant rebuilding the school as quickly as possible.

Education is an important focus for us and we’re honoured to help, because the earthquake was a disaster that shook not just Sichuan, but the whole world for the sheer devastation that it caused to so many lives. We found a good and reliable partner in Mercy Relief, a small outfit making big social impact in the region.”



Executive Chairman of Hong Leong Group Singapore and
Chairman of Millennium & Copthorne Hotels plc,
which donated S\$200,000 of funds for the
re-construction of Wolong Primary School
in Sichuan.

CORPORATE PHILANTHROPY

With the growing social philanthropic movement, Mercy Relief (MR) believes in sharing with its corporate donors on the mechanics, impact and challenges of regional humanitarian work such they are able to make informed decisions when giving. Mercy Relief provides strategic and appropriate Corporate Social Responsibility (CSR) platforms and opportunities to help fulfill the CSR needs of its corporate stakeholders, allowing a balance of pragmatism, relevance and timeliness of their contributions.

Through this effort, Mercy Relief hopes to develop an alliance of like-minded corporations which share the organisation's mission in serving the humanitarian cause by contributing financial capital, logistical resources, technology, products and services, expertise and networks to support its relief and development efforts.

Due to the complexity in addressing the region's basic and social needs, MR recognizes the critical need to work with commercial partners to develop relevant and appropriate solutions to impact the community it is servicing. Corporate partnerships can further enhance the emerging amalgamated dual sector humanitarian response and risk mitigation in the region, and in tandem provide added impetus for holistic corporate philanthropic commitment that contributes to the growth of the humanitarian sector. MR has a comprehensive package for corporate engagement which include presentations and seminars to trigger and engage their social senses, and to ignite new perspectives, understanding and appreciation of the mechanics of humanitarian work.



MR Chief Executive, Mr Hassan Ahmad addressing to a group of CSR practitioners at a monthly CSR Asia Briefing.



Presentation at SITA- the world's leading specialist in air transport communications and IT solutions led to their continued CSR engagement with MR.

CORPORATE PHILANTHROPY

Holistic CSR Engagement

Cargill



Since supporting MR's effort to commit the installation of semi-permanent structures for some 6,000 students to resume their classes after the Nias earthquake 2005 in North Sumatra, Cargill has been a key humanitarian partner to the organization. Cargill supplemented the post-tsunami socio-economic development programme that MR committed, to provide semi-modern fishing vessels for the North Sumatran and Acehnese fishing communities whose livelihoods were destroyed by the catastrophe. In 2009, Mercy Relief received yet another boost of support from Cargill when the company presented a donation of USD 75,000 (equivalent to about SGD 110,000) to fund the establishment of a Maternity & Children Health Centre (MCHC) in Pakistan's Swat Valley, to assist in the rebuilding efforts at the area after it was devastated by a major conflict earlier in the year. Cargill continued its philanthropic efforts in 2010 by donating another SGD \$50,000 to the Pakistan Flood Relief efforts.

HSL Constructor Pte Ltd



Left: HSL MD Lim Choo Leng and HSL Executive Director Wong Chin Sing (far right) handing over the cheque to MR Chairman T K Udairam and MR Advisor Abdullah Tarmugi.



Right: Grace Quek from HSL and her daughter helping to raise funds for the Pakistan Flood Relief in 2010.

In July 2010 Mercy Relief (MR) inked a Memorandum of Cooperation (MoC) with Singapore's leading marine civil engineering company, HSL Constructor Pte Ltd (HSL), to better address the disadvantaged coastal communities in the region. The MoC will see HSL value-add to and complement the MR's regional relief, development and disaster risk mitigation efforts through its corporate assets and engineering expertise focusing on coastal communities and infrastructures. With its engineering expertise in wharf and jetty-building, HSL will provide advice and applied research in the areas of structural and technological development of coastal areas to enhance environmental protection for communities that are especially vulnerable to hydro-meteorological disasters such as typhoons and tropical storms. The collaboration would enable HSL to map out a new pattern of philanthropic activities at MR's area of operations in the region. This includes exposing its 600-strong staff to volunteer work to support MR's humanitarian projects both locally and abroad.

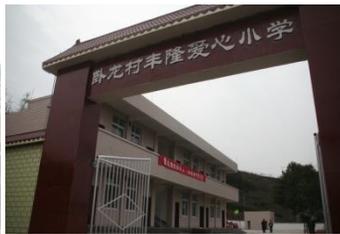
To help strengthen this partnership, HSL presented a SGD 100,000 donation to help MR with its own institutional expansion to meet with the growing demands for assistance in the region. HSL has also contributed to MR's Pakistan Flood Relief effort by garnering over 100 of its employees to organize and volunteer in the Street Collection which helped raise over SGD\$40,000.

CORPORATE PHILANTHROPY

Holistic CSR Engagement

Hong Leong Group

The Hong Leong group partnered MR in helping to rebuild the Wolong Primary School in the aftermath of the Sichuan Earthquake Disaster of 2008 with a contribution of SGD 200,000. This was the start of a concerted effort to respond to major disasters in the locality supported by Hong Leong and Mercy Relief.



Left: Wolong Primary- Before

Centre: Wolong Primary- After

Right: Heritage Hotel (part of the Millenium & Cophorne Hotels plc) staff serving the victims affected by the Typhoon Ketsana floods in Philippines.

During the relief phase of the Typhoon Ketsana Relief efforts in the Philippines, the support for the MR team's accommodation was provided by the Heritage Hotel (part of the M&C Hotels plc). In addition, MR helped the Heritage Hotel staff linked up with its ground partner, Canossian Sisters to continue serving the victims of the disaster. Back in Singapore, City Developments Limited (part of the Hong Leong Group) kindly provided complimentary commercial spaces where MR volunteers could conduct its Typhoon Ketsana's fundraising efforts. When MR's research team travelled to New York to attend the UN's mid-point DESD (Decade of Education for Sustainable Development) review session, the Millenium Broadway Hotel welcomed their stay with great hospitality and subsidies.

Project Partnerships

Accel International



Mr Michael Tay (far left) , MR Director at the Inauguration Ceremony of Pet Inn Gyi Primary School with Myanmar Canon representative.



Canon local staff in Myanmar peddling water for the children on the iWater system.

ACCEL International which holds the distribution rights to Canon products in Myanmar provided valuable ground support during and after the Cyclone Nargis disaster which afflicted Myanmar in 2008. Through ACCEL, MR was able to successfully gain access to the disaster stricken areas and brought 23 water filtration systems to the villages without access to clean drinking water. In addition, MR in partnership with ACCEL helped facilitated the successful completion of the Pet Inn Gyi Primary School in 2009.

CORPORATE PHILANTHROPY

Project Partnerships

Carrefour



Mr Shafie (in black shirt), President Director of P.T. Carrefour Indonesia distributing rations to the survivors of the Padang Earthquake.

Carrefour International Foundation donated 200,000 euros (equivalent to SGD \$360,000)to help the victims of the earthquake which afflicted Sumatra in 2009. Mr Shafie Sammsudin , President Director of Carrefour Indonesia and his team worked tirelessly in tandem with MR staff to coordinate and distribute the basic supplies (ie food, tents and water) to the victims and their families. Earlier on, the Carrefour Indonesia team had supported Mercy Relief's effort for the Java quake victims in Pangalengan by providing the relief supplies at cost and covered the transportation charges to truck the goods to the affected areas.

Fundraising Initiatives

MediaCorp



MediaCorp leveraged on its multi-media platforms to raise funds to help the victims of the Typhoon Kestana and Padang earthquake disasters in 2009. Over 100 Mediaworld, local and ASEAN artists participated in the Project Hope fundraising show which helped raised over \$1.8 million through the telepoll lines. Singaporeans' support came swiftly through the televised fundraising show which provided MR with \$600,000 to augment its relief efforts immediately. From providing basic necessities during the emergency phase. MR was able to support each countries' rebuilding programmes such as the construction of a health centre in Padang, an elementary school in Vietnam and establishment of two disaster response centres in the Philippines.

HSR Realtors



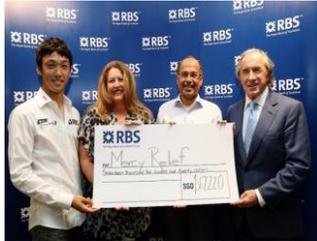
HSR CEO Patrick Liew led his team of realtors in organizing a charity bazaar to raise funds for the Padang Earthquake Relief efforts in 2009. He and his team set up the bazaar within the compound of their Head Office in Toa Payoh. As part of the bazaar's publicity efforts, they helped distribute flyers and fridge magnets to the surrounding neighbourhood. Their efforts helped raised over \$35,000.

HSR CEO Patrick Liew (far left) spearheading the Charity Bazaar in support of the Padang Earthquake Relief efforts.

CORPORATE PHILANTHROPY

Fundraising Initiatives

RBS



Sir Jackie Steward, RBS Ambassador presenting the cheque to MR Chairman, Mr TK Udairam at the first Raffle Draw in 2009



The RBS sponsored ambulance was handed over to the Maternity & Children Health Centre by RBS Pakistan representative and Mr Jaffar Mydin, MR Head of International Programme.

As part of its Formula 1 Race charity drive, RBS conducted raffle draws amongst its employees to raise funds for the victims of disasters and lesser-privileged communities in Asia. The 1st Raffle Draw in 2009 helped raise over S\$17,000 for an ambulance which was attached to the MR's Maternal and Child Healthcare centre in Peshawar. The following year, the 2nd Raffle Draw netted S\$15,000 in support of the Pakistan Flood Relief Efforts. In order to expose its potential employees to CSR knowledge and practice, RBS identified Mercy Relief to partner its intern development programme where 40 RBS interns were given opportunities to explore MR's efforts in developing strategic initiatives to enhance its humanitarian and provide research on viable disaster response and rural technological solutions which can be useful for MR's operations.

MOVE

Singapore Tourism Board



STB's expedition team carrying out recreational activities with the Indonesian students.

STB's staff embarked on a volunteer expedition trip to Tanjung Pinang in early 2009 to help install wash basins and set up a public health programme at a primary school there. Upon their return, the officers organized a week long photo exhibition at STB to create awareness of the plight of the community they had served. Subsequently, the officers assisted MR in two other disaster relief fundraising efforts at STB during Typhoon Ketsana 2009 and Pakistan Flood Relief 2010, where their efforts helped raise over S\$7,000 for the victims of both disasters.

LOCAL OUTREACH

While Mercy Relief focuses on poverty alleviation and community development abroad, back in Singapore, it recognises the importance of developing a caring and socially-conscientious society. Hence, it actively engages various stakeholders - public, donors, volunteers and youth through public exhibitions and talks at education institutions to advocate greater awareness of the plight of the less fortunate in the region and to develop an interest in community service in Singapore. Since launching the 'Cultivating a Grateful & Gracious Society' (CGGS) Campaign in August 2008 to embark on its first structured local engagement programme, community and institutional outreach have remained the core of MR efforts to promote awareness of the humanitarian sector in the region. As the humanitarian sector is still in its infancy, with limited resources, MR is committed to develop an active social platform which will help champion the humanitarian cause to the general public in Singapore.



Cultivating A Grateful & Gracious Society (CGGS) Roadshows. A roving photo exhibition and Bazaar to create a greater awareness of the humanitarian cause to the general public.



DPM Wong Kan Seng witnessing the iWater demonstration at the Home Team Convention. MR participated in the convention organised by the Ministry of Home Affairs to educate Singaporeans on the Organisation's humanitarian efforts around the region.



Volunteers helping to pack hygiene kits at Soka Youth Centre for the victims affected by Cyclone Nargis in Myanmar in 2008.

The CGGS platform form the basis of this thrust to attract dedicated individuals to come together to create opportunities for social change with the aim of cultivating a grateful and gracious society that places the needs of others before themselves such that the community avoids being passive bystanders and fair-weather friends to our needful neighbours in the region. Through this, Mercy Relief hopes to cultivate a greater appreciation for the peace, stability, security and prosperity that Singaporeans often take for granted. To this end, Mercy Relief partners various local social and educational institutions to advocate a civic life of compassion, care and volunteerism to the wider public, locally and globally, to encourage Singaporeans to be active and effective members of the global village; hence the Campaign's slogan, "If we could care for strangers, then caring wouldn't be strange."

The public and community associations are strategic stakeholders of MR as volunteers from these groups provide excellent grassroots support to MR's humanitarian efforts in response to the regional emergencies that occurred. Volunteers from the general public have contributed in many ways to MR by sacrificing their time, money and energy to support MR's endeavour to cushion the pains of those in need.

Little India Shopkeepers Association (LISHA)

In 2009, MR partnered LISHA in a month long fundraising campaign at Little India to help the victims of the Sri Lanka conflict. LISHA donated a sum of S\$10,000 to kick start the campaign. Together with MR, LISHA kindly provided volunteers and a donation booth space along a busy stretch of Little India. LISHA further helped organized MR donation cans to be placed in 50 shops. The entire campaign helped raised over S\$40,000 for the Sri Lankan Relief efforts.



MR volunteers participating in the Sri Lankan Relief Streets Collection at Little India in 2009

LOCAL OUTREACH



Members of the Filipino community volunteering at the Typhoon Morokot Streets Collection along Orchard Road in 2009.

Filipino Association of Singapore (FAS)

MR partnered FAS in two street collection efforts to raise funds for the Typhoon Kestana Relief efforts in 2009. A total of 400 Pilipino and Singaporean volunteers targeted various parts of Singapore to help raised S\$50,000. In 2010, FAS kindly supported the Pakistan Flood Relief efforts by allowing MR volunteers to fundraise at its 10th Anniversary Celebrations.

In order to encourage young Singaporeans to understand and appreciate humanitarian issues in the region and advocating the global citizen's responsibility towards helping to alleviate the plight of less-privileged communities around us, Mercy Relief seeks to reach students and young adults by conducting interactive school talks and workshops where students get to explore possible ideas where they can pursue their own humanitarian deeds by serving the social cause with passion. Apart from conducting talks and setting up photo exhibitions, MR also partners the schools to organize Community Involvement Programmes (CIP) related events to engage it's teachers and students in the mechanics of humanitarian work.



River Valley Primary students packing school bags for the earthquake-stricken children in Pakistan, 2005.



MR volunteer guiding a class of Xishan Primary students through the CGGS photo exhibition at the roadshow.



MR staff conducting one of the many volunteer training sessions for students in the organization's office.



Victoria Junior College students manning the photo exhibition at the Tampines CGGS roadshow.



Anglican High School teachers play-acting as humanitarian workers distributing Meals Ready to Eat (MREs) on Total Defence Day 2010.



Bedok View Secondary students helping to sell MR merchandise as part of their school fundraising initiative.



Mercy Overseas Volunteer Expeditions (**MOVE**) was set up in 2010 to provide an active platform for individuals and groups to exercise a spirit of active global citizenry via engaging in programmes which complement Mercy Relief's ongoing overseas community development projects, focusing on our core areas of water & sanitation, shelter, livelihood, education and healthcare in China, Indonesia, the Philippines and Vietnam.



Singapore Poly MOVE team led by Deputy Director, Yuen Soo constructing a bridge at Hamparan Perak, North Sumatra, Indonesia.



Design and construction of a communal garden by Singapore Poly's Project Sunshine team in Dayodi Village in Shanxi.



Project Hy Vong team leader Kwok Siang Kwang (centre) conducting a workshop on creative thinking for the Vietnamese schoolchildren.



Students from ITE East School of Nursing conducting blood pressure screening in Medan, Indonesia

At Mercy Relief, we have always believed that the way forward in developing the humanitarian sector is through exposing and educating the community. Outgoing teams will carry out programmes within our project locations, stemming from our five core areas above. With the objective of rendering meaningful service to supplement as the 'soft ware' component to our 'hard ware' humanitarian work, **MOVE** thus provides the beneficiaries with a holistic form of aid and in tandem allow volunteers to interact with the local community through cultural exchanges, with hopes of fostering a better understanding of the living conditions and needs of our neighbours in the region.

Bittersweet farewell for Project MOVE Hearts members and their Vietnamese friends at the completion of their special needs project at Ho Chi Minh City.



MOVE



MR Chief Executive Hassan Ahmad signed the LOA alongside NYC's Director Koh Peng Keng, witnessed by Mr Teo Ser Luck and Mr T K Udairam, Chairman of NYC and MR respectively.



NOL staff turned empty containers that the company provided into fun, brightly painted classrooms for students of various schools in Aceh.



Temasek Poly's School of Moving Images students documenting MR's ecotourism and environment enhancement programme in Zambales, Philippines as part of their MOVE project.



Singapore Soka Association youth volunteers helping to prepare communal lunch at a school in Yuanqu County, Shanxi Province China.

Comprising two primary platforms for volunteer deployments – Mercy Expeditions (**MX**) and Mercy Youth (**MY**) – **MOVE** personifies our vision of a more structured conduit for volunteers to develop themselves as regional humanitarians.

MX: MX is opened to working adults and general volunteers. Social and corporate institutions may also send their employees to undergo this programme to help develop their sense of global relevance, responsibility & leadership skills, hence enriching their personal and professional lives.

MY: MY is opened to young adults and students between the age of 15 to 35 who wish to engage in proactive experiential learning & make social contributions both at home and abroad. Participants may enjoy Youth Expedition Programme (YEP) grants administered by Mercy Relief in partnership with the National Youth Council

Given MR's proven track record in humanitarian work and facilitating volunteer expeditions since 2003, NYC injected \$280,000 into a partnership with Mercy Relief to up the ante for youth volunteerism in Asia by building and strengthening the competencies and capacities of youth volunteers for international humanitarian work. The partnership, which enabled MR to provide direct grants to youth teams who wish to embark on expeditions, was projected to support over 250 youths implementing 15 community development projects in the areas where MR has ongoing development work.

Returning **MOVE** volunteers will be automatically integrated into the **MOVE** Network, for continued engagement and development in promoting an active volunteering spirit and a civic life of compassion, care and volunteerism amongst Man. The **MOVE** programme and Network activities are driven by the slogan 'It's Good to Feel Bad' which reflects MR's aim to spur youths to further augment their contribution to the humanitarian service by striving to do more for needful communities locally and abroad after completing their expedition. At MR, 'feeling bad' is perceived as important mentality which should reach deep into the psyche of every volunteer, and that which the organization strive to inculcate amongst our returning overseas volunteers.

“The outpouring of aid from all quarters shows the heart of Singapore, said Mercy Relief’s chief executive Hassan Ahmad.

He said: “While the economic downturn has hit their pockets, many Singaporeans have followed their hearts where it mattered. While some donors may have reduced their contributions, what’s important is that they have not stopped giving.”



Hassan Ahmad
Chief Executive, Mercy Relief
Straits Times, 7 October 2009

FINANCIAL SUMMARY OF RELIEF OPERATIONS

As at 31 December 2009

1	MYANMAR CYCLONE NARGIS	S\$'000
	Donation received	768
	Relief Mission & Supplies Expenses	613
	Reconstruction Expenses	141
	Amount Disbursable	14
2	CHINA WENCHUAN EARTHQUAKE	S\$'000
	Donation received	1856
	Relief Mission & Supplies Expenses	617
	Reconstruction Expenses	1212
	Amount Disbursable	27
3	GAZA CONFLICT RELIEF	S\$'000
	Donation received	466
	Relief Mission & Supplies Expenses	433
	Amount Disbursable	33
4	SRI LANKA HUMANITARIAN RELIEF	S\$'000
	Donation received	99
	Relief Mission & Supplies Expenses	87
	Amount Disbursable	12
5	PAKISTAN HUMANITARIAN RELIEF	S\$'000
	Donation received	185
	Relief Mission & Supplies Expenses	89
	Reconstruction Expenses	89
	Amount Disbursable	7
6	TYPHOON MORAKOT	S\$'000
	Donation received	184
	Relief Mission & Supplies Expenses	146
	Amount Disbursable	38
7	JAVA QUAKE RELIEF	S\$'000
	Donation received	98
	Relief Mission & Supplies Expenses	97
	Amount Disbursable	1
8	SOUTH PACIFIC TROPICAL STORM	S\$'000
	Donation received	488
	Relief Mission & Supplies Expenses	342
	Amount Disbursable	146
9	SUMATRA QUAKE RELIEF	S\$'000
	Donation received	969
	Relief Mission & Supplies Expenses	256
	Amount Disbursable	713

CONSOLIDATED FINANCIAL STATEMENTS

BALANCE SHEET

INCOME & EXPENDITURE

	31 Dec 2009	31 Dec 2008
	S\$'000	S\$'000
NON-CURRENT ASSETS		
Fixed assets	89	121
CURRENT ASSETS		
Cash and bank balances	1,065	551
Receivables	665	975
Inventories	162	171
TOTAL ASSETS	1,980	1,818
CURRENT LIABILITIES	167	307
NET ASSETS	1,813	1,511
FUNDS		
General fund	702	836
Restricted fund	1,111	675
TOTAL FUNDS	1,813	1,511

	31 Dec 2009	31 Dec 2008
	S\$'000	S\$'000
INCOMING RECEIPTS		
General Fund	1,213	1,888
Asian Tsunami	-	611
Myanmar Cyclone Nargis	-	768
China Sichuan Earthquake	201	1,655
Gaza Conflict Relief	466	-
Sri Lanka Humanitarian Relief	99	-
Pakistan Humanitarian Relief	185	-
Typhoon Morakot	184	-
Java Quake Relief	98	-
South Pacific Tropical Storm	488	-
Sumatra Quake Relief	969	-
Group of Philanthropists	125	-
International Humanitarian Program	717	714
Others: Iraq, Lebanon, Thailand, Bangladesh, Vietnam etc.	31	122
TOTAL RECEIPTS	4,776	5,758
EXPENDITURES		
General Fund	(1,348)	(1,247)
Asian Tsunami	-	(1,702)
Myanmar Cyclone Nargis	(149)	(605)
China Sichuan Earthquake	(321)	(1,508)
Gaza Conflict Relief	(433)	-
Sri Lanka Humanitarian Relief	(87)	-
Pakistan Humanitarian Relief	(178)	-
Typhoon Morakot	(146)	-
Java Quake Relief	(97)	-
South Pacific Tropical Storm	(342)	-
Sumatra Quake Relief	(256)	-
Group of Philanthropists	(55)	-
International Humanitarian Program	(942)	(767)
Others: Iraq, Lebanon, Thailand, Bangladesh, Vietnam etc.	(120)	(193)
TOTAL EXPENDITURE	(4,474)	(6,022)
SURPLUS/(DEFICIT) OF RECEIPT OVER EXPENDITURE	302	(264)
TRANSFERRED TO:-		
General fund	(135)	641
Restricted fund	437	(905)

Acknowledgements

Mercy Relief owes its gratitude to all those who have contributed towards the publication of this consolidated report.

The 7TH YEAR PITCH was printed to commemorate Mercy Relief's seven years of service in the humanitarian sector in 2010.

Credit goes to all the volunteer photographers and tribesmen who sacrificed their comfort and braved the harsh conditions of altered lands to document the realities of the ground.

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