

## **COVER RATIONALE**



With the experience and lessons learnt from its 20 years of inception, MERCY Malaysia now stands at the trajectory of change. Humanitarian needs around the world have heightened significantly, with protracted crises becoming the new norm and climate emergencies proving to be a ticking time bomb. All these and more are changing the landscape of the humanitarian sector, driving actors such as MERCY Malaysia to prioritise developmental work in the upcoming decade. What better time to start than in 2019 as the organisation celebrated its 20th anniversary.

The contrast of black and white against a coloured focal point symbolised Change and Progress in the last two decades of MERCY Malaysia's existence.

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# 1000

## MERCY MALAYSIA'S PATRON



DULI YANG MAHA MULIA
PADUKA SERI SULTAN PERAK DARUL RIDZUAN
SULTAN NAZRIN MUIZZUDDIN SHAH IBNI ALMARHUM SULTAN AZLAN MUHIBBUDDIN
SHAH AL-MAGHFUR-LAH

D.K., D.K.S.A., D.K.A., D.M.N., D.K. (Kelantan), D.K. (Selangor), D.K.N.S., D.K. (Perlis), D.K. (Kedah), Ph.D. (Harvard)

SULTAN YANG DIPERTUAN DAN RAJA PEMERINTAH NEGERI PERAK DARUL RIDZUAN

# MESSAGE FROM THE CHAIRMAN OF THE BOARD OF TRUSTEES

2019 is MERCY Malaysia's 20th Anniversary. Let's go back to 1999, to Kosovo. A bloody war was waging, dealing death, doom and destruction. Innocent civilians, women and children were not spared. There was wanton killings, murder and rape.

In faraway KL, the cries of pain, despair and sufferings reached the ears of a young doctor, who was so moved by the tragedy that she was driven to find a way to bring some medical relief to the sufferings of the victims. She was alone, with no team support, no organizational backing and, worse, no funding.

Undaunted, she got a few like-minded friends together and registered a body called the Malaysian Medical Relief Society, or MERCY Malaysia, with the Registrar of Societies. With that and working in cooperation with Helping Hands USA, she led the first historic MERCY Malaysia relief and aid mission to Kosovo in June 1999.

It's a fascinating tale of human spirit surmounting the unsurmountable. If you have the welfare of the others uppermost in your mind, then ego, greed for power, wealth, fame and glory dissipate. The Unseen Hand will Himself lead you to making that dream, the impossible dream, come true. In that sense, MERCY Malaysia is a wonderful place to learn life's lessons!

The doctor, an obstetrician and gyneacologist, is Dr. Jemilah Mahmood, now Tan Sri Dato' and Special Advisor to our Prime Minister on Public Health. She has also been bestowed the title of Founder of MERCY Malaysia.

On MERCY Malaysia's 10th Anniversary in 2009, she handed over the reins to Dato' Dr. Ahmad Faizal, who set about with aplomb to carry on the legacy of his illustrious predecessor and take MERCY Malaysia to new heights of performance and achievement.

Standing at its 20th Anniversary, MERCY Malaysia has every reason to be proud of its record. Operating in 32 countries, in crisis and non-crisis situations, it is now a full-fledged humanitarian organization. It has been able to hold its own in all the challenging environments without any government funding, relying on donors and well-wishers for support to carry out the projects and programmes.

Great attention is paid to issues of good governance, accountability and transparency and in ensuring that these meet and conform to international standards. Financial sustainability is an area of much concern to all of us. To that end, new approaches and initiatives are being looked into. One promising avenue is known as the "Zakat initiative", with the assistance of the Islamic Social Financing, a Corporate Social Responsibility (CSR) of Islamic Financial Institutions (IFI), and corporations.

Hit by the triple whammy of Covid-19, the economic slowdown and political instability, the future for MERCY Malaysia is fraught with uncertainties and challenges. However, it is well placed to weather these difficulties given its strong legacy, its solid foundation and the unsullied reputation it has built over the years.





In the following pages in this Report, it will be seen that MERCY Malaysia is an important player in the humanitarian assistance field, with twenty years of experience behind it, a record which, I believe, is unrivalled and unparalleled in the developing world, more euphemistically called the "Global South".

On behalf of the Board, and on the occasion of the 20th Anniversary, I would like to extend our heartiest congratulations to the President, Dato' Dr. Ahmad Faizal and his Executive Council, the Management Team headed by the Executive Director, Ir. Amran Mahzan, the Staff, the Volunteers and all the Front-Liners, all of whom have played an important role in making MERCY Malaysia a great success story. Our deep gratitude and appreciation go to our Partners, donors, well-wishers and friends for their continued support for our programmes and activities.

On a personal note, this will be my 10th year in office and I do believe that change is due and necessary. I shall be discussing this matter with the President in the course of time. In the meantime, I would like to thank you all, particularly my colleagues on the Board, for your, friendship and support and having made this 10-year journey such an enjoyable and pleasant experience. May the Almighty bless you all.



MESSAGES

## MESSAGE FROM THE PRESIDENT





Henry Ford once said- 'Coming together is the beginning. Keeping together is progress. Working together is success'.

In 1999, our pioneers came together and MERCY Malaysia was born. In the following two decades, we kept together and worked tirelessly together, guided by the common desire to serve humanity.

In the last 20 years, MERCY Malaysia has undergone tremendous changes. We are grateful to the Almighty, as well as honoured and humbled to not just survive all the ups and downs that can possibly impact a non-profit and non-governmental organisation like us, but to record unprecedented growth in many ways.

From an organisation run entirely by an handful of volunteers, we are happy today to be recognized not just as Malaysia's pioneering and leading non- governmental humanitarian aid organisation, but also as the country's main NGO actor for Disaster Risk Management, pandemic response and preparedness, provision of refugee healthcare as well as a partner in sustainable humanitarian aid and development to governments, the private sector and civil society at home and abroad .

Today, we have more than 50 staff in Malaysia, 3 country offices in London, Philippines, Myanmar; a country representative in Palestine and 3 Chapters with offices in Sabah, Sarawak and Kelantan. In addition, we also have 5 other State Chapters in Terengganu, Johor, Perak, Sabah and Sarawak and will be establishing another in Pahang very soon.

From five core members in 1999, we now have over 7,000 volunteers registered in our system, with about

10% as active participants in our programmes. Some of our volunteers have gone on to receive awards for their volunteerism activities with MERCY Malaysia. We have strived and have successfully combined professionalism through our staff and the spirit of volunteerism through our volunteers to continue to provide humanitarian aid sustainably and with full accountability. This combination of professionalism with volunteerism is what makes MERCY Malaysia special and what it is today.

In the last 20 years, we have also changed the way we work considerably. In the earliest years, we caught the first flight out to disaster or conflict areas and worked in an ad hoc manner from one team to the next, and helping whatever way we can. We gradually changed and grew in manner, approach as well as breadth and depth in a multi-faceted approach, while focusing on a few key areas in which the organisation has excelled.

Today, we abide by international guidelines set by global humanitarian players to enhance coordination and increase the impact of our response. With a substantial volunteer pool, MERCY Malaysia has also become the role model for humanitarian work and volunteerism in the region. This has enabled us to maintain our leading role in traditional areas of strength such as emergency medical response, while at the same time enhancing our capacity in new areas such as Water, Sanitation & Hygiene (WASH), Mental Health & Psychosocial Support (MHPSS) as well as healthcare and protection of refugees.

Today, we work together with an extraordinary network of fellow humanitarians, other organisations both local and international, government agencies, other country representatives, universities, corporations and more. We have also increased our footprint not just operationally, but also in policy and advocacy as well as public education and specific advice to authorities in our areas of expertise. This has positioned MERCY Malaysia as a thought leader especially in various aspects of disaster management and humanitarian aid.

MERCY Malaysia has been blessed with people of good hearts and souls who have sacrificed much of their lives to us. During our 20th anniversary celebrations, we brought together our Royal Patron, Board of Trustees, Executive Council Members, volunteers, donors, past and present staff, to celebrate as one big family in various programs. The three-day International Humanitarian Conference in 2019 was the highlight of the anniversary, sharing and providing knowledge, experience and information but also showcasing MERCY Malaysia's achievements, standing and maturity nationally, regionally and globally.

It may be a 20-year journey, but there is still a long way ahead. Crises are increasingly complex, longer lasting and affect more people around the world. These needs are not met due to the depressive economic situation currently, which has affected funding globally. Needless to say, MERCY Malaysia needs your continuous support, especially financially, to enable us to continue doing what we do best, delivering humanitarian aid to those who need them the most.

MERCY Malaysia is now poised to take humanitarian work to new heights. But that will only happen when we have the younger generation accepting the baton, and continuing with our cause to light the lives of others.

We thank you for being part of our story in the last 20 years, and urge you to continue to be a part of our journey in the next 20 years!

May MERCY Malaysia continue to be blessed.

# MESSAGE FROM THE EXECUTIVE DIRECTOR

For someone who had been involved with MERCY Malaysia since its early years, 2019 was a year for introspection for me. It was particularly meaningful watching how the organisation had transitioned through the years, and where it stands now at the cusp of a new decade.

It was 2001 when I first saw MERCY Malaysia's founder Tan Sri Dr Jemilah Mahmood on television. Coincidentally, I got roped in when they sought an engineer to design the electrical supply and water system in Afghanistan. When I was deployed, everyone asked if I had a death wish, going to a war zone!

That first mission was unforgettable. It was winter and we stayed in a basement with no hot water. The exposure to different cultures and hardship changed my perspective in life. I decided then that I wanted to dedicate my life in service to others by actively volunteering with MERCY Malaysia.

Two years later, MERCY Malaysia again needed an electrical engineer following the Aceh tsunami. I was tasked to design the electrical system to light up the IDP camp in Kampung Weu Raya. It was a huge challenge purchasing and transporting the materials which exceeded half a tonne. As the airport was closed, we had to fly to Medan first, and took a 12-hour road journey to Banda Aceh. We were so exhausted upon arrival that we felt nothing when an earthquake happened that night, where people ran helter-skelter out of the building!

Today, MERCY Malaysia is professionally run, and we cover the expenses and insurance of all volunteers and staff, unlike the earlier years when we paid for our own airfare and expenses. We have full-time staff dedicated to our work, and we invest in them by providing training in humanitarian development. Many have moved on to seek greener pastures and carve career paths in the humanitarian sector.

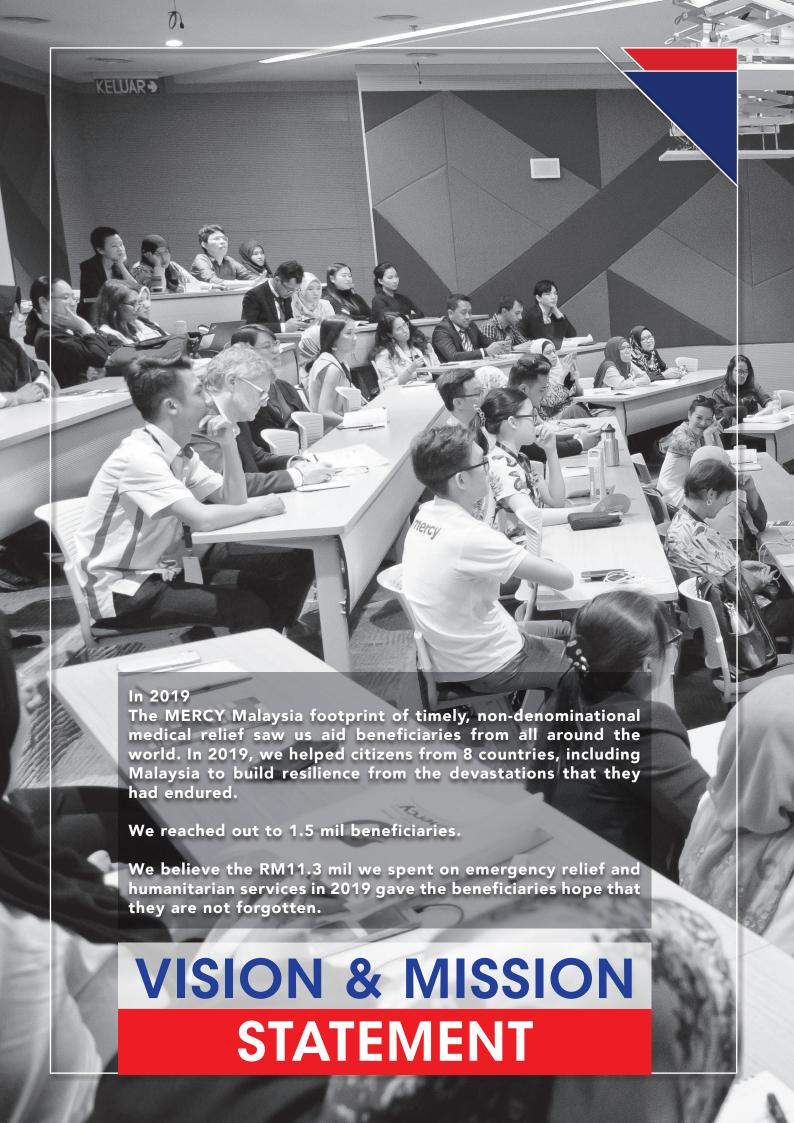
Having served in over 30 countries, MERCY Malaysia is now internationally-recognised. We have conducted projects supported by the US-based Centers of Disease Control and Prevention (CDC), and have collaborations with Save the Children, UNICEF and the Office of U.S. Foreign Disaster Assistance (OFDA).

But more needs to be done. In the next decade, we will focus on four main pillars - People, Programme, Resource, and Finance. We hope that better understanding of each component will help enhance our mission statement and core values to better serve humanity.

We sincerely thank everyone for their unwavering support in the last two decades, and appeal to you for continuous support in time to come.



IR. AMRAN MAHZAN
Executive Director





# VISION

To be outstanding in delivery of medical and humanitarian aid to all.

# MISSION

Mercy malaysia is an international non-profit organisation focused on providing medical relief, sustainable health-related development and risk reduction activities for vulnerable communities, in both crisis and non-crisis situation.

# CORE VALUES

#### MOTIVATION

We are highly motivated and passionate

### **EXCELLENCE**

We do the right things in the right way; we are accountable to beneficiaries and donors

## **RESPECT**

We show trust and respect in all our interactions

### **COLLABORATION**

Working with peers, partners and volunteers, build on each other's strengths and enhance the impact of beneficiaries

### **YEARN TO SERVE**

We will go the extra mile to help those in need





## WHERE WE HAVE BEEN

Afghanistan: 2001 - 2017 Bangladesh: 2007 - 2019

Bosnia: 2016

Cambodia: 2001 - 2002 / 2005 / 2008 - 2018

Chile: 2010 China: 2008 - 2012 India: 2000 / 2008 - 2012 Indonesia: 2000 / 2004 - 2019

Iran: 2003 Iraq: 2003

Japan: 2011 - 2013 Jordan: 2012 - 2015 Kosovo: 1999

Laos: 2018 Lebanon: 2006 / 2016

Libya: 2011

Malaysia: 2004 - 2019 Maldives: 2006 / 2008 - 2010 Myanmar: 2008 / 2012 - 2019

Nepal: 2015 - 2018 North Korea: 2004 / 2008

Pakistan: 2005 - 2006 / 2008 / 2012 - 2013 Palestine: 2003 / 2008 / 2012 - 2019

Philippines: 2004 / 2006 / 2008 / 2011 - 2017

Syria: 2006 / 2013 - 2019 Somalia: 2011 - 2013

Sri Lanka: 2003 - 2004 / 2009 - 2013 / 2017

Sierra Leone: 2015 - 2016 Thailand: 2011 - 2012

Tunisia: 2011

Turkey: 1999 / 2004 - 2012 / 2018

Vietnam: 2007 Yemen: 2008 / 2019

## **LEGEND**





Health - Related Development

Disaster Risk Reduction





## **OUR STRATEGIC COMMITMENTS**



#### **IMPARTIALITY**

We maintain impartiality in the selection of our staff. The selection of our beneficiaries purely is on a needs basis and not based on race, religion and/or political affliation.

#### STAFF INTEGRITY

We maintain a workforce who adhere to high moral and ethical principles.

#### **CONTINUOUS IMPROVEMENT**

We monitor and evaluate our work in order to improve on our past experiences and provide better humanitarian services as we progress.

#### **COMPLEMENTARY PARTNERSHIP**

We aim to work as much as possible with local partners on the field and enhance complimentary factors between both parties. In and beyond the field, we will work with partners who are responsible, transparent and accountable in accordance with our Principles of Partnership.

#### **CONSULTATIVE / PARTICIPATORY**

We consult with our beneficiaries and staff and include their feedback into project plans to ensure holistic results.

### **ETHICAL REPORTING**

We maintain the confidentiality of our stakeholders, especially beneffciaries, at all times.

#### TRANSPARENCY / INFORMATION PROVISION

We are transparent in sharing information of our financial statements, MERCY Malaysia's constitution, MERCY Malaysia's Humanitarian Accountability Framework, organisation missions and core values and commitments to all stakeholders.

#### LISTENING / RESPONSIVE

We encourage feedback from our stakeholders through our Complaints Response Mechanism policy and we respond to all feedback. Our responses include evaluating all feedback to ensure continuous improvement.

### **QUALITY MANAGEMENT / QUALITY ASSURANCE**

We continuously review our work and learn from our mistakes and apply our lessons learnt as we progress.

#### FINANCIAL STEWARDSHIP

We promote good stewardship of our financial resources and are transparent about our expenditures.

### **HEALTH, SAFETY AND SECURITY**

We strive to ensure the physical safety and the emotional well-being of all staff and volunteers, especially in the line of duty.





## **OUR APPROACH**

## TOTAL DISASTER RISK MANAGEMENT (TDRM) IN BRIDGING THE HUMANITARIAN – DEVELOPMENT DIVIDE

The humanitarian - development divide has long been a contentious debate in the practice of humanitarianism. Despite the recent surge in the cost, frequency, duration and severity of humanitarian crises, humanitarian and development disciplines and communities of practice have continued to operate in silos.

While maintaining and improving our approach in delivering our works through the Total Disaster Risk Management (TDRM) approach, MERCY Malaysia is committed in bridging the humanitarian-development divide by interlinking the Agenda for Humanity and the 2030 Agenda for Sustainable Development in all of our work plan and service deliveries. The basic premise is that if we can locate the linkages between the two agendas, our works can more readily achieve SDG targets can work towards the achievement of both development and humanitarian goals.

Central to this is the TDRM approach that takes a holistic approach to disaster risk management. With a balance between the pre-disaster (prevention/mitigation and preparedness) efforts and post-disaster (response and recovery) activities, we can ensure that the root causes and underlying factors that lead to natural disasters are also addressed.

TDRM places emphasis on total stakeholder engagement and is in line with our strategic commitments. We engage all our stakeholders, especially the beneficiaries, to ensure our efforts meet their needs and we adopt and disseminate local knowledge to improve community resilience.

As such, our work covers all four disaster risk management phases. While it is not always possible to label an activity as belonging to a particular phase, it is important to ensure our overall impact contributes towards building resilience in all the communities that we touch.

#### **DISASTER**

Our humanitarian

EMERGENCY RESPONSE & RECOVERY

provides timely relief to survivors

### **REHABILITATION & RECONSTRUCTION**

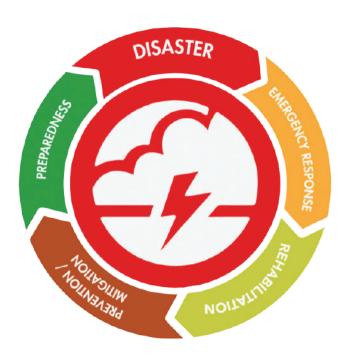
efforts help affected communities return to their normal daily lives

### **PREVENTION & MITIGATION**

activities help build resilience in the community

### **PREPAREDNESS**

in the community helps everyone to be ready for future disasters









## INTRODUCTION TO BUILDING RESILIENT **COMMUNITIES** (BRC)



Resilience Building complements the traditional approach of risk reduction and risk management practices, which typically focus on preventing particular events from occurring, or mitigating the consequences in terms of reducing losses.

Resilience adopts a different perspective that is centred on developing strategies to deal with a range of disruptive events if and when they occur. To achieve a culture of resilience, it is insufficient for only a few civil society organizations, humanitarian actors and local government actors to include disaster risk reduction and adaptation as an integral part of their work.

MERCY Malaysia's Building Resilient Communities (BRC) was developed to engage stakeholders in a spherical and dynamic manner when addressing and responding to issues, ideas and actions that would help in increasing resilience. The BRC framework is a holistic approach that enables all levels of stakeholders to increase capacity and capability by identifying and reducing vulnerability, with the objective of building the community's resilience in social well-being and equity, environmental stewardship, and economic prosperity and continuity.

BRC is an initiative that targets local governments, local communities, the education sector, health infrastructure and service providers, and the private sector as primary stakeholders. BRC aims to educate mainstream humanitarian actors, specialist actors and the public on becoming a prepared, responsive and resilient society through effective grass root projects and programmes, at the same time, recommend policies, guidelines and training inputs for each community to establish its role in building resilience.

BRC activities and programmes have been conducted across Malaysia and beyond, providing practical examples on how resilience building can help reduce humanitarian burden. BRC programmes also demonstrate how investing in local DRR capacities can reduce risk, foster resilience and promote sustainable development. BRC projects portray current regional and localized approaches to DRR and explore how civil societies cooperate in building a more resilient Malaysia and ASEAN.

BRC programmes and approaches are designed to reflect and deliver commitments from global agendas such as the Sendai Framework for Disaster Risk Reduction, the Sustainable Development Goals and the New Urban Agenda. Its strategic goals are:

- 1. The integration of disaster risk reduction into sustainable development policies and planning;
- 2. Development and strengthening of institutions, mechanisms and capacities to build resilience towards hazards; and
- 3. The systematic incorporation of risk reduction approaches into the implementation of emergency preparedness, response and recovery programmes and climate change adaptation.

Emphasis is placed on anticipation, preparedness and recovery rather than prevention, and the inherent ability of the system (be it a community, local government, business or a city) to respond and adapt to disturbances. Resilience can only be achieved over time as a result of multiple actions and interventions, as well as the gradual accumulation of knowledge that change behaviours. This in return helps to improve community resilience while aligning both humanitarian and developmental efforts for communities and places at risk.



## BOUT US

## **AFFILIATIONS**



## THE UNITED NATIONS CHILDREN'S FUND

The United Nations Children's Fund (UNICEF) is a United Nation's agency responsible for providing humanitarian and developmental aid to children worldwide. With headquarters in New York City, UNICEF works in 192 countries and territories around the world.

Initially established in 1946 as the International Children's Emergency Fund (ICEF) to provide immediate relief to children and mothers affected by the World War II, UNICEF today works on enhancing childhood and maternal nutrition, improving sanitation, promoting education, and providing emergency relief in response to disasters, and providing immunisations.



## THE ASIAN DISASTER REDUCTION AND RESPONSE NETWORK

The Asian Disaster Reduction and Response Network (ADRRN) is a network consisting of 52 national and international NGOs from more than 20 countries across the Asia-Pacific region. With a strong footprint in the region, network members are constantly engaged with local communities.

This helps strengthen their ability to combat disasters, providing humanitarian aid like food, water, shelter and health care, protecting critical facilities like schools and hospitals, creating awareness, advocating for policy changes and improving the capacity of community-based organisations.





## THE UNITED NATIONS POPULATION FUND

UNFPA is the United Nation's agency focused on sexual and reproductive health. They support reproductive health care for women and youth in more than 150 countries. Apart from providing reliable access to modern contraceptives to over 1 mil women globally every year, UNFPA also trains thousands of health workers to help ensure childbirths are supervised by skilled attendants.

They also provide safe birth supplies, dignity kits and other life-saving materials to survivors of conflict and natural disaster, and conducts advocacy programmes to end female genital mutilation and child marriage, and well as prevent teen pregnancies.



## THE UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES

The United Nations High Commissioner for Refugees (UNHCR) is a United Nation agency created in 1950 to address the refugee crisis resulting from World War II. Since then, the organisation has assisted over 50 million refugees worldwide (2015). Their main mandate is to aid and protect refugees, forcibly displaced communities, and stateless people. They also assist refugees in voluntary repatriation, local integration or resettlement to third countries.



#### **CHS ALLIANCE**

The CHS Alliance is a global alliance of humanitarian and development organisations committed to making aid work better for people. The movement aims to strengthen accountability and to put people affected by crises at the heart of what humanitarian work by implementing the Core Humanitarian Standard (CHS).

## BOUT US

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## **AFFILIATIONS**



## ASEAN AGREEMENT ON DISASTER MANAGEMENT & EMERGENCY RESPONSE

ASEAN Agreement on Disaster Management & Emergency Response (AADMER) serves as a common platform and regional policy backbone for disaster management in the ASEAN region. The AADMER Work Programme outlines a detailed structure of activities of the region's disaster management priorities over five-year periods.

The ASEAN Committee on Disaster Management (ACDM) provides oversight to the implementation of the Work Programme and reports directly to the Ministers in charge of Disaster Management, who also serve as Conference of the Parties (COP). As the Governing Board of the ASEAN Coordinating Centre for Humanitarian Assistance on Disaster Management (AHA Centre), the ACDM provides guidance to the AHA Centre, as the primary operational engine for AADMER.



## GENEVA CENTRE OF HUMANITARIAN STUDIES

In the 1970s and 1980s, large humanitarian organisations started offering operational training for humanitarian workers. A decade later, it became increasingly necessary to 'professionalise' the sector.

There were no academic courses on humanitarian action at that time. In 1998, the University of Geneva, with a number of international organisations and the Swiss Ministry of Foreign Affairs, created the Plurifaculty Programme for Humanitarian Action (PPAH) to offer high-level, continuous education for humanitarian practitioners.

The programme became Interdisciplinary Programme in Humanitarian Action (PIAH) in 2004, under the University of Geneva and the Graduate Institute of International and Development Studies (IHEID) in partnership with International Committee of the Red Cross and Médecins Sans Frontières Switzerland. In 2008, the partnership evolved into CERAH - Centre for Education and Research in Humanitarian Action, offering various Master programmes and Executive Short Courses.

Asia Pacific Refugee Rights Network

## THE ASIA PACIFIC REFUGEE RIGHTS NETWORK

The Asia Pacific Refugee Rights Network (APRRN) was first initiated at the first Asia Pacific Consultation on Refugee Rights (APCRR) held in Kuala Lumpur (Malaysia) in November 2008. The Network is an open and growing group consisting of more than 434 civil society organisations and individuals from 29 countries committed to advancing the rights of refugees in the Asia Pacific region through information sharing, mutual capacity building, and joint advocacy.

APRRN aims to advance the rights of refugees and other people in need of protection through joint advocacy, capacity strengthening, resource sharing and outreach.



## WORLD HEALTH ORGANIZATION

World Health Organization (WHO) works worldwide to promote health, keep the world safe, and serve the vulnerable. Their goal is to ensure that a billion more people have universal health coverage, to protect a billion more people from health emergencies, and provide a further billion people with better health and well-being.

To achieve universal health coverage, WHO focuses on primary health care to improve access to quality essential services and improve access to essential medicines and health products. They also train the health workforce and advise on labour policies, support people's participation in national health policies and improve monitoring, data and information to attain sustainable financing and financial protection

# ABOUT US

## **AFFILIATIONS**



## THE GLOBAL NETWORK OF CIVIL SOCIETY ORGANISATIONS FOR DISASTER REDUCTION

The Global Network of Civil Society Organisations for Disaster Reduction (GNDR) is the largest international network of civil society organisations working to strengthen resilience and reduce risk in communities worldwide.

The GNDR network has over 1,200 member organisation across 121 countries, many of them grassroots and local community groups as well as national, regional and international organisations and networks. GNDR has a longstanding relationship and collaboration with the United Nations Disaster Risk Reduction (UNDRR) and are an organising partner for global and regional conferences and platforms.



## THE UNITED NATIONS ECONOMIC AND SOCIAL COUNCIL

The United Nations Economic and Social Council (ECOSOC) is one of the six principal organs of the United Nations responsible for coordinating the economic and social fields of the organisation, specifically in regards to the 15 specialised agencies, the eight functional commissions and the five regional commissions under its jurisdiction.

The Council serves as the central forum for discussing international economic and social issues and formulating policy recommendations addressed to member states and the United Nations system. Over 1600 nongovernmental organisations have consultative status with the council to participate in the work of the United Nations.





## THE SPHERE PROJECT

The 1990s saw a rapid increase in the international activities of humanitarian agencies. A growing number of donor and NGO evaluations were critical of the responses and actions of many NGOs about the lack of standards for providing humanitarian assistance.

As such, The Sphere Project was initiated in 1997 to develop a humanitarian charter and associated set of minimum standards.

Sphere's flagship publication is the Sphere Handbook, which sets minimum standards across 5 sectors (water supply and sanitation, nutrition, food aid, shelter and site planning, health services). In early 1998, a working group was established to draft the Humanitarian Charter, which highlighted the right to life with dignity, the distinction between combatants and non-combatants, and the principle of non-refoulement.



THE INTER-AGENCY STANDING COMMITTEE

Created by the UN General Assembly in 1991, the Inter-Agency Standing Committee is the longest-standing and highest-level humanitarian coordination forum of the UN system, bringing together the executive heads of 18 UN and non-UN organizations to ensure coherence of preparedness and response efforts, formulate policy, and agree on priorities for strengthened humanitarian action.

The responsibilities of the IASC include: making strategic and policy decisions with system-wide implications; endorsing major operational decisions; arbitration where no consensus can be reached by other IASC structures; advocating common principles, collectively or individually on behalf of the IASC; approving the work plans of the IASC structures; bringing issues to the attention of the Secretary-General and Security Council through the ERC; and, designating Humanitarian Coordinators and selecting coordination arrangements.



## **AFFILIATIONS**



### **INTERNATIONAL COUNCIL OF VOLUTARY AGENCIES**

ICVA is a global network of NGOs whose mission is to make humanitarian action more principled and effective by working collectively and independently to influence policy and practice.

Established in 1962 by a small coalition of refugee and migration focused NGOs, ICVA has grown into a diverse network of over 100 NGO members operating in 160 countries at global, regional, national and local levels.

ICVA's main focus areas are Forced migration; Humanitarian coordination; Humanitarian financing; and cross-cutting issues. It acts as a bridge, connecting humanitarian actors to exchange experiences and information; collaborate on common issues; and engage with other actors.



#### ASEAN SAFE SCHOOLS INITIATIVE

ASEAN Safe Schools Initiative (ASSI) was established in 2013 under the purview of the ASEAN Committee on Disaster Management Working Group on Prevention and Mitigation. Under the new AADMER Work Programme 2016-2020, ASSI remains a priority initiative in Priority Programme 2: Build Safely - Building Safe ASEAN Infrastructures and Essential Services.

Its output 2 addresses the scaled up ASEAN Safe Schools Initiative. ASSI is also a programme priority of Goal 5.2 in the ASEAN Work Plan on Education 2016-2020: support the development of ASEAN Safe Schools Initiative (ASSI) under the auspices of ASEAN Committee on Disaster Management. To support the implementation of ASSI, the ASSI consortium (Plan International, Save the Children, World Vision and MERCY Malaysia) was formed to provide technical assistance to ASEAN.



### **HEALTH CLUSTERS**

Health Clusters exist to relieve suffering and save lives in humanitarian emergencies. Currently there are 30 Health Clusters/Sectors, of which 2 are regional coordination mechanisms. These Health Clusters/Sectors work to meet the health needs of millions of people worldwide.

The Global Health Cluster exists to support Health Clusters/Sectors in countries. This is achieved by providing the right expertise at the right place at the right time; building capacity of Health Cluster Coordinators and other Health Cluster staff in countries; gathering and disseminating sound and relevant information to guide partners' response; identifying and addressing gaps in technical knowledge and available guidance to ensure the health response follows global best practices and standards; and promoting and advocating for the importance of humanitarian health action on the global stage.



### **ACTIVE LEARNING NETWORK FOR** ACCOUNTABILITY AND **PERFORMANCE IN HUMANITARIAN ACTION**

ALNAP is a global network of NGOs, UN agencies, members of the Red Cross/Crescent Movement, donors, academics, networks and consultants dedicated to learning how to improve response to humanitarian crises.

By improving the quality, availability and use of knowledge and evidence from previous responses, ALNAP hopes to make the system perform better and be more accountable. This is achieved by facilitating learning between Network Members, hosting the largest library of evaluations of humanitarian action, carrying out original research and hosting events and conferences.

# ABOUT US

## **CORE HUMANITARIAN STANDARD**

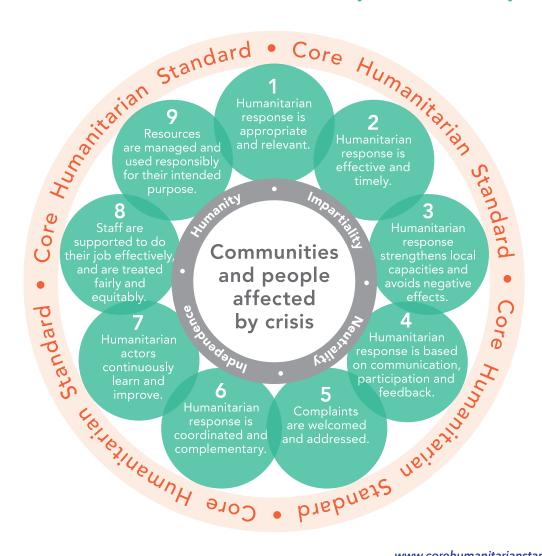
## Core Humanitarian STANDARD

CORE HUMANITARIAN STANDARD

Humanitarian principles are at the core of all humanitarian work. They guide humanitarian action and their application is essential to distinguish humanitarian action from other forms of activities and action. In the CHS, the four principles are integrated into the Commitments, Quality Criteria, Key Actions and Organisational Responsibilities. International Humanitarian Law, International Human Rights Law and International Refugee Law set out fundamental legal standards relating

to the protection of individuals and groups, and to the nature of the assistance which may be provided to them. The Sphere Humanitarian Charter summarises the core legal principles that have most bearing on the welfare of those affected by disaster or conflict. Those who apply the Core Humanitarian Standard recognise the primary responsibility of states and other relevant authorities to protect and assist those affected by disasters or armed conflicts within their territories.

## The Core Humanitarian Standard on Quality and Accountability



## BOUT US

## MERCY MALAYSIA BOARD OF TRUSTEES



TAN SRI DATO' AJIT SINGH

Tan Sri Dato' Ajit Singh was born and educated in Malaysia. He joined the Malaysian Foreign Service in 1963.

In a career spanning just over 30 years, he served in various positions in the Ministry of Foreign Affairs and at Malaysian Missions abroad in Canberra, Addis Ababa, (Ethiopia) and New York. He was Malaysia's Ambassador in Vietnam, Austria, Brazil, (with concurrent accreditation to Bolivia, Colombia, Peru and Venezuela) and Germany.

He was elected the first Secretary-General of ASEAN, which carries the rank of a Minister and served a five-year term from 1 January 1993 to 31 December 1997.

In recognition of his services, both Laos and Vietnam awarded him their prestigious Friendship Medals in December 1997. He was also awarded the Panglima Setia Mahkota award, which carries the title of "Tan Sri" by His Majesty the King of Malaysia at His Majesty's Official Birthday on June 6 1998. The Indonesian Government awarded him the "Bintang Jasa Utama" in February 1999 in recognition of his work in ASEAN and in helping to improve Malaysia – Indonesia relations.

After leaving the Secretariat, he joined the National Petroleum Oil Company, PETRONAS, where he served as Director, International Business Ventures, from August 1997 to October 1999.

He was elected the first Secretary-General of the Boao Forum for Asia, based in Hainan, China, in February 2001. He is now the Advisor for the Malaysia India Business Council, (MIBC), a member of the Malaysia-India CEO Forum set up by the Prime Ministers of the two counties, and Chairman of the Board of Trustees of MERCY Malaysia.

In early 2009, he was appointed to the Indian Prime Minister's Global Advisory Council of Overseas Indians. In January 2011, he was awarded India's highest award for an overseas Indian, the Pravasi Bharatiya Samman Award, by the Indian Government.



MRS. GAIK WONG

Gaik is the founder/chairman of TCRS Restaurants Sdn Bhd which operates the chain of "The Chicken Rice Shop" ("TCRS") in Malaysia. She has more than 40 years of experience in Food and Beverage, including franchised and chain store operations.

Prior to being a founder/chairman of TCRS, she was the Chief Operating Officer cum Director of KFC Holdings Bhd. She played a major role in developing KFC into a household name in Malaysia. The TCRS group operates a chain of more than 120 restaurants in Malaysia under the 4 brands of "The Chicken Rice Shop, DubuYo, Sepiring and Pancake House". The Chicken Rice Shop is the leading halal chain of chicken rice restaurants in Malaysia and has franchised operations in Brunei and Myanmar.

Gaik Wong through the TCRS Group, currently has a team of more than 1700 employees and is very pleased to be able to provide employment and at the same time contribute to the growth of the domestic economy through the respective food businesses the group has developed over the years. Apart from TCRS's objective of building the respective businesses, store growth and revenue, it is the commitment of the group to

be a good and responsible corporate citizen of Malaysia. Such contributions are being made to deserving charities in cash and kind on a regular basis, with a significant sum allocated annually to deserving charities, like orphanages and old folk's homes.

Gaik is an active member of the National Association of Women Entrepreneurs of Malaysia ("NAWEM") and is always ready and available to mentor young entrepreneurs and share her experiences with them. Gaik Wong is a member of the Board of Trustee of MERCY Malaysia and is also a member of the Board of Montfort Boys Town.

## MERCY MALAYSIA **BOARD OF TRUSTEES**



TAN SRI DATO' AHMAD FUZI HAJI ABDUL RAZAK

Tan Sri Dato' Ahmad Fuzi Haji Abdul Razak was previously the Secretary-General of the Ministry of Foreign Affairs Malaysia. He joined the Malaysian Diplomatic and Administrative Service in 1972 and served in various capacities at the Ministry of Foreign Affairs until 2009. He also served at the Malaysian Missions abroad in Moscow, the Hague, Canberra, Washington and Dhaka.

 $His tenure \ as \ Secretary-General \ saw \ him \ leading \ the \ Malaysian \ Senior \ Official \ delegation$ in negotiations at various bilateral, regional and international Conferences as well as in organising the NAM Summit and the OIC Summit in 2003 and the ASEAN Summit plus East Asia Summit and Related Summits in 2005 in Kuala Lumpur.

Tan Sri Ahmad Fuzi has previously also served as Director General, Institute of Diplomacy and Foreign Relations Malaysia; Deputy Secretary General 1, Ambassador-at-Large and Malaysia's Representative to the ASEAN High Level Task Force (HLTF) on the Drafting of the ASEAN Charter and Malaysia's Representative to the High-Level Panel (HLP) on the Drafting of the Terms of Reference of the ASEAN Human Rights Body.

He was also formerly CHAIRMAN, Syarikat Takaful Malaysia Keluarga Berhad; Syarikat Takaful Malaysia Am Bhd; Apex Equity Holdings Bhd; Viva Rail Lines (VIRAL) Bhd; AsiaEP Bhd; Amanahraya REIT Bhd; Ranhill Energy Resources Sdn Bhd; PKT Logistics Sdn Bhd; Leisure Guide Publishing Sdn Bhd; ConnectCounty Holdings Bhd; DEPUTY CHAIRMAN, Asia Development & Investment Bank (ADIB); DIRECTOR, Maybank Islamic (MIB) Bhd; Maybank Islamic Asset Management (MIAM) Sdn Bhd; WEROS Technology Sdn Bhd; Optima Capital Sdn Bhd and Ferro Mining Sdn Bhd; MEMBER, Board of Trustee, F3 Strategies Bhd and ADVISOR, Tripfez Sdn Bhd.

Tan Sri Fuzi is currently the Secretary-General of the World Islamic Economic Forum Foundation (WIEF). He is also CHAIRMAN; Seremban Engineering Berhad. He also sits on the Board of Puncak Niaga Holdings Bhd.

Tan Sri Fuzi is currently also GROUP CHAIRMAN, ACE Holdings Berhad; and CHAIRMAN, ACE Investment Bank Limited; Theatre Management Associates Sdn Bhd; Sofgen (Malaysia) Sdn Bhd; IMAN Research Consulting Sdn Bhd; and TAERG International Sdn Bhd.

He is also Member of the BOARD, Management Development Institute of Singapore (MDIS) Malaysia Sdn Bhd; CGM Alstar Solutions Sdn Bhd and Lejadi Medimax Sdn Bhd.

Tan Sri Fuzi is a Distinguished Fellow, Institute of Strategic and International Studies (ISIS) and Institute of Diplomacy and Foreign Relations (IDFR); Deputy Chairman, Malaysian Member Committee of the Council for Security Cooperation in the Asia Pacific (CSCAP Malaysia) and Member, Board of Trustee, MERCY Malaysia; Perdana Global Peace Foundation (PGPF); Yayasan Sarana Pendidikan Malaysia (YSPM) and Lejadi Foundation.

He is also MEMBER, Institute of Advanced Islamic Studies (IAIS), PATRON, Malaysia - China Culture Association and ADVISOR, Asia Pacific Entrepreneurship Award (APEA); Malaysia-Myanmar Chamber of Commerce; High School Bukit Mertajam Alumni Malaysia; SME and Entrepreneurship Award (SEBA) and Pixel Play Ventures Sdn Bhd.

He also sits on the Board of Governors of Meritus University.

In recognition of his services to the nation, he was awarded the AMN (1979), the JSM (1999), the DSPN (1999), the DMPN (2002) the PSM (2003) and the DSLJ (Brunei).



## MERCY MALAYSIA **BOARD OF TRUSTEES**



PROFESSOR EMERITUS TAN SRI DATO'

Dzulkifli Abdul Razak (or for short, Dzul) is the 6th Rector of the International Islamic University Malaysia. He was the 14th President (2012-2016) of the International Association of Universities (IAU), a UNESCO-affiliated organisation, based in Paris, the first Malaysian to be elected to the office since its establishment 60 years ago. Prior to this, he served as the President of Association of Southeast Asia Institutions of Higher Learning (ASAIHL) from 2007-2008.

He was the Chairperson, Board of Directors of Universiti Sains Islam Malaysia (USIM) after being the inaugural holder of the Chair of Islamic Leadership and Principal Fellow at USIM from 2014-2016. In 2017, he was appointed as Chairperson for the Establishment of Network for the Qur'an and Scientific Endeavours by Akademi Sains Malaysia. Before that he was appointed Regional Coordinator of the Asia-Pacific Region in the International Research Project: Reorienting Education and Training Systems to improve the Lives of Indigenous Youth, led by UNESCO Chair at York University, Toronto, Canada.

In May 2017, he was awarded the prestigious 2017 Gilbert Medal in recognition of "his long term commitment to an integrated approach to internationalisation, to a DZULKIFLI ABDUL RAZAK sustainable (sejahtera) approach to international HE and his tireless work to support and develop the clearly public good dimensions of HE.

In August 2017, he received the 2017 Asia HRD Contribution to Society Award from The Asia HRD Awards "for his transformational work in the field of education." In November, he received the 11th Tokoh Akademik Negara award from the Malaysian government.

He was the 5th Vice-Chancellor of USM from 2000-2011. He was also the Founding Director of the National Poisons Centre (Pusat Racun Negara) from 1995 to 2000, and of the WHO Collaborating Centre on Drug Information for the Western Pacific Region from 1998; before being appointed as Deputy Vice-Chancellor (July-November, 2000).

At the national level, his other involvement include: Chair of the Malaysian Vice-Chancellors'/Rector's Committee, and Malaysian Examination Council (2002-2011), and chair of METEOR Sdn Bhd, the parent company of Universiti Terbuka Malaysia (Open University of Malaysia) over the same period. He was also Chairman of the Malaysian Examination Council (2005-2011).

He was made advisor to the National Higher Education Research Institute (IPPTN), and more recently the Chair of Higher Education at the Institute of Democracy and Economic Affairs (IDEAS), a prominent national think-tank.

He was the Chair of Merdeka Award Nomination Committee for Scholastic and Excellence category (2012-2014), and a member of the Prime Minister Innovation Nomination Committee from 2011 to 2014.

In 2014, he received a Gold Medal Award from Al-Farabi Kazakh National University in conjunction with the 80th anniversary of the University.

In 2004, he became the first recipient of the Southeast Asia Tobacco Control Alliance (SEASTCA) prize for "his outstanding contribution and dedication to tobacco control."

In 2002, he received the Rotary Gold Medal for Medical Sciences from the Royal Rotary Club of Kuala Lumpur, Research Foundation; while in 2000 he was Global Leadership Scholar awarded by the Robert Wood Foundation.

In 1999, he received the prestigious Olle Hanson Award for his contributions in the areas of healthcare to the community in the Asia-Pacific region.

He is a current member of the Board of Directors of the Malaysia Productivity Corporation (MPC) – formerly known as National Productivity Corporation, and leads the Consultative Panel on Innovation and Creativity, and the Business Transformation Committee for MPC. More recently, he was appointed the Chair of Consultative Panel for Productivity Culture (2018-2020).

Since 1999, he contributed weekly columns to Malaysia's oldest daily, The New Straits Times, and in 2015 started a weekly column in The Sun. He has authored and co-authored over 1000 articles in journals and other media, as well as delivered numerous invited keynote addresses, nationally and internationally.

His book Nurturing a Balanced Human Person – The Leadership Challenge won the 2016 Anugerah Buku Negara (2016 National Book Award). More recently the title Pentafsiran Baharu Falsafah Pendidikan Kebangsaan dan Perlaksanaannya Pasca 2020 (IIUM Press, 2019) won the Anugerah Buku Negara, kategori Perdana (2019 National Book Award, Premier category).

## BOUT US

## MERCY MALAYSIA BOARD OF TRUSTEES



TAN SRI JOHAN JAAFFAR

Tan Sri Johan Jaaffar has wide experience in the media world. He was a journalist and editor, an award-winning creative writer, and a well-read columnist. He started his career as a researcher and later led the magazine division of Dewan Bahasa dan Pustaka (DBP), the Language and Books Bureau, a statutory body under the Minister of Education.

He was Chief Editor of the Utusan Melayu group from 1992 to 1998. He was also Chairman of Media Prima Berhad, the largest and only integrated media company in Malaysia (serving from April 2009 to August 2015).

Johan is currently Chairman of Sanctuary Billboards Sdn Bhd, an outdoor advertising company and Chairman of Nobel International School in Kuala Lumpur. He was formerly Chairman of DBP, which is also the country's biggest publishing house.

He sat on the board of Multimedia Development Council (MDC) back in the 90s. He was a member of the Malaysian Business Council (MBC) and a committee member of Malaysia Incorporated (Malaysia Inc).

He was also a member of the National Brains Trust on National Education, set up by the National Economic Action Committee (NEAC). He was Head Jury for the Asia Pacific Film Festival in Kuala Lumpur in 2005. He was once Chairman of the Malaysian Arts Council and a member of the board of Akademi Seni Budaya dan Warisan Kebangsaan (ASWARA), Malaysia's foremost school of performing arts. He was a member of the nomination committee for the Education and Community category of the Merdeka Awards.

Johan was Chairman of the Consultation and Prevention Panel of the Malaysian Anti-Corruption Commission (MACC) until December 2015. He was also a member of the National Unity Consultative Council (NUCC). He served as a member of the political funding task force set up by the government. He is currently a member of the newly established Putrajaya Higher Education Task Force (PHETF). He was on the board of Perbadanan Tabung Pendidikan Tinggi Nasional (PTPTN), a corporation under the Ministry of Higher Education responsible for granting study loans to students pursuing tertiary education.

He is also Adjunct Professor at the Universiti Kebangsaan Malaysia (UKM), Universiti Pendidikan Sultan Idris (UPSI) and Universiti Tun Hussein Onn Malaysia (UTHM).

He was a columnist for the New Straits Times from 2002 to 2015 and wrote for Berita Harian for seven years. Since April 2016, he writes fortnightly for The Star. He was awarded the coveted "Tokoh Wartawan Negara" (Eminent Journalist Award) at the MPI-Petronas Malaysian Journalism Awards on 26th of April 2019.



TOH PUAN DATO' SERI HAJAH DR. AISHAH ONG

In 2009, Toh Puan Dato' Seri Hjh. Dr. Aishah Ong joined MERCY Malaysia as one of the members of the Board of Trustees. Toh Puan Dato' Seri Hjh Dr. Aishah Ong also holds the position of Pro-Chancellor of the University of Malaya since 2003, after serving as the Chairman of University Hospital for many years.

She is Chairman of the IJN Foundation, the Welfare Subcommittee of BAKTI, and was the first Chairman of the Malaysian Health Promotion Board at the Ministry of Health from 2007 - 2012. She is the founding trustee of the Alzheimer's Disease Foundation of Malaysia; Chairman of Cancer Research Malaysia; Trustee of the Tun Abdul Razak Foundation, the National Council of Women's Organisations (NCWO); the Women's Aid Organisation; Media Prima Humanitarian Fund; and Dewan Filharmonik Petronas.

Currently, she is a Director on the Board of the MPO (Malaysian Philharmonic Orchestra, Petronas). She retired from Nestle Malaysia on reaching the age of 72 in 2017. She graduated as a Medical Doctor from the University of London in 1969. In recognition of her services to the nation she was awarded the JMN (1990), DMPN (2003), DPMS

(2005), DGPN (2007), PJN (2010) and SPMP (2018). She was also awarded the Anugerah Saudari Islam Cemerlang (2008) by the Department of Islamic Development Malaysia (JAKIM) and the Golden Heart Award (2008) by Bumiputra Designers' Association and the Malay World Foundation. She received the Brand Laureate Personality Award in 2009 and Brand Laureate Hall of Fame – Life Time Achievement Brand Icon Leadership Award in 2017.

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## MERCY MALAYSIA BOARD OF TRUSTEES



DR. ELIZABETH LEE FUH YEN

Elizabeth Lee Fuh Yen is the Senior Executive Director of the Sunway Education Group. Since her appointment in 1992, the Sunway Education Group has developed from just one institution, Sunway College which had a student population of less than 1,000, to a dynamic group of sixteen institutions, catering to 30,000 students.

Educated and trained in the United Kingdom in Multi-Cultural Education, Elizabeth read her Master of Philosophy (MPhil) in Education at the University of Cambridge. Her Cambridge links see her actively involved in the Oxford and Cambridge Society of Malaysia, of which she is a past President. In August 2014, she was conferred the Doctor of Laws (Honoris Causa) by the University of Nottingham for her immense and exceptional contributions to education in Malaysia and a second honorary doctorate in April 2016 by Victoria University, the Doctorate of the University award, in recognition of her role as a distinguished educator, for her work in promoting international education and issues relating to the education of women.

A veteran in the field of private higher education provision, Elizabeth is a Council member in the Malaysian Qualifications Agency (MQA) since January 2016 and also serves on the National Higher Education Research Institute (IPPTN) and the Board of Trustees of MERCY Malaysia. In July 2018, Elizabeth received the Education Leadership Award

at the World Education Congress Global Awards in Mumbai. In January this year, she was recognised for her contributions to the advancement of Malaysia's education ecosystem with the 'Educationist of the Year' award at the inaugural Sin Chew Education Awards.

An advocate for women in leadership, she serves as a mentor in the Institute of Chartered Accountants in England and Wales (ICAEW) global programme for specially chosen female corporate leaders and sits on the Trustee Committee of the Chair on Women Leadership, Universiti Kebangsaan Malaysia and was bestowed the awards for Women Entrepreneur in Canadian Education at Canada's 150th Anniversary Celebration and the Malaysian Chinese Women of Excellence in Education by Wanita MCA. She is also a recipient of several other international and national awards which include the Visionary Women Leadership Award at the 2nd World Women Leadership Congress and Award (WWLCA) in Mumbai (2015), the Malaysia Most Impactful Leadership Contribution Award 2014 by Asia Success Inc. and the Outstanding Asian Women Community Contribution Award from Malaysia Women's Career Building Association in 2011.

A thought leader in her own right, her international engagements have included speaking at the Harvard Business School, University of Cambridge, University of Oxford, the University of Edinburgh and the Malaysia-UK Diamond Jubilee Forum in commemoration of 60 years of Bilateral Relations in London. In her personal capacity, she has written and edited a number of children's English storybooks for early language learning and her culinary interests find her serving on the National Council of the Confrerie de la Chaine des Rotisseurs, Baillage de Malaisie, where she is the Baili Regional for the state of Perak.

She is married to Company Director Mr Cheah Ming Chiew. They have three daughters, aged between 20 years and 24 years.





#### STANDING FROM LEFT TO RIGHT

- 1. Ir. Mohamad Hanafi Ramli
- 2. Hj. Norazam Ab Samah
- 3. Dr. Mohamed Ashraff Bin Mohd Ariff
- 4. Mr. Harmandar Singh Naranjan Singh
- 5. Prof. Dr. Mohammad Igbal Bin Omar
- 6. Mr. Ahmad Faezal Mohamed

#### **NOT IN PICTURE**

- 15. Assoc Prof. Dr. Shalimar Abdullah
- 16. Dr. Peter Gan Kim Soon
- 17. Dr. Roslan Harun
- 18. Assoc. Prof. Dato Dr. Hanafiah Harunarashid

#### SITTING FROM LEFT TO RIGHT

- 7. Dr. Hariyati Shahrima Abdul Majid
- 8. Dr. Nasuha Yaacob
- 9. Dr. Norzila Mohamed Zainudin
- 10. Datuk Dr. Heng Aik Cheng
- 11. Dato' Dr. Ahmad Faizal Mohd. Perdaus
- 12. Yang Mulia (YM) Datin Raja Riza Shazmin Raja Badrul Shah
- 13. Mr. Razi Pahlavi
- 14. Ar. Mohammad Ayof Bin Bajuri



DATO' DR. AHMAD FAIZAL MOHD. PERDAUS

PRESIDENT OF MERCY MALAYSIA

Dato' Dr. Ahmad Faizal has been President of MERCY Malaysia since August 2009. MERCY Malaysia is a prominent home-grown International NGO from the Global South with health-related programs, emergency response, disaster risk reduction, WASH, emergency shelters as well as programs for refugees being among of its main focus areas. Founded in 1999 amidst the Kosovo crisis, MERCY Malaysia has become one of the most recognizable names in the humanitarian world despite its relatively small size with its high impact programs, smart partnerships and strong advocacy for meaningful change in the sector. MERCY Malaysia is a member of many regional and international networks and is also one of the few Global South members of the Global Health Cluster (GHC).

Dato' Dr. Ahmad Faizal became the first representative from the Global South to be elected as the Chairperson of the International Council of Voluntary Agencies (ICVA), the world's largest network of humanitarian NGOs in 2015. As ICVA chair, he also sat on the IASC Principals, which is the highest direction and decision-making body in the humanitarian world where Dato' Dr. Faizal actively advocates on behalf of NGOs globally.

The IASC is chaired by the Under-Secretary General (USG) for Humanitarian affairs/Emergency Relief Coordinator (ERC) of the United Nations (UN) and its membership includes the leadership of all the major UN humanitarian agencies. His term as ICVA Chair ended in 2018 after a total of nine years on ICVA's Board.

He is also the Chair of Professionals in Humanitarian Assistance and Protection (PHAP), which is the world's largest network of individual humanitarian professionals since 2016 while he also previously sat on the Boards of the Humanitarian Innovation Fund (HIF) and Advanced Training Program on Humanitarian Action (ATHA). He has also been recently appointed as a member of the Advisory Board of the Centre for Humanitarian Leadership (CHL) as well as a member of the Advisory Board of the Humanitarian Encyclopedia Project at CERAH, Geneva.

He joined MERCY Malaysia as a volunteer in 2003 and prior to assuming the presidency in 2009 he had served on MERCY Malaysia's Executive Council (EXCo) since July 2003 and was elected Vice President in 2008. He was head of MERCY Malaysia's Drug Rehabilitation and Assistance Program (DRAP) in Malaysia from 2003 to 2006 and had contributed to various local missions since then. His international missions include Sri Lanka (2003), Iran (2004), Sudan (2004 & 2006), Indonesia (2005, 2006, 2009, 2018, 2019), Pakistan (2005), Myanmar (2008), Syria (2013), Philippines (2013) and Turkey for the Syria conflict

He is a Respiratory Physician by training and was an academician for about a decade and is currently in private practice. He is married with three children.



DATUK DR. HENG AIK **CHENG** 

**VICE PRESIDENT I** 

Datuk Dr. Heng Aik Cheng is a Consultant Orthopedic Surgeon and Traumatologist at the Sabah Medical Centre. He joined MERCY Malaysia as a volunteer in 2002, was elected to the Executive Council in the same year and appointed Vice President 1 in June 2014. He has been involved in local missions within Malaysia and international missions to Iraq, North Korea, Sudan, Pakistan, Myanmar, Indonesia, Gaza, Chile, Philippines and Nepal. Datuk Dr Heng Aik Cheng was also appointed onto MERCY Malaysia UK's Board of Trustees in 2015.

He serves on the Board of the Asian Disaster Risk Reduction Network (ADRRN) and is the Chairman in the ASEAN Agreement on Disaster Management and Emergency (AADMER) Partnership Group (APG). He has been a member of Asia Pacific Conferences on Military Assistance to Disaster Relief Operations (APC-MADRO), Active Learning Network for Accountability and Performance (ALNAP) and Humanitarian Futures Programme (HFP).

In the field of civil society, Dr Heng has served as President for the Rotary Club Kota Kinabalu (1998-1999). He was the President of The Sabah Society from 2011 to 2012. He is also the Race Director of the Borneo International Marathon. Dr Heng graduated with a Bachelor in Medicine; Surgery and Art of Obstetrics from Queen's University Belfast and became a Fellow of the Royal College of Surgeons in 1982. He was awarded the PGDK by the Sabah State which carries the title Datuk.



YANG MULIA (YM) DATIN RAJA RIZA SHAZMIN **RAJA BADRUL SHAH** 

VICE PRESIDENT II

YM Raja Datin Riza started volunteering with MERCY Malaysia in 2003. Her first mission was Acheh in 2005. In 2006 she was elected into the Executive Council of MERCY Malaysia as the Honorary Secretary. She was also the legal consultant. Part of her contribution to the organisation over the years was assisting in the setting up, development and expansion of the compliance and monitoring & evaluation portfolio together with overseeing the communication, fundraising and events in MERCY Malaysia.

In 2017, she was elected as the Vice President II of MERCY Malaysia and remained as the legal consultant. She continues overseeing the above departments. Her passion for the work that MERCY Malaysia does has also led her to be deployed to missions in Malaysia and around Asia, such as Aceh and Nias, Indonesia, Yogyakarta, Indonesia, Myanmar, Ormoc, Philippines, Karo North Sumatra, Indonesia, Palu, Indonesia.

A lawyer by training, she founded her own legal firm in 2004 and was the Managing Partner. Trained as a Litigator, her areas of practice were general litigation and Banking law as well as Syariah Advisory. She graduated with an LLB (Hons) from the University of Glamorgan United Kingdom in 1997 (now known as the University of South Wales) and Certificate in Legal Practice (CLP) from Brickfields College in 1998.

She also holds a Diploma in Syarie Legal Practice (DSLP) from the International Islamic University.

By the end of 2018 after almost 20 years as an Advocate and Solicitor, she retired from legal practice to head a newly designed unit in the Sunway Education Group (SEG). She is the Director of Philanthropy, overseeing Philanthropy & Development in SEG. A new era for Raja Riza, where her vast experience as a lawyer meets her passion for charity, philanthropy and education.

She is a avid speaker on issues such as Women Empowerment, Volunteerism, Good Governance in an NGO and Transparency & Accountability.

Raja Riza is also the Vice President of 'Kelab Wanita Ikon' (KWIM). KWIM is an NGO with the objective to empower & assist women of all races, religion and culture in entrepreneurship & socio economy. The 5 pillars in which KWIM holds in its mission is economy, education, culture, health & safety.

While her love for the law has made her who she is, she believes that one must go beyond what one has been trained for and reach for greater goals in life. Her calling to contribute to the humanitarian cause and philanthropy has made her fulfil her purpose in life. Her passion has made her change her perspective in life 'from running around in the corridors of courts to being on the field on humanitarian missions.'

Raja Riza is married with three children.



ASSOC PROF. DR. SHALIMAR ABDULLAH

**VICE PRESIDENT III** 

Assoc Prof. Dr. Shalimar Abdullah joined MERCY Malaysia as a volunteer in 1999 and was co-opted into the Executive Council in 2005. She is the Medical Advisor for MERCY Malaysia, functioning as the Team Lead for the Emergency Response Unit (ERU) and is active in the Logistics and Volunteer Management Department. Besides local missions in Sabah and Kelantan, she has been involved in international missions in Afghanistan, Cambodia, Pakistan, Indonesia, Japan, Philippines and Nepal.

Currently, she serves as specialist orthopaedic and hand surgeon in the Department of Orthopaedics at Pusat Perubatan Universiti Kebangsaan Malaysia (PPUKM). She also holds the post of Secretary in the Malaysian Society for Surgery of the Hand (MSSH), and received her Fellowship in Hand Surgery from Kleinert Institute, Louisville, USA in 2010. She earned her Master's degree in Orthopaedic Surgery from Universiti Kebangsaan Malaysia in 2005. She received her Bachelor of Medical Sciences in 1995 and her Bachelor of Medicine and Surgery in 1998 from the University of Nottingham, United Kingdom.





AR. MOHAMMAD AYOF **BIN BAJURI** 

**HONORARY TREASURER** 

Ar. Mohamad Ayof bin Bajuri started volunteering for MERCY Malaysia in 2003 as a technical volunteer. He has been an indispensable member of the technical team during international missions to Pakistan, Myanmar, Indonesia, Sri Lanka and the Philippines, as well as several missions within Malaysia. Ar. Mohamad Ayof participated in the designing, construction and coordination team of building new schools, houses and public utilities for people affected by natural disasters during various missions. In 2014, Ar. Mohamad Ayof was elected to the Executive Council of MERCY Malaysia.

Ar. Mohamad Ayof graduated from Universiti Teknologi Malaysia with a Bachelor of Architecture in 1994. He sits on the Board of Directors of RMA Design Team Sdn. Bhd., a registered professional with Board of Architect Malaysia (LAM) and runs an established architecture firm in Kuala Lumpur. Currently, Ar. Mohamad Ayof works as an Architect at RMA Design Team Sdn. Bhd., and is actively involved in charity work.



MR. RAZI PAHLAVI BIN **ABDUL AZIZ** 

**HONORARY SECRETARY** 

Razi Pahlavi is the Managing Director of Amanie Holdings Limited and the CEO of Amanie Media, the publisher of the Malaysian Business Magazine, Malaysia's premier business magazine since 1972.

Amanie is a leading international Islamic finance advisory group based in Kuala Lumpur and Dubai.

He is also the Executive Committee Board member of the International Council of Islamic Finance Educator (ICIFE), the global strategic leader in Islamic Finance Education.

Razi graduated from International Islamic University Malaysia with a Master of Law (LLM) Banking Law and Bachelor Degree in Accounting.

Razi has earned professional certifications such as the certified Chartered Accountant of the Malaysian Institute of Accountant (MIA) and Islamic Financial Planner (IFP).

Razi holds the position of Honorary Secretary in MERCY Malaysia.



MR. AHMAD FAEZAL **MOHAMED** 

ASSISTANT HONORARY SECRETARY

Ahmad Faezal Mohamed is the Vice President of Corporate Responsibility & Maybank Foundation Secretariat since 2015. His responsibilities include designing and implementation of the strategic plan and budget of the department as well as day to day operations. He is also responsible for the implementation, directly or indirectly, of the Foundation's programmes in Education, Community Empowerment, Environmental Diversity, Disaster Response, Healthy Living and Arts & Culture.

He continues to be involved in the humanitarian sector as an Executive Council member of MERCY Malaysia, an International Non Governmental Organisation. MERCY Malaysia specialises in Disaster Response, DRR programmes, health related development programmes and post disaster rebuilding activities.

Prior to joining Maybank Foundation, he was the Executive Director of MERCY Malaysia where he designed, developed and implemented the strategic plans for the organisation, which includes managing committees, staff and volunteers as well as developing business plans, financial plans, fundraising activities and resource management. As an Executive Director, he was accountable to the Executive Council.

He also has 20 years of corporate experience with significant marketing experience and expertise that is highly applicable to people and marketing-management, including ability to deliver and cultivate strong business relationships and resolve issues in a way that propels innovation and growth.

He holds a Bachelor of Economics majoring in Politics from Flinders University of South Australia, Australia.

# ABOUT US

## MERCY MALAYSIA EXECUTIVE COUNCIL



MR. HARMANDAR SINGH NARANJAN SINGH

**COMMITTEE MEMBER** 

Harmandar Singh, popularly known as Ham, has been in the marketing and brand communications business globally for over 30 years. He has created more than 400 commercials, and won over 100 local and international awards.

In 1980, Ham received his Higher Group Diploma in Marketing from the UK and in 2007 pursued his Master in Business Administration (MBA) with the University of East London.

He has shaped major milestones in the regional media and marketing industries as the founder and organiser of the Malaysian Media Conference, Malaysian Chief Marketing Officers Conference & Awards, APPIES Malaysia Marketing Awards, and is Zonal Director for the Promotion Marketing Awards of Asia (Dragons).

He is also the Publisher & Editor-In-Chief of MARKETING magazine, which has been around for more than 20 years, reaching out to 35,000 marketing communications professionals in Malaysia and across the region.

Ham served as a newspaper columnist for almost 10 years as a highly respected commentator on advertising, media and marketing under the pen-name SLEDGEHAMMER to over a million readers every Saturday for The Star.

Over the last decade, he has been Malaysia's official country representative for the Cannes International Advertising Festival in France. His extensive work in advertising has also won him the Association of Accredited Advertising Agents (4As) Malaysia inaugural Chairman's Award for making landmark contributions to Malaysia's brand and marketing industry. Ham was elected as an Executive Council Member of MERCY Malaysia since 2017, prior to which he was an appointed ex-officio on the EXCO and constantly deploys his communications expertise and media network to help raise funds supporting humanitarian work. He has led media missions in Lebanon and Nepal and wrote the SOP for future media deployment.

As a past two-term President of the International Advertising Association (Malaysia), he taught for two years as Adjunct Professor at University Pendidikan Sultan Idris (UPSI) for their Degree in Social Communications programme, which he helped co-author.

Recently, Ham was appointed Adjunct Professor at Taylor's University lakeside campus and continues his passion for teaching at their School of Media and Communication.

Professor Harmandar had served as Senior Media & Communications Advisor to the Minister of Communications & Multimedia for over a year 2019- February 2020.

Ham wears many hats, but only one turban.



PROF. DR. MOHAMMAD IQBAL BIN OMAR

**COMMITTEE MEMBER** 

Prof. Dr. Mohammad Iqbal bin Omar @ Ye Htut joined MERCY Malaysia in 2006 as a medical volunteer for a monthly Health Clinic providing medical care to Rohingya refugees in Klang. Since then he has volunteered for various humanitarian missions in Pakistan, Myanmar, Indonesia, Japan, Libya, Somalia, Syria, Bosnia, Nepal, Cox's Bazar (Bangladesh) and Malaysia. His professional abilities and assessment skills have contributed to the effective and timely implementation of several programmes. Prof. Dr. Iqbal has represented MERCY Malaysia at several regional and international conferences, both as participant and speaker.

Prof. Dr. Iqbal completed his MBBS in 1985, followed by 3 years in Clinical Research Unit for Cerebral and Complicated Malaria, Department of Medical Research, Yangon, Myanmar. Before joining University Malaysia Perlis, he spent most of his professional career as a Medical Officer and later as a Registrar in various hospital and institutes. In 1994, he received his Post Graduate Diploma in Reproductive Medicine from University Putra Malaysia and in 2004 he received a Master of Medicine from Edith Cowan University, Australia, specialising in Geriatric Medicine. Currently Prof. Dr. Iqbal holds the position of Director of University Health Center, Universiti Malaysia Perlis (UniMAP).





DR. NORZILA MOHAMED **ZAINUDIN** 

**COMMITTEE MEMBER** 

Dr. Norzila Mohamed Zainudin is a Senior Consultant Paediatrician and Paediatric Respiratory Physician, attached to Sunway Medical Centre Petaling Jaya since January 2019. She has retired from Ministry of Health since October 2018 after 33 years of service. She graduated from Universiti Kebangsaan Malaysia in 1985 and holds a Master's Degree in Medicine in Paediatrics from Universiti Kebangsaan Malaysia in 1994. She is a member of the Academy of Medicine since 1999. She also underwent subspecialty training in Paediatric Respiratory in 1996.

In MERCY Malaysia, Dr. Norzila is one of the Committee Members who dedicated her time and expertise to serve affected communities particularly the affected paediatric population. She has volunteered in medical missions in Azad Kashmir, Syria, Lebanon, Turkey and Cox Bazaar.

Hj. Norazam Ab Samah, an architect by profession, is the Chairman of AZAMAS

Fondly known as 'Pak Azam', he joined MERCY Malaysia as a volunteer in 2000 and was deployed to support the relief mission to Afghanistan. In 2002, he was elected as the Executive Council member of MERCY Malaysia and later served as the Vice

Engineering Consultant which he co-founded with his wife.

North Korea, Thailand and Bangladesh as well as local missions.



HJ. NORAZAM AB **SAMAH EX-OFFICIO** 

Pak Azam is very experienced in humanitarian and relief work, having volunteered for more than 18 years to Afghanistan, Iraq, Cambodia, Sri Lanka, Sudan, Iran, Indonesia, Myanmar, Pakistan, Gaza, Japan, Syria, Djibouti Somalia, Bosnia, Philippines, Nepal,

President from 2011 to 2014.

During his active period, he was appointed as the Head of Operations for MERCY Malaysia in Indonesia (Aceh-Nias, 2005-2008) in which he successfully designed and managed MERCY Malaysia's country operations in Indonesia including the completion of 27 projects and constructions. One of the biggest breakthroughs during the mission was to lead the masterplan design for Nias General Hospital which was destroyed by the 2005 Nias earthquake. The masterplan attracted funders

from Japan, China and Singapore, who contributed USD 15 million to complete the reconstruction of the hospital. Pak Azam is one of the founding members of 'MERCY Malaysia's Technical Team' and still serves as advisor at present. The Technical Team is a pool of MERCY Malaysia volunteers with technical background in building and construction. The team has contributed to the development and implementation of almost all reconstruction projects by MERCY Malaysia over the years.

In 2014, Pak Azam was appointed as Country Director of Philippines for the Typhoon Haiyan Response and in 2015 as Middle East Europe and North Africa Director to coordinate programmes as well as stakeholder engagement with donors and funders in the region.

In 2016 he was appointed as Director of Strategic Programmes and Operations when he proposed for the restructuring of the Programme Operations Division of MERCY Malaysia. He led the development of Building Resilient Communities (BRC), an improvement to the existing Disaster Risk Reduction initiative by MERCY Malaysia contributing to the development of BRC modules and training framework which was launched during the World Humanitarian Summit 2016 in Istanbul.

Pak Azam holds a bachelor degree in Architecture from Universiti Teknologi MARA (UiTM) in 2000 and is currently pursuing a master's degree in Policy and Disaster Management at the South East Asia Disaster Prevention Research Institute, Universiti Kebangsaan Malaysia (UKM).





DR. MOHAMED ASHRAFF **BIN MOHD ARIFF** 

**EX-OFFICIO** 

Dr Mohamed Ashraff Mohd Ariff graduated from the University of Otago, New Zealand, in 2000. Upon graduation, he worked in New Zealand for 8 years, gaining valuable surgical experience working in several different surgical disciplines. Upon returning to Malaysia, Dr Ashraff furthered his training in Orthopaedics in Hospital Kuala Lumpur (HKL) for 8 years as an orthopaedic registrar, followed by another year as an Orthopaedic post graduate trainee, first in HKL then in Hospital Universiti Kebangsaan Malaysia.

While conducting his sub-specialty training in Arthroplasty at PPUKM's Arthroplasty Unit, he learnt to manage many complex primary and revision cases of hip and knee arthroplasty. To further hone his skills, he completed a Clinical Fellowship in Arthroplasty, Adult Joint Reconstruction and Orthopaedic Oncology from University of Vienna, Austria, in 2017.

With special interest in hips and knees revision and reconstruction, Dr Ashraff also specialises in the diagnosis and treatment of inflammatory joint conditions and degenerative joint diseases. Extensively trained in knee and hip joint replacements, including revision surgery and treatment for severe deformity, he also has vast experience in managing orthopaedic oncological conditions, General Orthopaedic and Trauma cases.

Passionate about knowledge-sharing and knowledge-transfer, Dr Ashraff has trained post-graduate orthopaedic trainees, house officers, and 4th year medical students, and is a certified Examiner for the Conjoined Board of Orthopaedics under the auspices of the Academy of Medicine Malaysia. He has also conducted research on paediatric (child) fractures and post-surgical complications following knee replacement.

Dr Ashraff currently serves as a resident Consultant Orthopaedic Surgeon at Pantai Hospital Kuala Lumpur.



DR. HARIYATI SHAHRIMA **ABDUL MAJID** 

**EX-OFFICIO** 

Dr. Hariyati Shahrima Abdul Majid, or Hari, as she is fondly known by her peers, obtained her PhD in Psychology (Health) in 2001, MSc in Applied Psychology, both from the University of Surrey in the UK (1996) and her BSc (Psychology) from the University of Wisconsin Madison in the USA (1992).

Dr. Hari is a co-founder of Naluri Life, a new health tech digital therapeutic startup, serving as a Health Psychologist, alongside the founder, Azran Osman Rani. This startup combines behavior science and psychology, data science and digital design to help users make healthy and long- lasting lifestyle changes.

Prior to Naluri, Dr. Hari served as an Assistant Professor for 20 years with International Islamic University Malaysia (IIUM), with her research focused on chronic illnesses.

A PSMB certified trainer with HR Wellness, Dr. Hari provides training services to medical and allied health professionals on topics such as therapeutic communication, motivational interviewing, stress management and self-care. She helped develop the Clinical Practice Guidelines for Management of Breast Cancer (Malaysian Ministry of Health, 2011).

She was seconded to Prince Court Medical Center (PCMC) from 2008 to 2010 to set up the Psychology Unit at the Lifestyle Modification Center (LMC), providing psychological support services for patients diagnosed with a variety of chronic medical conditions. At PCMC, she also served as a consultant for the reality show Biggest Loser Asia, Seasons 1 and 2.

Dr. Hari is currently a member of various organisations and societies, such as the American Psychological Association, the Malaysia Diabetes Educators Society, the Malaysian Hemophilia Society and MERCY Malaysia, of which she serves as an Executive Council Member, overlooking mental health and psychosocial support services and human resource.



## YEARS duamtarian Weercy

# MERCY MALAYSIA EXECUTIVE COUNCIL



DR. NASUHA YAACOB

Dr. Nasuha Yaacob is an Obstetrician and Gynaecologist and completed her Masters in O&G in 2009. She subspecialises in Reproductive Medicine and Infertility and is currently the Head of Reproductive Services unit at Hospital Sultanah Nur Zahirah, Kuala Terengganu.

During her overseas training in Ireland in 2015, she spent her winter break in Lesvos Island with a UK-based NGO, providing medical care to Syrian refugees who were crossing to Greece to escape war. In 2016, upon returning home, she was appointed as ex-officio of MERCY Malaysia.

Dr. Nasuha is a member of WHO EMT Working Group on Reproductive, Maternal and Child Health.

Currently she's the Reproductive Health Lead, working on maternal and women's reproductive health programmes. Current ongoing projects are midiwfery training in Idlib Syria and the Maternal Child Health Centre in Cox's Bazar, Bangladesh.

Dr. Nasuha Yaacob joined MERCY Malaysia as a volunteer in 2011 upon returning back to Malaysia from a Hajj medical mission. She has always been passionate with humanitarian causes and went through basic mission training in 2012. Her first deployment was to Philippines in 2013 following Haiyan Typhoon where she was actively involved in strengthening medical services at Ormoc District Hospital, particularly in obstetrics care. She returned to Ormoc in 2014 to provide much needed midwifery refresher training in emergency obstetrics care.

Back home when she was working at HKL, she regularly served alongside the Pertiwi Soup Kitchen group, providing streetstyle medical mobile clinic to the homeless and urban poor.



IR. MOHAMAD HANAFI RAMLI

**COMMITTEE MEMBER** 

Ir. Mohamad Hanafi Ramli obtained his B. Sc in Electrical Engineering from the University of Missouri-Columbia, USA in 1985.

He is a professional engineer registered with Board of Engineers and Institution of Engineers, Malaysia. He has over 30 years' experience in engineering and construction industry. Presently, he runs his M&E engineering consultancy firm involving projects in the public and private sectors. Ir. Hanafi is also an examiner for engineers sitting for professional exams with BEM and IEM.

He started his career with JKR involving military installations and facilities for the army, navy and air force throughout the country.

He was with UEM, a public listed company in 1995 engaging in constructions of KLIA satellite building, sports complex, highways and hotels.

Over the years, he has been involved in health care facilities for hospitals in Ipoh, Cameron Highlands and Kluang under Ministry of Health.

He was involved with KLIA in both airside and landside including runways and aprons, baggage handling tunnel, track transit tunnel, ground power supply, air field lighting, upgrading of new large aircraft gate and control towers in integration of existing and new air traffic control system (ATCS) for KLIA and KLIA2.

His works also included institution of higher learning in faculties at UIA and infrastructures and power supply reticulations at UM, UKM, UPM and UiTM.

His volunteer work with MERCY Malaysia started in 2005 post Indian Ocean Tsunami. He was part of the technical team for the rehabilitation and reconstruction of schools, higher learning institutions, orphanages and healthcare facilities in Aceh, Nias, Bengkulu, Yogjakarta and Padang.

He also volunteers with MERCY Malaysia for the reconstruction and rehabilitation projects in Bangladesh, Sri Lanka, Pakistan, Myanmar, The Philippines and Bosnia and recently in Palu, Sulawesi.

In local front, he has participated in flood relief in Pahang, Terengganu and Kelantan since 2013. Ir. Hanafi was an internal auditor prior to his election as an Executive Council Member of MERCY Malaysia in 2017.

# ABOUT US

## MERCY MALAYSIA EXECUTIVE COUNCIL



ASSOC. PROF. DATO DR. HANAFIAH HARUNARASHID

**EX-OFFICIO** 

Dr Hanafiah received his education at the Malay College Kuala Kangsar and qualified BSc Medical Sciences from the University of St Andrews and MBChB from the University of Edinburgh Medical School with double distinctions. He obtained his FRCS from the Royal College of Surgeons of Edinburgh and the Royal College of Surgeons in Ireland in 1998. He subsequently subspecialised in vascular and endovascular surgery in Edinburgh leading to the award of CCST and a year in as a fellow at the Freeman Hospital in Newcastle before returning to Malaysia to set up the vascular surgical division in UKM Medical Centre.

He is the founding member and the director of the state of the art and award winning Advanced Surgical Skills Centre. He is a member of the Malaysian National conjoint board of surgery, the Malaysian Board of Thoracic and CardioVascular Surgery, the NSR, a certified ATLS instructor and the convenors of the intercollegiate MRCS examinations and the Joint Surgical Colleges Fellowship Examinations of the United Kingdom. Indeed it is his pivotal role that led to the historic opening of the first international office of the prestigious Royal College of Surgeons of Edinburgh in Kuala Lumpur. He is also appointed International Surgical Adviser for RCSEd.

Dr Hanafiah successfully bid to host the Asian Congress of Surgery in Kuala Lumpur in 2019, and was part of the a team that made history by successfully bidded to host

for the World Congress of Surgery in Kuala Lumpur in 2021. Myceb of the Ministry of Culture and Tourism awarded him the Kesatria Malaysia in 2013 for his significant contributions in the convention and exhibition industry.

Dr Hanafiah immense contributions has been recognised by his peers with awards of fellowships from the Academy of Medicine of Malaysia in 2016, the Academy of Medicine of Singapore and the American College of Surgeons in 2017 and recently became the first Honorary Fellow of the Academy of Medicine of the Philippines. The prestigious Royal College of Surgeons of Edinburgh awarded him the International Surgical Medal in 2015, making him the the first Malaysian to be bestowed that award.

Dr Hanafiah was a MERCY Malaysia volunteer during the 2014 floods and appointed ex-officio council member since 2017.



DR. PETER GAN KIM SOON

**EX-OFFICIO** 

Peter Gan is public health physician who is pursuing Doctor of Public Health (DrPH) with University of Malaya. He received his medical degree from Manipal University, followed by graduate studies in Medical Ethics and Law from King's College London and Public Health from University of Malaya. He is certified in Health in Complex Humanitarian Emergencies from Emory University, USA, and International Health from University of Copenhagen, Denmark.

Trained as a physician, Peter is committed to public service by participating as a board member for the Medical Research & Ethics Committee (MREC) that protects the rights and wellbeing of research subjects, Malaysian Medico-Legal Society (MLSM) that promotes discussion between professions and Transparency International (TI) Malaysia for communication, fundraising and publication against corruption. His passion for universal healthcare is further reinforced by his regular volunteerism with soup kitchens and free clinics that provide essential care to the marginalised and disenfranchised individuals in the local community.

Peter volunteered with MERCY Malaysia prior to his medical education, assisting in mobile clinics, vaccination programmes and fundraising since 2001. As a medical practitioner, he was deployed to Pahang and Kelantan in 2014 and 2015 respectively

to manage the primary health clinics in flood relief centres. In 2017, he answered the call for the flood and landslide relief in Sri Lanka by performing rapid assessment of damages, as well as providing primary healthcare to 465 affected individuals. He was appointed as an Ex-Officio member to assist in public health programmes of MERCY Malaysia. Later that year, he was also deployed to Bangladesh to respond to the humanitarian crisis that affected the Rohingya. He was also actively involved in the stakeholder engagement with IOM, UNHCR, UNFPA and WHO in the early stages of the crisis.



DR. ROSLAN HARUN

EX-OFFICIO

Dr. Roslan Harun joined MERCY Malaysia as a volunteer in 2001 and was coopted as an Ex Officio of MERCY Malaysia in September 2017. He was involved in MERCY Malaysia's mission to Pakistan in 2001, Acheh in 2004, and Kashmir in 2005. Dr. Roslan Harun is also a Member of the Persatuan Kesihatan IKRAM Malaysia (IKRAM Health), Pertubuhan IKRAM Malaysia (IKRAM), Islamic Medical Association of Malaysia (IMAM), Academy of Medicine Malaysia, Royal College of Physician and Surgeon Glasgow, Malaysia Thoracic Society (MTS), and European Respiratory Society (ERS).

Dr Roslan Harun commenced his practice in KPJ Ampang Puteri in April 2015. He was formerly a Senior Consultant Respiratory Physician and Associate Professor at the UKM Medical Centre. He graduated from the Faculty of Medicine, Universiti Kebangsaan Malaysia in 1989 and obtained his specialist qualification MRCP (UK) from the Royal College of Physicians, United Kingdom in 1993. After completing his respiratory training and PhD degree from the University of Leeds (UK), he became a

Clinical Specialist in Respiratory Medicine and Lecturer in Department of Medicine UKM in 1998. In 2001, he was appointed as Consultant Respiratory Physician and Associate Professor and became Senior Consultant Respiratory Physician in 2010. His clinical interests include chronic cough, asthma, COPD, lung cancer, respiratory infections (including tuberculosis) and interstitial lung disease.

## TREASURER'S REPORT

#### **FINANCIAL STATEMENTS**

The Executive Committees of the Association are responsible for the preparation and fair presentation of these financial statements in accordance with Malaysian Financial Reporting Standards, International Financial Reporting Standards and Society Act, 1966 in Malaysia. This responsibility includes: designing, implementing and maintaining internal control relevant to the preparation of financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate policies; and making accounting estimates that are reasonable in the circumstances

The last Annual General Meeting approved the appointment of Azuddin & Co. as our external auditor. They have been working with MERCY Malaysia in previous years and together we have strived to improve the annual financial reporting process.

#### **HOW OUR WORK IS FUNDED**

MERCY Malaysia received donation from various sources such as Public Donors, Private Sector, Other Non-Profit Organisations and International Organisations.

There has been a slight decrease on total income compared to year 2018. The total income received in 2019 is RM11.4 million compared to year 2018 which amounted to RM12.5 million.

Restricted funds are donations received for a particular country or project, whereby unrestricted fund shall allow MERCY Malaysia to act fast during emergency phase of a disaster and also to support the operations costs.

### WHERE YOUR GIVING GOES

MERCY Malaysia has spent RM11.3 million on Charitable Expenditure equivalent to 86% from total expenses in 2019. Another 6% goes to Communication & Fundraising cost and 8% goes to Operating Expenses.

MERCY Malaysia has managed to reduce our operating expenses approximately RM260,000.00 (RM Two hundred and sixty thousand) in 2019. The total operating expenditure for 2019 amounted to RM1.07 million compared to RM1.3 million in 2018. The operating expenses included the management and governance cost in 2019.

#### HOW YOUR GIVING HELPS

As our main focus, the medical relief and sustainable health-related development projects and programs remain a priority. This was translated to a spending of 61% of the total charitable expenditure or equivalent to RM6.9 million spent on Medical and Health Related projects and programs.

### WHERE YOUR GIVING HELPS

MERCY Malaysia has implemented more than 110 projects and activities both local and overseas. Based on the spending, our activities mainly focus in Southeast Asia which consist of 83% of our total Charitable Expenditure, including Malaysia. Whereas 13% of our spending for South Asia such as Bangladesh and Afghanistan. Another 4% goes to Middle-East namely Palestine, Yemen and Syria.

Last but not least, we would like to express our deepest appreciation to all our stakeholders including the EXCO, secretariat, members, pool of volunteers, partners and donors who have worked with us throughout the year.

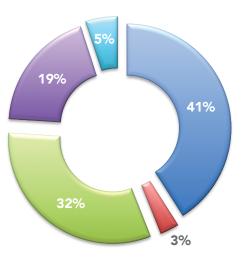
AR MOHAMAD AYOF BIN BAJURI

Honorary Treasurer



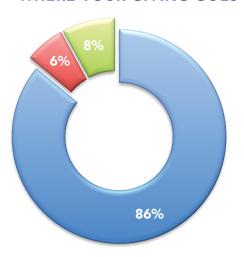
## FINANCIAL REVIEW

### **HOW OUR WORK IS FUNDED**



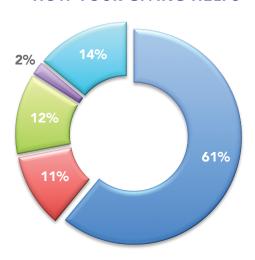
- International Organisation (RM4.5 mil)
- Other NGOs (RM0.3 mil)
- □ Private Sector (RM3.5 mil)
- Public (RM2.0 mil)
- Local Government (RM0.5 mil)

### WHERE YOUR GIVING GOES



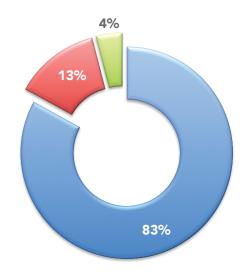
- Charitable Expenditure (RM11.3 mil)
- Communication and Fundraising Expenses (RM0.7 mil)
- Operating Expenses (RM1.0 mil)

### **HOW YOUR GIVING HELPS**



- Medical & Health Related (RM6.9 mil)
- Shelter & Settlement (RM1.2 mil)
- Water, Sanitation & Hygiene WASH (RM1.3 mil)
- Food Security & Nutrition (RM0.2 mil)
- Disaster Preparedness (RM1.5 mil)

### WHERE YOUR GIVING HELPS



- Southeast Asia (RM9.4 mil)
- South Asia (RM1.5 mil)
- Middle East (RM0.4 mil)

2018

2019

# ABOUT US

# CONDENSED AUDITED FINANCIAL INFORMATION

FOR THE 12-MONTH PERIOD ENDING 31 DECEMBER 2019

DONATION AND OTHER INCOME

DONATION AND OTHER INCOME	2019 RM	2018 RM
Donation	KIVI	KIVI
Unrestricted	2,286,408	2,194,448
Restricted	8,784,839	10,202,880
Total Donation	11,071,247	12,397,328
Other Income		
Membership Fees	1,910	2,160
Other Income	349,514	180,136
Total Other Income	351,424	182,296
TOTAL DONATION AND OTHER INCOME	11,422,671	12,579,624
EXPENSES	2019	2018
Charitable Former diagram	RM	RM
Charitable Expenditure  Medical & Health Related	6,986,179	4 027 072
Shelter & Settlement		6,827,073 1,571,976
Water, Sanitation & Hygiene (WASH)	1,235,369 1,350,380	1,203,110
Food Security & Nutrition	227,490	598,777
Disaster Preparedness	1,543,846	1,336,913
Total Charitable Expenditure	11,343,264	11,537,849
·		, ,
Communication and Fundraising	711,594	621,528
Operating Expenditure	1,078,326	1,338,449
TOTAL EXPENSES	13,133,184	13,497,826
CHANGES IN CHARITABLE FUND	2019	2018
Palance as of 1 January	7 450 002	9 577 105
Balance as of 1 January  Deficit for the year	7,658,983 (1,710,513)	8,577,185 (918,202)
Balance as at 31 December	5,948,470	7,658,983
	2,7 10, 1.2	7,000,700
Charitable Funds consist of:		
Unrestricted funds	621,647	518,398
Restricted funds	5,326,823	7,140,585
BALANCE OF FUNDS	5,948,470	7,658,983











The chemical spill incident at Sg Kim Kim, Pasir Gudang, early in the year caused almost 500 people to be hospitalised, with 10 people in ICU, for upper respiratory tract infections such as coughs and sore throats. When the National Crisis Preparedness & Response Centre (CPRC) opened the Pasir Gudang Stadium as the triage focal point, MERCY Malaysia worked hand in hand with them to treat patients who came in with symptoms of vomiting, difficulty breathing, sore eyes and sore throat. Over 800 patients were seen over 10 days by the three medical teams who were deployed, with the last team including a MHPSS unit to allay anxiety and panic among the public and medical personnel on duty.

This was followed by a MHPSS seminar for school principals and teachers to analyse and determine how to better manage the students, parents and teachers in the event of another disaster. Participants were also introduced to Psychological First Aid and taught breathing techniques to calm down.

### **PROJECT: EMERGENCY RESPONSE - CHEMICAL SPILL**

### **PROJECT PARTNERS**

- Yayasan Sime Darby
- Mah Sing Foundation

### **LOCATION**

Pasir Gudang Stadium

### **DURATION**

12 - 21 March 2019

22 - 24 June 2019

- Distributed R95 masks to patients, schools and neighbourhoods located closest to ground zero
- Provided medical support for patients affected by the toxic fumes from the chemical spill
- Seminar on Mental Health Psychosocial Support (MHPSS) for 200 educators and school principals

### **JOHOR** P DISASTER RISK REDUCTION



In conjunction with National Disaster Preparedness Month 2019 and UNDRR International Day for Disaster Risk Reduction 2019, the National Disaster Management Agency (NADMA) organised the Science and Community-Based Disaster Risk Reduction (SCBDRR) Exhibition & Programme to promote disaster education and introduce school disaster preparedness among students and teachers.

The programme is celebrated throughout October each year in Malaysia to provide a more collective and holistic awareness of disaster preparedness. The event is a strategic cooperation between the University of Technology Malaysia (UTM) Kuala Lumpur and Johor, Department of Occupational Safety and Health (JKKP), Pasir Gudang

Municipal Council (MPPG), Civil Defense Force (APM), MERCY Malaysia, Japan International Cooperation Agency (JICA), the Malaysian Society for Occupational Safety & Health (MSOSH), technical agencies and other NGOs. 900 students who were affected by the chemical spill incident at Sg Kim Kim earlier in the year also participated in the programme.

### PROJECT: SCIENCE AND COMMUNITY BASED DISASTER RISK REDUCTION (SCBDRR)

### **PROJECT PARTNERS**

- National Disaster Management Agency (NADMA)
- University of Technology Malaysia (UTM)

### **LOCATION**

Dewan Serbaguna Taman Mawar, Pasir Gudang

### **DURATION**

12 - 13 October 2019

- Talk on Psychological First Aid (PFA)
- Introduction to School Preparedness Programme and Quick Steps taken during Sq Kim Kim Chemical Spill
- Promotional booth





## JOHOR F CRISIS RESPONSE



Johor was one of the states badly affected by dangerous weather warnings and floods caused by the Monsoon Timur Laut in December 2019. The district of Kluang recorded the highest number of flood evacuees, followed by Kota Tinggi. The two main roads in Kota Tinggi were closed to all vehicles at one point. MERCY Malaysia Johor Chapter took immediate action by contacting Pusat Kawalan Operasi Bencana Mersing and Kota Tinggi for a needs assessment, followed by distribution of Hygiene Kits and Cleaning Kits to affected communities. A mobile clinic was also conducted at SMK Seri Perdana Evacuation Centre in Kluang to provide relief to people who were affected by the floods.



### **PROJECT: FLOOD RESPONSE JOHOR**

### **PROJECT PARTNERS**

- National Disaster Management Agency (NADMA)
- Kementerian Kesihatan Malaysia (KKM)
- Pejabat Kesihatan Daerah (PKD) Kluang

### LOCATION

- Kluang, Kota Tinggi
- Muar, Johor

### **DURATIONS**

14 - 20 December 2019

- 520 families received Hygiene Kits
- 270 families received Cleaning Kits
- 56 patients received medical care

### **KELANTAN**

WATER, SANITATION, HYGIENE



Despite Malaysia being a country with bountiful rainfall and rivers, there are still pockets of society such as that in Kuala Krai that do not have access to clean water due to geographical challenges.

In its second year of execution, this WASH project serves to improve the health and socio-economic wellbeing of underprivileged communities in Kuala Krai through sustainable and safe water supply, sanitation and good hygiene practices. The project consisted of three components - access to clean and safe water, good sanitation and hygiene practices, as well as capacity building training

and health awareness promotion on safety and water-borne diseases.

The project saw 144 houses and 694 beneficiaries receiving clean water supply piped right to their homes. Another 112 beneficiaries from 26 homes also received new bathrooms and toilets, which helped improve hygiene conditions and practices.

### **PROJECT: WATER, SANITATION AND HYGIENE (WASH)**

### **PROJECT PARTNERS**

- Maybank Islamic Berhad
- Unit Bekalan Air dan Kebersihan Alam Sekeliling (BAKAS)
- Unit Promosi Kesihatan (UPK), Pejabat Kesihatan Daerah Kuala Krai (PKD Kuala Krai)
- Majlis Agama Islam Dan Adat Istiadat Melayu Kelantan (MAIK)

### **LOCATION**

- Kampung Sungai Tias
- Kampung Sungai Sam
- Kampung Gong Genor Kampung Gertak Kangkong

### **DURATION**

October 2018 - November 2019

- Training on water system management for WASH committee members
- · Distribution of 180 sets of family hygiene kits





### **KLANG VALLEY**

♣ HEALTH - RELATED DEVELOPMENT



Access to basic services, such as shelter, healthcare and education, is challenging for refugees and asylum seekers in Malaysia as the country is not signatory to the 1951 Refugee Convention or its 1967 Protocol. The project targets Rohingya refugees in Malaysia, who are exposed to various risks such as Sexual & Gender-Based Violence (SGBV).

The psychosocial and SGBV trainings helped refugees identify symptoms of stress, anxiety and depression among adults and children. Upon conclusion, participants were able to provide basic listening skills, teach school children proper

relaxing techniques, identify surrounding resources to help reduce stress levels and seek proper protection from SGBV. The trainings, conducted by our partner, ICMC, covered topics such as child marriage, rape, sexual harassment and domestic violence.

The health and hygiene training for school teachers used child-friendly modules that were easy to understand. Participating teachers learnt how to teach children and parents proper meal preparation, healthy food and basic personal hygiene. Dignity kits and hygiene kits were also distributed to help improve their personal hygiene.

### PROJECT: SEXUAL AND GENDER-BASED VIOLENCE (SGBV), PSYCHOSOCIAL SUPPORT SYSTEMS AND PROGRAMMES FOR MINORS IN ROHINGYA COMMUNITIES IN MALAYSIA

### PROJECT PARTNERS

- Canadian Fund for Local Initiatives (CFLI)
- Rohingya Society Malaysia (RSM)
- International Catholic Migration Commission (ICMC)

### **LOCATION**

- Pulau Pinang
- Kuala Lumpur
- Selangor

### **DURATIONS**

August 2018 - April 2019

### OUTPUT

- 74 men and women in Pulau Pinang, Selangor and Kuala Lumpur were trained on stress, coping mechanism and SGBV.
- 32 school teachers and community leaders attended training on managing stress, anxiety and

### depression

- 32 school teachers and community leaders attended training of trainers on Nutrition and WASH
- 488 Rohingyas received primary health care treatment at mobile clinics
- 800 Rohingya men, women, boys and girls received dignity and hygiene kits

### **KLANG VALLEY**

**F** CRISIS RESPONSE



The haze, caused by open burning of farmlands after harvest in Indonesia, is already an annual affair. However, air conditions were more severe in 2019 due to wind directions. When the Air Pollution Index (API) exceeded 200 on 12 September, 40 schools were closed, with more in the following week.

MERCY Malaysia swung into action to distribute 3-ply masks to city folks. With the assistance of 10 volunteers, 5,000 masks were distributed every day for 6 days at high traffic areas such as Brickfields, Masjid Jamek, Sentral

Stesen, Puduraya and Central Market. Priority was given to motorcyclists and people using public transportation as they were outdoors for a longer period of time. Masks are also given to outdoor workers such as road sweepers, staff at toll stations and garbage collectors.

### **PROJECT: HAZE RESPONSE**

**PROJECT PARTNERS** PMCare Sdn Bhd

**LOCATION** Kuala Lumpur **DURATION** 

14 -20 September 2019

### OUTPUTS

15,000 3-ply surgical masks distributed at 5 locations

# PERAK + HEALTH - RELATED DEVELOPMENT



In Peninsular Malaysia, the Orang Asli (OA) or aborigines form a minority (0.7%) of the total population. Some live near to established mainstream communities but most continue to live in the deep hinterlands and only occasionally contact with the outside world. The government has been improving facilities to serve these marginalized populations with better services including oral healthcare. However, the community hardly uses modern dental services even when they are available.

The outreach dental clinics and oral hygiene awareness programmes conducted by MERCY Malaysia provided the OA population in the hard-to-reach areas with access to dental care. Increased awareness of personal oral hygiene practice is also a desirable outcome of this programme, starting with the children.

### **PROJECT: DENTAL OUTREACH CLINIC FOR ORANG ASLI**

### **PROJECT PARTNERS**

- Hospital Orang Asli Gombak
- LDS Charities

### **LOCATION**

Kampung Orang Asli Sg. Kejar, Royal Belum, Perak

### DURATIONS

2 – 4 April 2019

- 46 people (15 adults & 29 children) received dental services
- 50 children attended the children activities
- 100 oral kits distributed

### **SABAH** CRISIS RESPONSE





Close to 80 families were left homeless when the squatter settlement in Putatan was razed to the ground within hours. Following the incident, MERCY Malaysia Sabah Chapter visited the evacuation centre for a needs assessment and to offer assistance. 9 volunteers were later deployed to deliver hygiene kits and food packs to the affected community.



### **PROJECT: EMERGENCY RESPONSE - FIRE RELIEF**

### **PROJECT PARTNERS**

Yayasan Sime Darby

### LOCATION

Putatan, Sabah

### **DURATION**

12 January 2019

Distribution of hygiene kits and food pack to 78 families at evacuation centre

# SABAH + HEALTH - RELATED DEVELOPMENT



Medical services are a luxury for the communities living in the remote areas of Sabah. Most villages are accessible only via 4-wheelers through dirt roads. Transportation is costly and most villagers are unable to afford them with wages from farming or hard labour.

As such, MERCY Malaysia has been bringing medical services to people in the interiors of Sabah through outreach clinics for the past decade. 5 outreach clinics were conducted in 2019, each time involving 30 volunteers from various backgrounds.

The clinics provided health screening and treatment, dental screening and treatment, pap tests, breast examination, head lice treatment, health education, eye checking and hygiene kits to villagers. In 2019, the services were expanded to include opthalmetry services. A portable cutting unit for dental filling reduced tooth extractions.

### **PROJECT: OUTREACH CLINIC**

### **PROJECT PARTNERS** LDS Charities

### **LOCATION**

- Kg Abingkoi, Tenom
- Kg Binanon, Nabawan
- Kg Suang Duyung, Pitas
- Kg Ulu Nandal, Tambunan

• Kg Maidan, Paitan Beluran

### **DURATIONS**

22-24 February 2019 3-5 May 2019 26-28 Jun 2019 8-10 November 2019 13-15 December 2019

### **OUTPUTS**

898 beneficiaries received free medical treatment consisting of dental care, pap smears, eye examinations, head lice treatment, health education and oral care.

### **SABAH**

**HEALTH - RELATED DEVELOPMENT** 



For decades, the villagers at Kg Suang Duyong depended on shallow well or ponds for drinking, cooking and washing. With the surrounding forests being developed into acacia and oil palm plantations, their water source became contaminated with e-coli, heavy metals, faeces and pesticides.

When lab tests on the water and soil showed high levels of contaminants, the Sabah Chapter explored tube wells as an alternative. However, geophysical tests showed poor availability of underground water due to rocks formation

in the surroundings. Therefore, the most practical solution was rain water harvesting (RWH).

The RWH system with a capacity of 3,600 litres was installed on 38 houses. An additional storage of 50,000 litres of water was constructed in communal tanks as back-up during the dry months from July to November. With the RWH system, the villagers now enjoy clean water supply right at home.

### **PROJECT: WATER, SANITATION AND HYGIENE (WASH)**

### PROJECT PARTNERS

- UMW Holdings Berhad
- Gerak Saga Sdn Bhd

### LOCATION

Kg Suang Duyung, Pitas

### **DURATION**

February 2019 - December 2019

- Rain water harvesting system installed in 38 houses
- Communal rain water harvest with a capacity of 50,000 litres installed



### SARAWAK



The annual haze that shrouds Malaysia in certain times of the year was significantly worst in 2019, with the worst-hit being Sarawak due to its geographical proximity to Kalimantan, the epicentre of the burning. The Air Pollution Index reading reached 272 at one point. 337 schools at 9 districts were closed, and the Ministry of Health advised the public to stay indoors.

However, it was not an option for people who work outdoors such as policemen, garbage collectors, security personnel,

plantation labourers and others. To provide some relief to people in these professions, MERCY Malaysia Sarawak Chapter distributed 2,000 masks, with advice on how to stay safe and healthy during the hazy season.

### **PROJECT: EMERGENCY RESPONSE - HAZE**

**PROJECT PARTNERS**LDS Charities

**LOCATION** Kuching Samarahan **DURATIONS**22 September 2019

**OUTPUTS**2,000 N95 masks distributed to outdoor workers

### **SARAWAK**

**F** CRISIS RESPONSE



A longhouse with 30 doors at Sungai Asap, Belaga, was razed to the ground, leaving over 400 people homeless. MERCY Malaysia Sarawak Chapter was mobilised to conduct an assessment of the damages and needs. Following that, volunteers from Kuching drove 10 hours to Belaga to bring hygiene kits and offer emotional support to the families affected.



### **PROJECT: EMERGENCY RESPONSE - FIRE RELIEF**

**PROJECT PARTNERS** Yayasan Sime Darby

LOCATION Sungai Asap, Belaga **DURATION** 8 - 10 May 2019

OUTPUTS

Distribution of 100 hygiene kits



### SARAWAK





A fire at the 26-door Rumah Panjang Lepang Sayat, Engkelili, Sri Aman, left 167 people with nothing to their name. MERCY Malaysia Sarawak Chapter made immediate contact with the District Officer and Jabatan Kebajikan Masyarakat to offer assistance to the families affected. 2 four-wheelers and 9 volunteers were mobilized to conduct the distribution of hygiene items and food packs. At the same time, a mobile clinic was conducted to provide medical aid to people who incurred injuries or had existing health problems.



### **PROJECT: EMERGENCY RESPONSE - FIRE RELIEF**

### **PROJECT PARTNERS**

Yayasan Sime Darby

### LOCATION

Kg Lepang Sayat, Engkelili

### **DURATIONS**

28 July 2019

- Distribution of 26 sets of hygiene kits, food packs and Non-Food Items
- Medical screening for 90 patients

### **SELANGOR**

HEALTH - RELATED DEVELOPMENT



Pusat Jagaan Mahmudah, located in Semenyih was established in February 2016. The home houses 65 senior citizens aged between 60 to 80, most of whom are neglected or abandoned by their family members. Some were referred from the hospitals when their family members did not come to bring them home, while others checked themselves in when they had nowhere else to go.

The mobile clinic was conducted in conjunction with Maybank Islamic Berhad's 2019 CR Day. With most of the residents suffering from health problems such as high

pressure, diabetes, high cholesterol, Alzheimer's Disease, MERCY Malaysia volunteers helped provide basic health screening and advice for a healthy lifestyle. 29 patients received medical consultation and treatment.

### **PROJECT: MEDICAL OUTREACH**

**PROJECT PARTNERS** Maybank Islamic Berhad (MIB)

LOCATION Kg Sungai Purun, Semenyih **DURATION** 

12 November 2019

Mobile Clinic and donation of medical products







This mobile clinic and health awareness programme was a collaboration with a group of Masters students known as UKM Force 9M, who wanted the opportunity to work with under-served communities such as refugees. The mobile clinic not only provided medical consultation and treatment to the refugee community but also health awareness on hygiene, oral care, family planning, nutrition, infection control, Non-Communicable Diseases, as well as referrals

to the nearest hospital/clinics. The small school of refugees was turned into a hive of activities, with the children learning about oral health and handwashing, while the clinic area was divided into separate sections for men and women for additional privacy.

### PROJECT: MOBILE CLINIC AND HEALTH AWARENESS PROGRAMME FOR ROHINGYA REFUGEES

### **PROJECT PARTNERS**

UKM Force 9M

### LOCATION

Madrasah Al Islamiyyah, Kajang

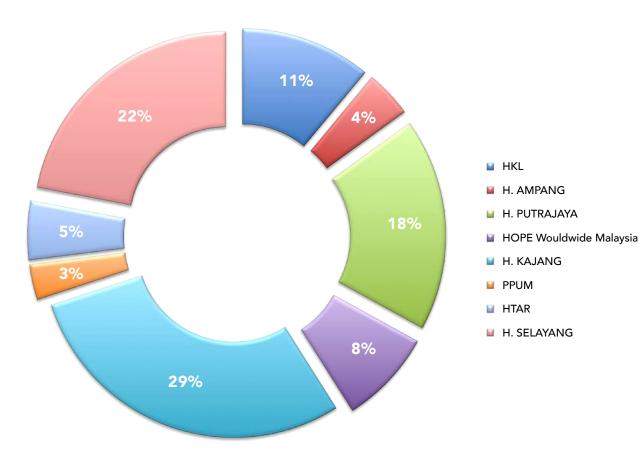
### **DURATIONS**

20 July 2019

- Mobile Clinic
- Distribution of 80 family hygiene kits

### **SELANGOR**

**HEALTH - RELATED DEVELOPMENT** 



One of the leading problems for the refugee population in Malaysia is the high cost of healthcare particularly for higher care. Most refugees with chronic and debilitating diseases are left without proper medical care, which leads to decreased quality of life and premature death.

To lessen the burden of refugee families facing medical challenges, Lembaga Zakat Selangor funded a financial health assistance programme that benefitted 43 refugees for a 6-month period. The programme comprised two mobile outreach clinics and health financing for refugees who were referred to the closest hospital.

### **PROJECT: HEALTH FINANCIAL ASSISTANCE FOR REFUGEES**

### **PROJECT PARTNERS**

- Kementerian Kesihatan Malaysia
- Lembaga Zakat Selangor (LZŚ)

### LOCATION

- Hospital Kuala Lumpur
- HOPE Worldwide Malaysia
- Hospital Ampang

- Hospital Putrajaya
- Hospital Kajang
- Pusat Perubatan Univerisiti Kebangsaan Malaysia
- Hospital Putrajaya
- Hospital Selayang Hospital Tuanku Ampuan Rahimah

### **DURATION**

July - December 2019

### **OUTPUTS**

43 refugees received financial assistance for hospital payments and access to higher healthcare

### **SELANGOR**

🖶 HEALTH - RELATED DEVELOPMENT



Increasing reports and findings confirmed that the urban poor population is vulnerable to various healthcare challenges due to poverty. The mobile clinics previously conducted at the same location provided us with the opportunity to alleviate this problem by providing access to primary healthcare services without compromising the quality of care.

The programme, targeted at 40 households in the B40 category, provided higher care referrals (10 cases), early chronic disease identification and management (3 cases), and increase in hygiene practices. With increased visibility, trust and community engagement, participation from the community continued to increase over the course of the programme.

### **PROJECT: MOBILE CLINIC FOR URBAN POOR**

**PROJECT PARTNERS** LDS Charities

### LOCATION

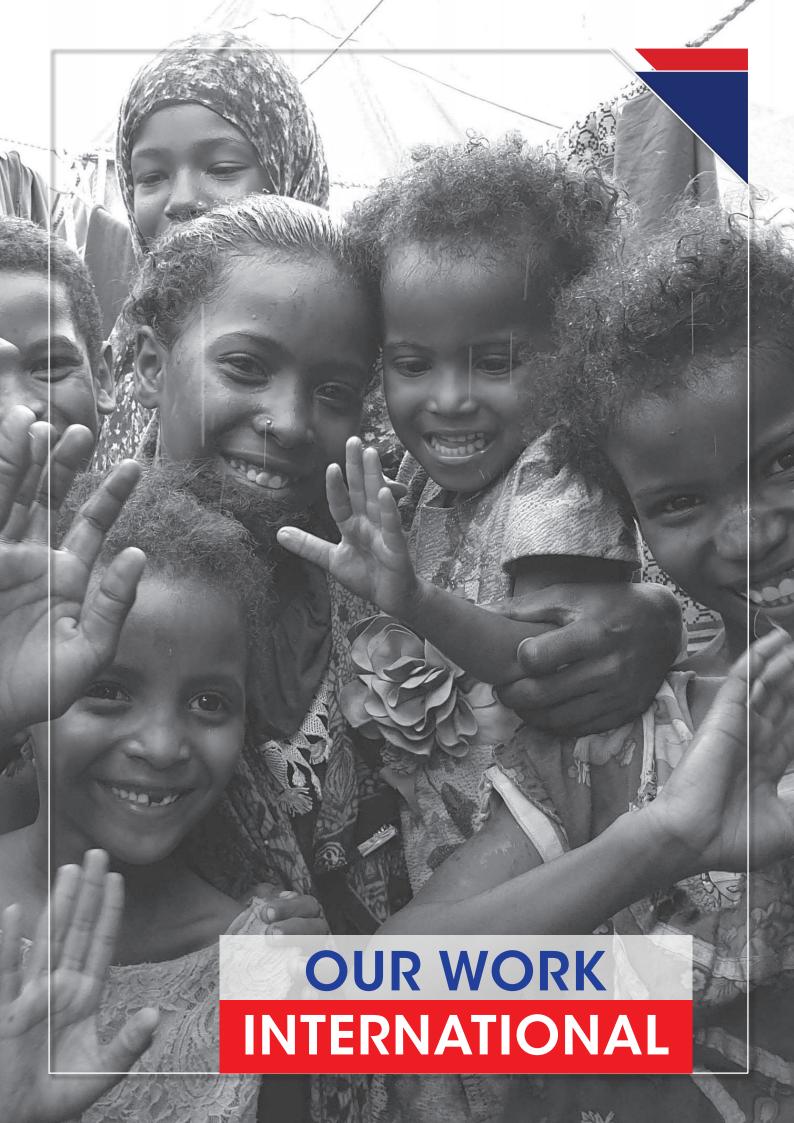
Perumahan Asnaf Subang Bestari, Shah Alam

### **DURATIONS**

July 2019- May 2020

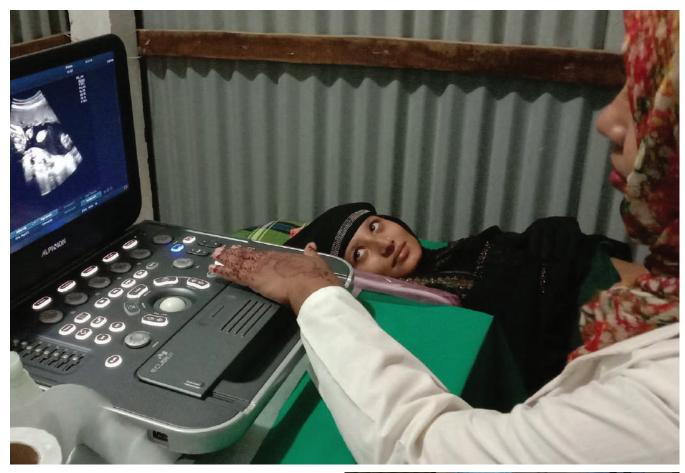
### OUTPUTS

4 mobile clinics and psychosocial activities for children



### **BANGLADESH**

➡ HEALTH - RELATED DEVELOPMENT



Women and children are among the most vulnerable groups in refugee camps and settlements. All the more so in an over-crowded refugee camp with the population of over 1 mil refugees.

Since Dec 2018, MERCY Malaysia's Maternal & Child Health Centre in Jamtoli Ccamp 15 had been providing essential care and health education to the refugee community. Apart from providing antenatal care to expectant mums, the centre also offers safe and dignified delivery services, and classes on family planning, domestic violence, and others.



### **PROJECT: MATERNAL & CHILD HEALTH CENTRE**

### PROJECT PARTNERS

- Dhaka Community Hospital Trust
- Maybank Islamic Berhad
- NSTP-Mediaprima Humanitarian Fund
- Rohingya Relief Fund
- Community Initiative Society (CIS)

### LOCATION

Jamtoli Camp 15, Cox's Bazar

### **DURATIONS**

January – December 2019

- 3117 women received antenatal care
- 122 babies
- 122,876 patients seen in total
- 360 packs of nutritious food distributed
- 2061 family planning kits distributed

### **BANGLADESH**

HEALTH - RELATED DEVELOPMENT



In Sept 2017, political hostilities in the state of Rakhine in Myanmar caused a mass exodus of over 800,000 Rohingya people across the border to Cox's Bazar in Bangladesh. In that refugee camp with over 1.2 mil refugees, food scarcity and hunger is the norm. Without employment or space to grow their own food, they depend entirely on humanitarian aid to survive.

For the second consecutive year, MERCY Malaysia provided Ramadan food packs to 600 households during the holy month to alleviate their hunger. Each food pack consisted of staple foods such as rice, lentils, cooking oil, onions, herbs, potatoes and more to last a month.



### **PROJECT: RAMADAN RELIEF**

### **PROJECT PARTNERS**

- Dhaka Community Hospital Trust
- Maybank Islamic Berhad
- Rohingya Relief Fund
- Community Initiative Society (CIS)

### LOCATION

Jamtoli Camp 15, Cox's Bazar

### **DURATION**

May 2019

### **OUTPUTS**

600 households received Ramadan Food Packs for breaking of fast



# AHONAL



**F** CRISIS RESPONSE



In September 2018, Palu went down in history after being struck by a 7.7 Richter scale earthquake which triggered a 3-meter high tsunami and liquefaction in Palu and Donggala, Central Sulawesi. Over 2,000 people lost their lives, while thousands lost their homes.

During the emergency phrase, MERCY Malaysia had conducted mobile clinics for a week, and distributed food and non-food items to affected communities. In the recovery stage, psychosocial practitioners were deployed to provide counselling and psychological support, as well as build temporary shelters at Hunian Antara Lere.

The location also contained amenities such as MCKs

for washing, cleaning and toilets. Due to the number of shelters and families, other amenities, such as a temporary musollah, a TV viewing area, gazebos and a women's area for cooking and training purposes. There was also an office and warehouse in place for distributions of aid, meetings, etc.

In 2019, MERCY Malaysia had the Government's agreement to upgrade the temporary shelters at Hunian Antara Lere to transit shelters, making them more durable and comfortable as the inhabitants faced uncertainty on when their homes will be rebuilt. Residents at the settlement were previously from a fishing community located exactly where the tsunami struck

### **PROJECT: UPGRADING OF TEMPORARY SHELTERS**

### **PROJECT PARTNERS**

- Palu Relief Fund
- Media Prima Berhad
- Duta Kiaty Sukma (DKS)
- Palang Merah Indonesia (PMI)
- Palu Governor's Office (Wali Kota)

### LOCATION

Palu, Makassar Island

### **DURATIONS**

15 January - 15 June 2019

- 205 temporary shelters upgraded to transit shelters
- Management and Maintenance of Hunian Antara Lere

# INTERNATIONAL

### INDONESIA



After the Central Sulawesi disasters of September 2018, MERCY Malaysia began working on the ground to aid the affected populations of Palu, Sigi and Donggala. As part of MERCY Malaysia's Total Disaster Response Mechanism (TDRM), a workshop on 'Rebuilding a Better Central Sulawesi' was conducted to allow the sharing of experiences between the different actors that were working on the reconstruction of Palu (NGOs, Government Agencies, contractors etc).

As the date coincided with the 6-month remembrance of the disasters, MERCY Malaysia's President Dato' Dr Faizal Perdaus conducted a visit to Hunian Antara Lere where MERCY Malaysia's temporary shelter project is located. The visit was a great success, with members of the community involved at all levels of the preparation, from cleaning, to setting up and performing a traditional welcome dance. All the cooking was done gotong-royong style by the womenfolk in the shelters, while school materials, sports and non-food items were distributed to the communities of Lere during the event.

### PROJECT: 'REBUILDING A BETTER PALU' WORKSHOP AND 6TH MONTH REMEMBRANCE OF PALU DISASTERS

### **PROJECT PARTNERS**

- Provincial Indonesian National Board for Disaster Management a.k.a Badan Nasional Penanggulangan Bencana (BNPB)
- Palu Relief Fund

### LOCATION

Palu, Central Sulawesi, Indonesia

### DURATION

28 February – 28 March 2019

- Workshop attended by 131 participants
- President of MERCY Malaysia's visit in conjunction with the 6th month remembrance of the disaster
- Distribution of stationery items to students of SD AL-Khairat
- Distribution of Non-Food Items and Sports Items to Community of Keluhuran Lere

### **MYANMAR**





Myanmar suffers from yearly floods during the monsoon season, affecting and displacing thousands of people and destroying thousands of acres of crops. Mon State of South-Eastern Myanmar was severely affected with huge tracts of farmland and entire villages submerged. Kyaikmaraw and Ye township were among the most severely hit, with over 60 people killed by the floods. It was believed to be the worst floods in 60 years for those areas.

MERCY Malaysia conducted assessments in Kyaikmaraw township, for Kaw Ka Lot village track and U Lay village. There are 9 villages under Kaw Ka Lot village track and among them 4 were badly affected by the floods, namely

Kot Ka Lot, Kot Doon, Mae Ka Tan and Ka Don Ka Yel villages.

The assessments found that hygiene items and mosquito nets were mostly needed by displaced families. With Petronas' support, 1040 Hygiene kits and mosquito nets were distributed to affected populations to help them tide over the challenging times.

### **PROJECT: BILIN FLOOD RESPONSE**

**PROJECT PARTNERS**Petronas

**LOCATION**Bilin, Mon State

**DURATIONS** 15 - 31 August 2019

OUTPUTS

Distribution of 1040 sets of Hygiene Kits and Mosquito nets

### **MYANMAR**

**HEALTH - RELATED DEVELOPMENT** 



MERCY Malaysia's Myanmar operations in Sittwe began in 2012 after communal violence broke out between the local Rakhine and Rohingya communities. The situation was further exacerbated by violence in late 2017, causing more than half a million Rohingya to flee into neighbouring Bangladesh. Today, there are still an estimated 95,000 people living in the Sittwe IDP camps. Due to their restricted movement, they are dependent on humanitarian agencies and actors on the ground for healthcare, education, shelter, food and Water, Sanitation & Hygiene.

MERCY Malaysia Myanmar has been providing primary health care services to vulnerable populations via mobile and static clinics since 2013. In 2019, MERCY Malaysia's Myanmar medical teams ran health services in 10 locations within Sittwe to vulnerable communities (3 static and 7 mobile), seeing a total of 74,679 patients from January -December 2019.

### PROJECT: ADDRESSING GAPS IN ACCESSING PRIMARY HEALTHCARE IN THE SITTWE CAMPS

### **PROJECT PARTNERS**

- Rakhine State Health Department
- Myanmar Humanitarian Fund

### **LOCATION**

Sittwe, Rakhine State

### **DURATION**

January 2019 - December 2019

- Provided primary healthcare for vulnerable IDP communities in Sittwe, Rakhine state
- Conducted health awareness and trainings for community before every
- 74,679 total patients seen





### PROJECT: ADDRESSING GAPS IN ACCESSING PRIMARY HEALTHCARE IN THE SITTWE CAMPS

Patient consultation data for 2019 ( Age and sex aggregation data )

2019	Male	Female	Under 5 Male	Under 5 Female	Total	Referral
Jan	1329	3061	1032	1321	6743	70
Feb	1203	3065	830	1085	6183	78
Mar	1114	2915	903	1127	6059	69
Apr	954	2344	653	880	4831	81
May	1136	2779	943	1209	6067	79
Jun	1029	2367	805	771	4972	82
Jul	1344	3119	1059	1137	6659	69
Aug	1724	3726	1134	1246	7830	94
Sep	1218	2569	980	1058	5825	82
Oct	1249	3016	1007	1142	6414	105
Nov	994	2439	908	1005	5346	92
Dec	1415	3604	1427	1304	7750	70
TOTAL	14709	35004	11681	13285	74679	971



# INTERNATION

### **MYANMAR**

➡ HEALTH - RELATED DEVELOPMENT



With support from the Myanmar Humanitarian Fund, MERCY Malaysia continued its efforts from the previous year to provide afternoon, weekend and night shift services in Thet Kel Pyin's Sub-Rural Healthcare Centre (SRHC) SRHC, the sole in-camp that operates 24/7 in the country. TKP- SRHC is also the sole referral centre for the communities living in the Sittwe Internally Displaced People (IDP) camps and thus is a crucial link in the healthcare system there.

The funding also allowed for additional Maternal and Child Health services to be conducted in TKP-SRHC, as well as in 3 static clinics (Baw Du Pha, Kaung Doke Khar and Ohn Daw Gyi) within the Sittwe IDP camps. The one-year project served a total of 9237 patients.

### PROJECT: STRENGTHENING THE CAPACITY OF THET KEL PYIN SUB RURAL HEALTH CENTER

### PROJECT PARTNERS

- Rakhine State Health Department
- World Health Organisation
- Myanmar Humanitarian Fund

### LOCATION

Thet Kel Pyin , Sittwe, Rakhine State

### **DURATIONS**

16 September 2018 – 15 September 2019

### **OUTPUTS**

9237 patients treated or referred





### PROJECT: STRENGTHENING THE CAPACITY OF THET KEL PYIN SUB RURAL HEALTH CENTER

Number of pregnant women and young children seen, treated and/ or referred to SGH or other higher medical facility= Number of first/new AN care visit + under 2 years old paediatric care consultation data + emergency MCH patient data referred to SGH

Description	Male	Female	Under 5 male	Under 5 female	Total
Number of first/new AN care visit	0	2119	0	0	2119
Under 2 years old pediatric care consultation data	0	0	3471	3069	6540
Emergency MCH patient data referred to SGH	0	269	53	53	375
Delivery data	0	203	0	0	203
Total	0	2591	3524	3122	9237



### **MYANMAR**

🖶 HEALTH - RELATED DEVELOPMENT



Since December 2018, there has been a major escalation of conflict between the Myanmar Armed Forces (known locally as the Tatmadaw) and the Arakan Army in Rakhine State. The fighting has displaced tens of thousands of people and caused the Government of Myanmar to impose internet restrictions and access restrictions in 7 townships (except for downtown areas).

MERCY Malaysia in Myanmar is dedicated to serving the needy, vulnerable communities of Myanmar regardless of race or religion. Discussions and coordination were conducted with various parties (including the Rakhine

State Government, Rakhine State Health and other actors) for Mercy Malaysia's medical teams to receive access to provide mobile clinics to vulnerable displaced communities.

As the fighting was still ongoing, the mobile clinic teams sometimes had to change locations due to the security situation in the area. A total of 6941 patients were seen at the mobile clinics from 9 locations. The teams also worked together with the respective township health departments to provide referral support for 233 patients with serious medical conditions to the district hospitals or the Sittwe General Hospital.

### PROJECT: PRIMARY HEALTHCARE SERVICES FOR THE DISPLACED AND HOST POPULATIONS OF MRAUK-U AND KYAUKTAW

### **PROJECT PARTNERS**

- Rakhine State Health Department
- World Health Organisation
- Myanmar Humanitarian Fund

### LOCATION

Mrauk U and Kyauktaw, Rakhine State

### **DURATION**

July 2019 - December 2019

- Provided access to primary healthcare services via mobile clinics for vulnerable IDP communities in Mrauk U and Kyauktaw, Rakhine state
- Conducted community health awareness and training
- Conducted focus group discussions with the community
- Provided referral support for 233 patients
- 6941 total patients seen



### **PALESTINE** HEALTH - RELATED DEVELOPMENT



A study by UNICEF in 2017 indicated that 35.7% of Palestinian children with disabilities in the Gaza Strip do not attend school, while only 44.5% are enrolled in regular education. This is attributed to a lack of support, transportation difficulties, physical barriers, and stigma or discrimination against those with disabilities. As such, they suffer from reduced services, including sports or any form of recreational facilities.

The Al-Jazeera Sports Club Gym Hall, a purpose-built hall that used to house facilities for people with disabilities, was destroyed during the war in 2012. This has caused the sports club to rent another building which consumed a lot

of resources. In 2018, MERCY Malaysia rebuilt the Gym Hall that provides training space for the Paralympics teams. In 2019, the Gym was completed and became fully functional after being furnished with the necessary equipment.

### **PROJECT: EQUIPPING THE GYM HALL FOR PEOPLE WITH DISABILITIES**

### **PROJECT PARTNERS**

- Al-Jazeera Sports Club
- Palestine Relief Fund

### **LOCATION**

Gaza City - Gaza, Palestine

### **DURATIONS**

March – August 2019

### **OUTPUTS**

A Gym Hall for disabled athletes and Paralympics National team



The government hospitals in Gaza Strip-Palestine are constantly overloaded with cases across all departments due to the unending conflict and hostile political situation. Established in 1995, Dar Essalam Hospital in Khanyounis, Gaza, has been operated by Dar Essalam, a non-profit organisation providing health services to Khanyounis, which has a population of 360,000.

The Emergency Department previously received 500 cases monthly. The hospital also receives referral cases from other government hospitals, hence the Emergency Department

was in dire need for upgrading in order to accept more patients. Since 2016, MERCY Malaysia has been working with Dar Essalam Hospital in enhancing their Delivery and Neonatal Department. In 2019, MERCY Malaysia helped to develop the Emergency Department through the provision of medical equipment and instruments.

### PROJECT: DEVELOPING THE EMERGENCY DEPARTMENT IN DAR ESSALAM HOSPITAL

### **PROJECT PARTNERS**

- Dar Essalam Hospital
- Palestine Relief Fund

### LOCATION

Khanyounis - Gaza, Palestine

### **DURATION**

March - August 2019

### OUTPUTS

Increased capacity to receive 800 cases monthly after providing the Emergency Department with light sources, monitor, surgical cutlery and patient beds



### **PHILIPPINES**

P DISASTER RISK REDUCTION



When Typhoon Haiyan hit Ormoc City in 2013, it caused major destruction, affecting the lives of thousands of people and damaging houses, schools and public infrastructure. MERCY Malaysia had responded at that time by establishing a Field Hospital, followed by repairs to the Ormoc Hospital and a few schools, including the Nasunogan Elementary School.

Five years later, the student population at Nasunogan had increased substantially after the Philippines' Department of Education released new guidelines for each classroom to accommodate only 30 students.

With the two new classrooms, students at the school were able to study more comfortably without rotating classes to accommodate the additional student intake.

### PROJECT: CONSTRUCTION OF ADDITIONAL 2 UNITS OF CLASSROOM IN NASUNOGAN ELEMENTARY SCHOOL

### **PROJECT PARTNERS**

- Maybank Foundation
- Nasunogan Elementary School

### **LOCATION**

 Nasunogan Elementary School, Barangay Nasunogan, Ormoc City, Leyte

### **DURATIONS**

April 2019 - October 2019

### OUTPUTS

Constructed 2 classrooms to accommodate expanded student intake



## **HEALTH - RELATED DEVELOPMENT**



The crisis in Syria shows no signs of abating. As it enters its eighth year, civilians continue to bear the brunt of a conflict marked by unparalleled suffering, destruction and disregard for human life. The health sector is not spared, with health workers being targeted and health infrastructures destroyed. This has resulted in Syrian Internally Displaced Persons (IDPs) giving birth at home without safe facilities. According to the Medical Education Council (MEC), maternal mortality rate has increased from 0.052% to 0.369%, which translates into 3 deaths in every 10 deliveries.

2019 marked the final year for the first batch of students who enrolled in MERCY Malaysia's Midwifery Programme three years ago. Upon completion of their studies, they will

be placed in health facilities that support delivery services to help bring babies safely and comfortably into the world.

34 students will graduate in 2019, with another 66 students in their second and first year of study. This programme adopts a holistic approach, where the students are provided support not just academically but also provision of accommodation, transportation and daily meals.

### PROJECT: MIDWIFERY TRAINING PROGRAMME

### PROJECT PARTNERS

- Humanitarian Relief Foundation (IHH)
- Medical Education Council (MEC)
- Syria Relief Fund

### LOCATION

Atmeh, Idlib - Syria

### **DURATION**

October 2017 - September 2020

### **OUTPUTS**

100 students trained as midwives and



INTERNATIONAL

### **YEMEN**

➡ HEALTH - RELATED DEVELOPMENT



According to UNICEF, a child dies from malnutrition-related conditions every 10 minutes in Yemen. The war torn country with a population of 12 million people is facing famine, with 2 million children in Yemen in desperate need of food. Nearly 394,000 of them are severely malnourished and require immediate relief. 90% of children under the age of 6 do not have enough nourishment due to the poor diet of their mothers.

In June 2019, MERCY Malaysia distributed food for breaking fast at the Internally Displaced People (IDP) Camp at Sanaa to relieve them of hunger. The inhabitants of the IDP camps are subject to blistering heat in the daytime, and freezing cold at night as they lived in makeshift tents of tarpaulin and rocks. The food distributed provided them some warmth and strength during the holy month of Ramadan.

### PROJECT: RAMADAN RELIEF

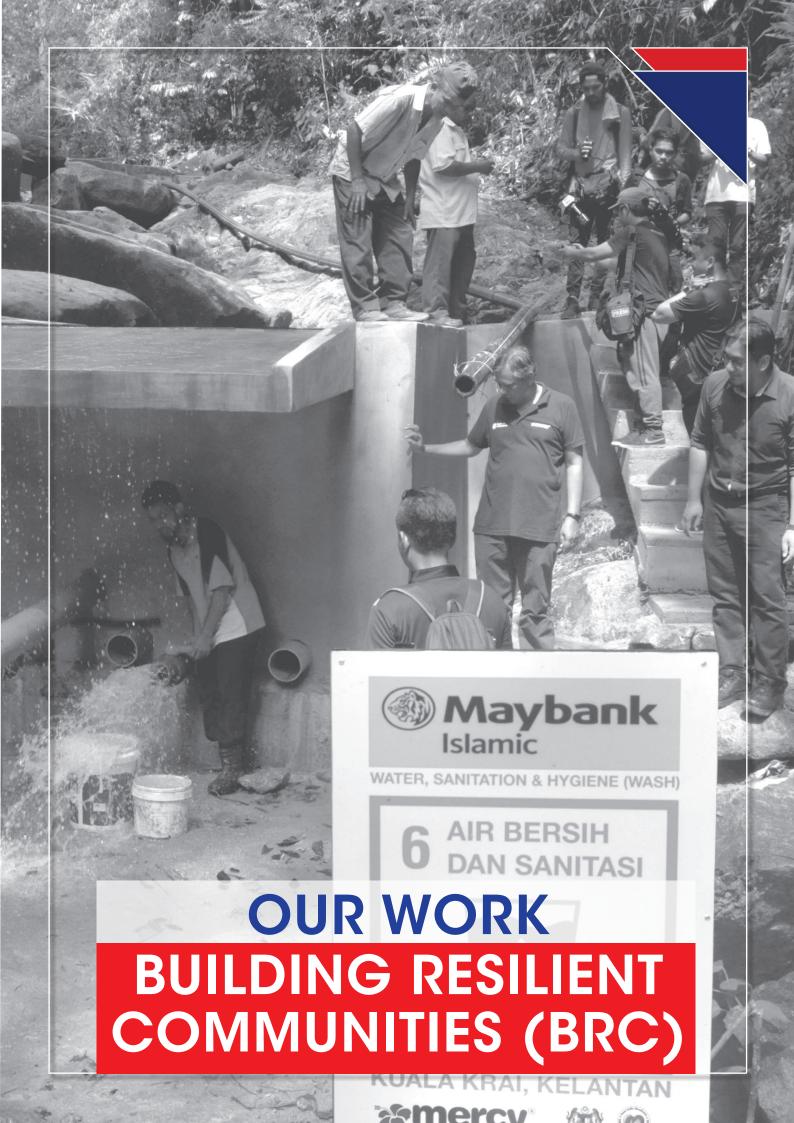
PROJECT PARTNERS
Yemen Relief Fund

**LOCATION** Sanaa DURATION

May - June 2019

**OUTPUTS** 

Food packs distributed to 100 households



# MERCY MALAYSIA - KOBE UNIVERSITY - UNESCO CHAIR PROGRAMME ON GENDER AND VULNERABILITY IN DISASTER RISK REDUCTION SUPPORT 2018 - 2022



The first UNESCO Chair for Gender and Vulnerability in Disaster Risk Reduction at Kobe University, Japan was launched on April 2018. This new Chair will help raise awareness on the importance of building disaster risk reduction (DRR) policies and programmes that are both gender-sensitive and inclusive.

The Chair works together with different international partner institutions, including MERCY Malaysia (Malaysia), Universitas Gadjah Mada (Indonesia), National Kaohsiung Marine University (Taiwan), National Women's Education Center (Japan), Network for International Development Cooperation (Thailand) and Universiti Tunku Abdul Rahman (Malaysia).

The UNESCO Chair initiative looks at cases from different countries, illustrating issues shared globally as well as those specific to particular regions. It integrates fields traditionally central to DRR (such as environmental sciences, urban governance and engineering) to disciplines such as health science, peace studies, economics and law, and makes recommendations to international fora to disseminate its findings.

This initiative and its partnership are endorsed by the United Nations Educational, Scientific and Cultural Organisation (UNESCO). MERCY Malaysia is the sole civil society organisation in the partnership, and is expected to drive concrete examples in leveraging gender-sensitive DRR and development efforts for vulnerable communities across the Asia-Pacific region.

# **PROJECT PARTNERS**

- Kobe University, Japan
- Universitas Gadjah Mada, Indonesia
- National Kaohsiung Marine University, Taiwan
- National Women's Education Center, Japan
- Network for International Development Cooperation, Thailand
- Universiti Tunku Abdul Rahman, Malaysia

# LOCATION

Kobe University and Kobe University International High School, Japan

# **DURATIONS**

9 - 12 January 2019

# OUTPUT

 Research collaboration with partner institutions to create an index for gender-sensitivity and inclusion in

# DRR

- Created a multidisciplinary model for inclusive DRR
- Conducted inclusive DRR education and awareness building activities
- Training for students, scholars, professionals, policy makers
- Activities to increase awareness of inclusive DRR for local residents

# YEARS Research for large to the large to the

# STUDENT DEVELOPMENT PROGRAMME – HUMANITARIAN LEADERSHIP (SERIES 1)



The Humanitarian Leadership training programme is a collaboration between MERCY Malaysia and Yayasan Bank Rakyat that contributes towards the implementation of 10 out of the 17 Sustainable Development Goals (SDGs) within the United Nations' Global Agenda 2030 for Sustainable Development.

Through innovative strategies and stimulating programmes that are aligned with the SDGs, the programme aims is to create productive and highly skilled human capital: well-rounded, capable individuals with a sense of integrity and accountability who are able to participate and benefit from the nation's economic growth and development, and contribute towards global harmony and prosperity.

This learning initiative facilitates opportunities that enable students to prepare and respond to crises, build community resilience, and prepares them to become future leaders in the humanitarian world.



# PROJECT PARTNERS

Yayasan Bank Rakyat

# LOCATION Terengganu

# DURATION

15 – 16 February 2019

# **OUTPUTS**

- Conducted lectures, group discussions, interactive presentations, field work and practical tasks
- Developed students' awareness and competencies in volunteerism and humanitarianism

 Enhanced skills and knowledge through an integrated training programme





# REBUILDING AND RECONSTRUCTION SEMINAR FOR A BETTER CENTRAL SULAWESI



'Build Back Better' is a holistic concept using post-disaster reconstruction and recovery as an opportunity to improve a community's physical, social, environmental and economic conditions to create a more resilient community in an effective and efficient way. It also encompasses the postdisaster revitalization of livelihoods, economies and the environment.

6 months after the earthquake, tsunami and liquefaction incidents in Palu in 2018, MERCY Malaysia organised this seminar and workshop with the support of the Central Sulawesi Regional Disaster Management Agency (BPBD). The seminar provided a current perspective on disaster management in a more systematic and sustainable manner, and discussed best approaches and principles in the reconstruction process of disaster areas in Indonesia, specifically in Central Sulawesi and Palu.

# PROJECT PARTNERS

- Pemerintah Provinsi Sulawesi Tengah
- Badan Penanggulangan Bencana Daerah (BPBD) Provinsi Sulawesi Tengah
- Pusat Studi Gempabumi Nasional (PUSGEN)
- Badan Meteorologi, Klimatologi, dan Geofisika (BMKG)
- Kementerian Pekerjaan Umum dan Perumahan Rakyat Republik Indonesia
- Kementerian Agraria dan Tata Ruang Republik Indonesia

- Institut Teknologi Bandung
- Architecture Sans Frontierès International Universitas Tadulako,
- Palu Relief Fund

# LOCATION

Palu, Indonesia

# **DURATIONS**

26 - 27 March 2019

# **OUTPUTS**

- Shared best practices in the

- rebuilding and reconstruction of Central Sulawesi to 200 participants government and governmental agencies
- Consolidate expert input from stakeholders and governing bodies on rebuilding and reconstruction

# COMMUNITY-BASED DISASTER RISK REDUCTION (CBDRM) @ KUNDANG, SELANGOR



Riddled by problems of flash floods and rapid development, close to 200 villagers from the local community of Kundang, Selangor, attended a full-day Disaster Risk Reduction programme organised by MERCY Malaysia in collaboration with Selangor Disaster Management Unit and Universiti Teknologi Malaysia's Disaster Preparedness and Prevention Centre (UTM-DPCC).

The workshop involved activities such as village-watching and risk mapping to raise awareness among local communities about potential hazards, and minimise their vulnerability to disaster risks. The programme aimed to reduce loss of lives and personal property, as well as build resilience, to recover faster following a disaster.



# PROJECT PARTNERS

- Mah Sing Foundation
- Majlis Pengurusan Komuniti Kampung (MPKK) Kundang
- Selangor Disaster Management Unit
- Universiti Teknologi Malaysia's Disaster Preparedness and Prevention Centre (UTM-DPCC)

# LOCATION

Kundang, Selangor

# **DURATION** 21 April 2019

# **OUTPUTS**

• Simulation training and hazard

# timeline exercise

- Village-watching and risk-mapping
- Formation of disaster risk management committee



# RESILIENT HOSPITAL PULAU PINANG: COMMUNITY EMERGENCY RESPONSE TEAM (CERT) TRAINING



After incessant rainfall for 17 hours in November 2017, several areas in Penang including the Penang General Hospital were flooded. The areas affected at the hospital were the transport unit and lower floors of Block C and D, including four patient wards and the Neonatal Intensive Care Unit. An evacuation order was issued, where 104 patients and 4 new born babies were transferred to safety.

This training was designed to help strengthen the hospital's resilience and enhance its community-based axillary support system. The aim is for the hospital to become a Disaster Resilient Hospital, with health services and human resource systems that are ready and responsive to shocks and can recover quickly.

The project also addressed infrastructural issues at Hospital Pulau Pinang, where MERCY Malaysia assisted in the construction of a safety wall to resolve a potential disaster risk, as well as provide an innovative decontamination solution through the design of a portable decontamination unit (DCU), designed in collaboration with Zull Design Autotronic.

# **PROJECT PARTNERS**

- Mah Sing Foundation
- Hospital Pulau Pinang
- Lam Wah Ee Hospital

# **LOCATION**Pulau Pinang

# DURATIONS

29 – 30 April 2019

- Training on Resilient Health Infrastructure and Community Emergency Response Team (CERT)
- Construction of a safety wall
- Prototype design and assembly of a decontamination unit

# BUILDING RESILIENT COMMUNITIES (BRC)

# COMMUNITY BASED DISASTER RISK MANAGEMENT (CBDRM) SIMULATION TRAINING



A resilient society can cope better and bounce back faster following a disaster. Building a resilient community requires implementation of disaster risk reduction and risk-informed concepts, with a multi-stakeholder approach starting from grass root levels.

In the 2nd phase of the CBDRM program, the villagers of Kampung Permata Kundang planned and conducted their own simulation of a fire incident. The half-day simulation which involved the local police force and firefighters was designed to examine the community's preparedness, planning, and resourcefulness in responding to an emergency. The enthusiasm and planning ability displayed by the villagers showed that they were not only able to grasp but also implement the DRR concepts taught into a response/preparedness plan.



# PROJECT PARTNERS

- Mah Sing Foundation
- Selangor Disaster Management Unit (SDMU)
- Universiti Teknologi Malaysia (UTM)
- BOMBA Batu Arang, Kundang
- Balai Polis, Kuang
- Universiti Teknologi MARA (UiTM)
- Angkatan Pertahanan Awam (APM)
   Negeri Selangor

# LOCATION

Kampung Permata Kundang, Selangor

# **DURATIONS**

15 December 2019

- Simulation exercise
- Expert feedback session

MALAYSIA



# **ACTIVE PLANET - SCHOOL PREPAREDNESS PROGRAMME TALK**



MERCY Malaysia supports Taylor's International School's Active Planet unit, an educational programme that introduces the basic sciences of disasters and natural hazards to Year 4 students (10 years old). In this unit, students are exposed to the many types of geographical and meteorological disasters, how the community can play their role in reducing the risks of these hazards, and how to be disaster prepared through simple steps and practices in their daily life.



# **PROJECT PARTNERS**

Taylor's International School, Kuala Lumpur

# **LOCATION**

Taylor's International School, Kuala Lumpur

# **DURATIONS**

31 May 2019

- Introduction to the science and geography of disaster and natural hazards, as well as how our community can prepare for it.
- Talk on health and hygiene for pre, during and post disaster, food pyramid and oral hygiene
- Activities on the importance of preparing a Grab Bag

# BUILDING RESILIENT COMMUNITIES (BRC)



This water, sanitation and hygiene (WASH) programme was meant to improve the health and socioeconomic well-being of communities in Kuala Krai, Kelantan, by reducing the incidence of water and sanitation-related diseases through the provision of sustainable WASH practices. The project consists of 4 components that focused on prevention and mitigation of public health risks, providing access to safe clean water and convenient sanitation services, as well as capacity-building of targeted communities.

116 villagers from 46 households attended the Community-based Resilience Development Initiative (CBRDI) capacity building training, which combines training on community-based disaster risk management (CBDRM), WASH and health education.



# PROJECT PARTNERS

- Maybank Islamic Berhad
- Unit Bekalan Air dan Kebersihan Alam Sekeliling (BAKAS)
- Jabatan Kesihatan Negeri Kelantan

# LOCATION

Kuala Krai, Kelantan

# **DURATIONS**

15 – 18 June 2019

# OUTPUTS

- Training on water, sanitation, and hygiene (WASH) to local community
- WASH committee members trained on water system management

 Community-based Disaster Risk Management (CBDRM) workshops

# ASEAN SAFE SCHOOL INITIATIVE (ASSI): REGIONAL ORIENTATION WORKSHOP ON ASSI REGIONAL REPORTING GUIDELINES AND VALIDATION WORKSHOP ON ASSI RESOURCE MOBILISATION AND SUSTAINABILITY STRATEGY



ASEAN Safe Schools Initiative (ASSI) was established in 2013 under the purview of the ASEAN Committee on Disaster Management Working Group on Prevention and Mitigation, with the aim of ensuring safe and continual education during disasters for children in the ASEAN region. As a consortium partner, MERCY Malaysia had participated in this 2-day workshop with other counterparts such as Save the Children PLAN International and representatives from regional Ministries of Education and National Disaster Management agencies.

The 2-day workshops re-introduced participants to the formation and structure of ASSI, and held discussions on progress and implementation gaps in individual countries. Participants also brainstormed on a monitoring and reporting mechanism to ensure that progress on safe school programming at country level is consolidated, analysed and stored in a uniformed manner.

# **PROJECT PARTNERS**

- ASEAN Safe Schools Initiative (ASSI)
- ASSI consortium representatives (ASSI Working Groups, Country Facilitators and Programme Management Team)

# LOCATION

Jakarta, Indonesia

# **DURATIONS**

18 - 20 June 2019

- Interactive Presentations
- Group discussions

# BUILDING RESILIENT COMMUNITIES (BRC)



The Islamic Training Institute of Malaysia (ILIM) is the government body responsible for providing courses, seminars and training to Islamic Affairs Service Officers from Islamic religious agencies throughout Malaysia.

This programme is part of MERCY Malaysia's continuous engagement and awareness effort in institutionalising disaster risk reduction and management at all levels of community and governance. The training was designed to equip religious affairs officers with an understanding on humanitarian and disaster management issues, such as safety and security, sexual and gender-based violence, rights-based approach in the delivery of humanitarian aid, risk communication and other essential approaches to reduce disaster risk in the country.



# **PROJECT PARTNERS**

Islamic Training Institute of Malaysia (II IM)

# LOCATION

Bangi, Selangor

# **DURATIONS**

24 July 2019

- Lecture
- Group discussion

- Interactive presentation
- Practical tasks

# STUDENT DEVELOPMENT PROGRAMME -**HUMANITARIAN LEADERSHIP (SERIES 2)**



This is the second instalment of the Humanitarian Leadership training programme - a continuous collaboration between MERCY Malaysia and Yayasan Bank Rakyat towards the implementation of 10 out of the 17 Sustainable Development Goals (SDGs) within the United Nations' Global Agenda 2030 for Sustainable Development. The training focused on humanitarian and development principles, as well as issues pertaining to climate change, volunteerism and environmental conservation.

The programme was attended by 600 YBR-sponsored Diploma students from public and private universities, polytechnics and private colleges across the country.



# **PROJECT PARTNERS**

- Yayasan Bank Rakyat
- National Disaster Management Agency (NADMA) Malaysia

# LOCATION

Terengganu

# **DURATIONS**

27 - 29 July 2019

- Conducted lectures, group discussions, interactive presentations, field work and
- practical tasks
- Developed students' awareness and competencies in volunteerism and humanitarianism
- Enhanced skills and knowledge through an integrated training programme



# MALAYSIAN TECHNICAL COOPERATION PROGRAMME (MTCP) - DISASTER RISK MANAGEMENT TRAINING



The Malaysian Technical Cooperation Programme (MTCP) consolidates various forms of technical cooperation in areas where Malaysia has the experience and the expertise, and provides assistance to participating countries. MERCY Malaysia's expertise in delivering global humanitarian aid services and disaster risk management has benefitted many participants from various countries. Training modules included:

- 1. Total Disaster Risk Management (TDRM)
- 2. Emergency response, recovery/ rehabilitation and reconstruction
- 3. Prevention and mitigation/ preparedness
- 4. Community-based approaches in disaster management
- 5. Climate change adaption and risk-informed development
- 6. Resilient city and disaster risk reduction

The training also aimed to strengthen bilateral relations and technical cooperation between Malaysia and other developing countries, promote South-South Cooperation and nurture the holistic concept of Total Disaster Risk Management (TDRM)



**PROJECT PARTNERS** Ministry of Foreign Affairs

LOCATION Berjaya Times Square

# **DURATIONS**

19 - 23 August 2019

# **OUTPUTS**

- Lecture and table top discussions

- Technical visits
- Outdoor simulation and risk assessment exercise
- Panel discussions

# YEARS Heart

# ASEAN SAFE SCHOOL INITIATIVES (ASSI) ORGANISATIONAL STRATEGIC WORKSHOP: DEVELOPING THE ASEAN SAFE SCHOOLS INITIATIVE PROGRAMME STRATEGY 2021 – 2025



The ASEAN Safe School Initiatives (ASSI) consortium partners (Plan International, Save the Children, World Vision and MERCY Malaysia) organised a two-day strategic workshop in Jakarta, Indonesia, to develop a new programme strategy for 2021 - 2025. This workshop was also attended by the cross-sectoral coordination committee for ASSI, ASSI consortium partners and the ASEAN Secretariat Disaster Management and Humanitarian Assistance and Education, Youth and Sport Divisions.



# **PROJECT PARTNERS**

- ASEAN Safe School Initiatives (ASSI)
- ASSI consortium representatives (ASSI Working Groups, Country Facilitators and Programme Management Team)

# LOCATION

Jakarta

# **DURATIONS**

18 - 19 September 2019

# OUTPUT!

- Reviewed the ASSI Programme Strategy 2017 – 2020: implementation, achievements against its technical thrusts, lessons learnt and challenges at regional and
- country levels
- Updated stakeholders on mapping for the ASSI post-AADMER Work Programme and ASEAN Work Program on Education 2016 – 2020
- Identified the programme strategy and approaches for 2021 – 2025

# BUILDING RESILIENT COMMUNITIES (BRC)

# COMMUNITY-BASED DISASTER RISK MANAGEMENT (CBDRM) AND DISASTER PREPAREDNESS TRAINING @ BUKIT MERTAJAM



The 2-day workshop explored disaster risk management concepts and practices using practical examples from international, national and community level practices. The training was designed to help organisations and communities to create an integrated picture of an organisation's resilience and processes, and highlight gaps between actual/desired capabilities, with optional benchmarking showing how organisations can perform in DRR and DRA (Resilience Analysis)

Participants consisting church members from around Malaysia also learnt how to enhance Social Capital in DRR and DRM, and understand the preparation, planning, operational and management of an evacuation center before, during and after a disaster.

# **PROJECT PARTNERS** Church of St Anne's

**LOCATION**Bukit Mertajam, Pulau Pinang

# DURATIONS

20 - 22 September 2019

- Introduction to disaster risk management and humanitarian architecture
- Training on needs assessment
- Training on using the SPHERE Standard, humanitarian logistics, coordination and communication
- Identifying, assessing and monitoring disaster risks
- Training on planning, design and setting up an evacuation centre.



# 2019 INTERNATIONAL DAY FOR DISASTER RISK REDUCTION



The International Day for Disaster Risk Reduction began in 1989, after a call by the United Nations' General Assembly for a day to promote a global culture of risk-awareness and disaster reduction. Held every 13 October, the day celebrates how people and communities around the world are reducing their exposure to disasters and raising awareness about the importance of reining in the risks that they face. The 2019 edition continues as part of the "Sendai Seven" campaign, centred on the seven targets of the Sendai Framework. The focus for 2019 was on Target (d) of the Sendai Framework; to reduce disaster damage to critical infrastructure and disruption of basic services.



# **PROJECT PARTNERS**

- National Disaster Management Agency (NADMA) Malaysia
- District Office of Johor Bahru
- Pasir Gudang Municipal Council
- Universiti Teknologi Malaysia's Disaster Preparedness and Prevention Centre (UTM-DPCC)
- Local community leaders, school teachers and students

# LOCATION

Pasir Gudang, Johor

# **DURATIONS**

13 October 2019

- Talk on mental health and psychosocial support for students
- Exhibition and awareness campaigns to promote a global culture of riskawareness and disaster reduction

# BUILDING RESILIENT COMMUNITIES (BRC)

# COMMUNITY BASED DISASTER RISK REDUCTION (CBDRM) WORKSHOP @ KUNDANG



The workshop helped increase the community's knowledge on Disaster Risk Reduction (DRR) concepts and local disaster risk reduction and management processes, and raise the community's level of preparedness and resiliency.



# PROJECT PARTNERS

Mah Sing Foundation

# LOCATIO

Kampung Permata Kundang, Selangor

# **DURATIONS**

8 December 2019

# OUTPUTS

• Lecture presentations and discussions

Village-watching

# COMIN

# ASEAN SAFE SCHOOL INITIATIVES (ASSI) (1) REGIONAL LEARNING EXCHANGE EVENT: BRINGING IN TECHNOLOGY AND INNOVATIVE APPROACHES TO PROMOTE SCHOOL SAFETY IN ASEAN (2) INTERNAL EVALUATION AND PROJECT REFLECTION WORKSHOP



The event provided a platform for the ASEAN Member States, key partners, and stakeholders in ASEAN Member States to share the overall achievement and progress of school safety in ASEAN, especially their innovative approaches to promote school safety.

The forum also conducted a stock take of all the innovative approaches, innovations, and technology utilizations in school safety, including online learning modules, online baseline survey, digital database, games, child-friendly educational materials.

Participants also helped strengthen community practices, improve the pool of expertise and strengthen networking and learning among actors in school safety for future opportunities and collaboration.



# PROJECT PARTNERS

ASSI consortium representatives (ASSI Working Groups, Country Facilitators and Programme Management Team)

# LOCATION

Bangkok, Thailand

# **DURATIONS**

28 October - 1 November 2019

# OUTPUTS

- Panel discussions
- Knowledge management corners
- Mini exhibition

• Presentations and group discussions

# ASIA-PACIFIC PARTNERSHIP FOR DISASTER RISK REDUCTION (APP-DRR) FORUM







The Forum and discussions were meant to take stock and devise priority actions for Sendai Framework implementation, while systematically embedding risk reduction in economic planning and investment. Participants devised plans to promote local and inclusive disaster risk reduction, improve disaster resilience outcomes for islands, coastal and remote communities, and identify key regional priorities in a Brisbane Declaration and an Asia-Pacific Action Plan 2020- 2022.

# PROJECT PARTNERS

- UN Office for Disaster Risk Reduction (UNDRR)
- Asian Disaster Reduction and Response Network (ADRRN)

# LOCATION

Brisbane, Australia

# **DURATIONS**

10 - 14 November 2019

# **OUTPUTS**

- Panel Discussion: Accelerating disaster risk reduction in Asia-Pacific
- APMCDRR 2020 Thematic Pillars workshop

• Stakeholder and Partner Updates





The DRM training intended to inculcate understanding on disaster risk reduction (DRR) and disaster risk management (DRM), their conceptual frameworks and institutional mechanisms to university students. Lessons included identifying and understanding the causes and impacts of various hazards, as well as the concepts, methods, and tools for humanitarian response, emergency response and development programmes.

Participants also learnt how to conduct disaster risk monitoring using appropriate methods and tools, and prepare disaster action plan for effective disaster and risk mitigation.



# PROJECT PARTNERS International Medical University

# LOCATION

International Medical University Seremban Campus

# **DURATIONS**

30 November 2019

# OUTPUTS

- Lecture presentations
- Discussions and group activity

• Simulation exercise



# MBA IN HEALTHCARE MANAGEMENT - DISASTER RISK MANAGEMENT (DRM) TRAINING



The training sought to provide participating students with understanding of system thinking in corporate accountability, clinical governance, risk management, patient safety, disaster management and service excellence and quality improvement in healthcare. The training also aimed to inculcate leadership roles in governance, managing risk, safety and quality, and the need for collaborative effort across professional and organisational groups to attain effective and sustainable strategies in ensuring quality and safety in healthcare.





# BUILDING RESILIENT COMMUNITIES (BRC)

# 2019 ASIA-PACIFIC REGIONAL NGO PARTNERSHIPS WEEK



The Asia-Pacific Regional NGO Partnerships Week is an annual event featuring informative workshops, presentations, discussions and networking. 2019 is the fourth installation of the event, which has been organised since 2016 by the Asian Disaster Reduction and Response Network (ADRRN), the United Nations Office for the Coordination of Humanitarian Affairs (UN OCHA) and International Council of Voluntary Agencies (ICVA).

As ADRRN's secretariat, MERCY Malaysia played a central role in this event by coordinating member partners, programmes, side events and financial management. MERCY Malaysia also contributed to the overall output of the Partnership Week, with global and regional engagement with, among others ELRHA's Humanitarian Innovation Fund (HIF), Thomson Reuters Foundation, Australian Council for International Development (ACFID), SEEDS India, RedR, International Federation of Red Cross and Red Crescent Societies (IFRC), Community World Service Asia (CWSA) and UNHCR.



# **PROJECT PARTNERS**

- Asian Disaster Reduction and Response Network (ADRRN)
- United Nations Office for the Coordination of Humanitarian Affairs (UN OCHA)
- International Council of Voluntary Agencies (ICVA)

# LOCATION

Bangkok, Thailand

# **DURATIONS**

26 - 29 November 2019

# **OUTPUTS**

- Partner meetings
- Thematic working groups meetings

Workshops, consultations and panel discussions



# SCIENCE, TECHNOLOGY AND INNOVATION FOR DISASTER RISK REDUCTION (STI4DRR) CONFERENCE

The conference provided an insight into the state of disaster risk reduction in Malaysia, in relation to climate change and sustainable development. It also served as the national platform for exchange of good practices in DRR among researchers and practitioners. MERCY Malaysia conducted one session which was moderated by Dato' Dr. Ahmad Faizal Perdaus, President, MERCY Malaysia; NADMA's Science and Technology Expert Panel (STEP) and presented by Hafiz Amirrol, Head of Building Resilient Communities.

# **PROJECT PARTNERS**

- Southeast Asia Disaster Prevention Research Initiative, Universiti Kebangsaan Malaysia (SEADPRI-IJKM)
- Academic of Sciences Malaysia (ASM)

 National Disaster Management Agency (NADMA) Malaysia

LOCATION

Kuala Lumpur

### **DURATIONS**

14 - 15 October 2019

### **OUTPUTS**

Knowledge sharing and transfer

# ASIA PACIFIC URBAN FORUM 7 - ACCELERATING LOCAL ACTION FOR CLIMATE AND DISASTER RESILIENCE

The Forum aimed to highlight emerging challenges to urban resilience and addressing them through local disaster risk reduction and resilience strategies. Panelists strategised a roadmap on how to strengthen the capacities of local actors to embrace a risk-informed approach to local development.

# **PROJECT PARTNERS**

- UN Office for Disaster Risk Reduction (UNDRR)
- Asian Disaster Reduction and Response Network (ADRRN)
- Asian Disaster Preparedness Center (ADPC)
- Dhaka North City Corporation
- Tsinghua University Innovation Center Japan International Cooperation Agency (JICA)

LOCATION

Penang

# **DURATIONS**

15 October 2019

# **OUTPUTS**

Panel session and discussion

# ASIA PACIFIC URBAN FORUM 7 - INNOVATIONS IN DATA USE FOR URBAN DISASTER RISK REDUCTION AND RECOVERY

The forum sought to better understand and focus on the role that innovation in data gathering and communication has to play in the urban resilience agenda. Participants explored how innovation is redefining and informing how we approach urban resilience programming throughout the process of assessments, planning, solutions, and advocacy.

# PROJECT PARTNERS

- American Red Cross
- Stockholm Environment Institute

# LOCATION

Penang

# **DURATIONS**

15 October 2019

# OUTPUTS

Panel session and discussion



# DISASTER RESILIENCE WORKSHOP: MAE FAH LUANG UNIVERSITY, THAILAND

In most disaster cases, women and girls, older people, those with disabilities, ethnic minorities and other minority groups will often experience a much higher fatality rate, sustain more severe injuries and be more adversely impacted on an economic basis.

Research also shows that in the aftermath of disasters, the way humanitarian aid is distributed depends on the types of groups receiving that aid, impacting which sections of community recover fastest.

The workshop looked into areas where civil society can play distinct roles in supporting inclusive DRR actions by addressing imbalances and working towards changing the 'status quo' in disaster risk reduction (DRR) approaches to ensure a fully supportive, effective and equal process.

# **PROJECT PARTNERS**

- Kobe University, Japan
- Mae Fah Luang University, Thailand
- Universitas Gadjah Mada, Indonesia
- National Kaohsiung Marine University, Taiwan
- National Women's Education Center, Japan
- Network for International Development Cooperation, Thailand
- Universiti Tunku Abdul Rahman, Malaysia

# LOCATION

Chiang Rai, Thailand

### **DURATION**

1 - 4 May 2019

- Panel discussion on how to provide an enabling environment for community innovation, dialogue and access to information
- Development of joint research

- proposal with project partners
- Strategic recommendations to enhance synergy between stakeholders in advocating DRR measures at community level
- Developed and strengthened risk knowledge systems to guide planning and implementation

# UNESCO CHAIR SUMMER WORKSHOP PROGRAMME ON GENDER AND VULNERABILITY IN DRR SUPPORT

Various disasters have hit Indonesia, ranging from landslides, storms, volcanic eruptions, to earthquakes and tsunami. The impact of global climate change is not only felt in Indonesia but also in other countries. The Summer Workshop Program on Gender and Vulnerability in DRR Support strives to improve students' capacity and competence within the interdisciplinary field of disaster management. Classroom and field activities were designed as simulation to train workshop participants, who came from Japan, Taiwan, Romania and Indonesia. The early exposure aims to prepare these students to become the next generation of disaster managers.

# **PROJECT PARTNERS**

- Kobe University, Japan
- Universitas Gadjah Mada, Indonesia
- National Kaohsiung Marine University, Taiwan
- Sleman Regional Disaster Mitigation Agency

# **LOCATION**

Jogjakarta, Indonesia

# **DURATIONS**

25 - 27 August 2019

- · Lecture and seminars
- Field trips
- Simulation exercise
- Cultural performances



# DYSLEXIA, DISABILITY AND DISASTER SEMINAR 2019

The seminar discussed how architecture and the built environment affected people with dyslexia and special needs, and how disaster resilient design can help.

### PROJECT PARTNERS

Pertubuhan Akitek Malaysia (PAM)

### LOCATION

PAM Centre, Kuala Lumpur

### **DURATIONS**

16 November 2019

### **OUTPUTS**

• Lecture presentations and

### discussions

Seminars and workshops exploring case studies

# PENANG CLIMATE ACTION WEEK - CLIMATE ACTION TALK: FROM POLICY TO PRACTICE

The forum was meant to share knowledge, experiences and lessons learned from policy makers and practitioners on how to build and strengthen resilient capacity for Penang in the face of climate change

**PROJECT PARTNERS** 

Think City

DURATIONS

19 November 2019

LOCATION

Pulau Pinang

OUTPUTS

Forum talk

# ASIA-PACIFIC REGIONAL NGO PARTNERSHIPS WEEK 2019

The 5-day event brought together NGOs in a series of workshops, presentations, consultations and more to devise strategies and plans to drive partnerships in the region.

# **PROJECT PARTNERS**

- United Nations Office for the Coordination of Humanitarian Affairs (UN OCHA)
- International Council of Voluntary Agencies (ICVA)
- Asian Disaster Reduction and Response Network (ADRRN)

# LOCATION

Bangkok, Thailand

# **DURATIONS**

25 - 29 November 2019

# OUTPUTS

Series of workshops

- Presentations and discussions
- Meetings and consultation
- Networking events

# ASIAN DISASTER PREPAREDNESS CENTER (ADPC) - MALAYSIA DRR STATUS REPORT CONSULTATION

The Consultation sought to understand participating countries' overview, population administration, climate, ecological systems and brief overview of hazards and disaster risks and understand on Malaysia's risk profile. Participants also outlined disaster risk reduction and climate action to better understand issues in the implementation of DRR and climate policy.

# **PROJECT PARTNERS**

Asian Disaster Preparedness Center (ADPC)

# **LOCATION**

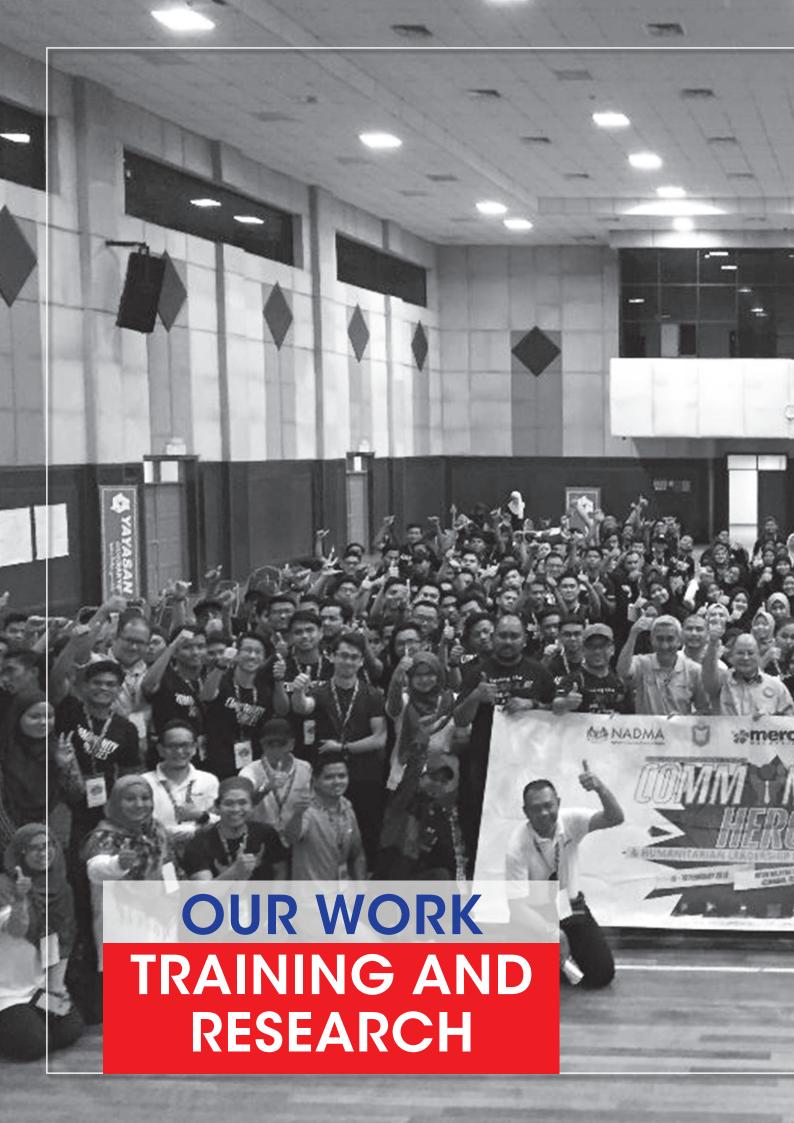
Kuala Lumpur

# **DURATIONS**

12 December 2019

# **OUTPUTS**

Consultation







# **VOLUNTEER INDUCTION PROGRAMME**



### MERCY MALAYSIA HQ

- 9 February 2019
- 6 July 2019
- 19 October 2019
- 30 November 2019

# PENANG CHAPTER

• 30 March 2019

### JOHOR CHAPTER

2 November 2019

### UITM DENGKIL

• 31 August 2019

The Volunteer Induction Programme is a training designed specifically for newly registered volunteers. The programme offers volunteers an insight into MERCY Malaysia and its operations over the last twenty years. It is compulsory for all new volunteers before being deployed for missions and programmes as a full-fledged MERCY Malaysia volunteer. By the end of the programme, participating volunteers are expected to understand and adhere to MERCY Malaysia's Code of Conduct and guiding principles. The VIPs also provide a platform for volunteers to engage with the staff and other volunteers. Seven VIPs were conducted in 2019, with 540 new volunteers receiving training.

# **EMERGENCY MEDICAL TEAM - FIELD TRAINING** EXERCISE (EMT FTX)



KEM BINA SEMANGAT, YAYASAN SELANGOR, **KUALA KUBU BHARU** 

• 20 - 23 September 2019

The EMT FTX training is structured to prepare volunteers for any MERCY Malaysia's medical and humanitarian relief missions to disaster areas whether in crisis or non-crisis situations. The 4-day programme provides the opportunity for different working groups of the Emergency Medical Team (EMT) to plan and implement a full EMT set-up, at the same time strengthen team spirit and work ethics. The 43 participating volunteers were trained to be physically and mentally ready to be deployed as frontliners for MERCY Malaysia's medical and humanitarian relief missions during the emergency phase.





# PSYCHOSOCIAL FIRST AID (PFA)



# MERCY MALAYSIA HQ

- 19 January 2020
- 20 July 2020

Psychological First Aid is an approach to reduce psychological stress and trauma through peer support. It can be applied during MERCY Malaysia missions or as general knowledge to boost one's personal knowledge and development. It is particularly useful in MERCY Malaysia's work because volunteers who get deployed as frontline aid workers need to be psychologically and

mentally strong during disasters or crises in order to help others. 40 participants who attended the PFA trainings in 2019 left equipped with the knowledge to support people in ways that respect their dignity, culture and capabilities. Both trainings were conducted by Dr Hariyati Shahrima Abdul Majid, MERCY Malaysia's exco member and lead in Mental Health & Psychological Support Services (MHPSS).

# BASIC LIFE SUPPORT



MERCY MALAYSIA HQ
• 20 October 2019

As a medical relief society, it is important for MERCY Malaysia staff and volunteers to have basic lifesaving skills such as Cardiopulmonary Resuscitation (CPR). 17 participants attended the Basic Life Support training in 2019, where they learnt CPR and techniques in responding to choking in adults, children and infants. The

training consisted of lectures and practical lessons, where participants were given the opportunity to practice what have learnt. Those who passed the CPR practical test were later accorded certificates.





# **BASIC MISSION TRAINING**



# ECO PLEASURE WOODS, ULU YAM PERDANA, **SELANGOR**

- 21 24 March 2019
- 25 28 July 2019
- 14 17 November 2019

The Basic Mission Training prepares potential volunteers for MERCY Malaysia's medical and humanitarian relief missions, whether in crisis or non-crisis situations. BMT pushes one's boundaries, challenging participants to reflect on their own capacities and coping mechanisms. The training also includes technical knowledge during missions such as the Sphere Project, Radio

Communication, Navigation with GPS, Basic Life Support and emergency medical evacuation. Upon completion of training, participants are better prepared physically and mentally to be deployed as front-liners during missions. Three BMT trainings were conducted in 2019, attended by 89 participants in total.

# NATIONAL DISASTER RELIEF EXERCISE 2019 (DIREX 19)



# **CHERENGIN HILL SPA &** RESORT, JANDA BAIK, **PAHANG**

• 20 – 22 August 2019

Jointly organised with Universiti Sains Islam Malaysia (USIM), this 3-day training provided the training and skills in disaster preparedness and management. 43 participants attended the training, comprising lecturers, management staff and personnel from medical universities and governmental agencies. Apart from introducing MERCY Malaysia to participants, the module included the setting up and management of a disaster response team and the implementation of a Disaster Action Plan in coordination

with other external parties. Participants also learnt the importance of exemplary leadership, fostering better relationship with team members, clear communication and command, creative thinking and others. Apart from gaining capital development, the training also benefitted the participants in advancing their competency and employability, as well as enriched their volunteerism experience.





# MIXED MIGRATION MONITORING MECHANISM INITIATIVE (4Mi) RESEARCH PROJECT

The 4Mi research project, supported by the Danish Refugee Council (DRC), aims to provide detailed insights of the movement of Rohingya refugees and Bangladesh migrants in Malaysia. The research focused on nine key areas - demographic details, drivers, protection, migration history, assistance, smuggler, financial, access to information and intention at destinations.

This 6-month research was targeted at Rohingya and Bangladeshi migrants aged 18 and above, who has arrived and stayed in Malaysia within 1 year. 7 monitors among

the Rohingya and Bangladeshi communities were hired and trained on the data collection methods. Training was first conducted for them to familiarise themselves with data collection using their mobile phones.

The surveys started in April at Ampang, Pandan Indah, Klang, Sungai Buloh, Petaling Jaya and Kuala Lumpur City Centre. 726 surveys were submitted through the system, out of which 712 surveys were approved. Data from newcomers was also collected at Langkawi, Kedah and Penang.

# GLOBAL EMERGENCY RESPONSE & RECOVERY PARTNER ENGAGEMENT (GERRPE)

Public health threats are increasingly crossing borders, while the number of man-made and natural disasters requiring international support is growing. Responding to the increased scale and frequency of outbreaks and other public health emergencies requires skilled local and international actors working together to ensure a timely, cohesive, and effective approach.

Supported by the US Center for Disease Control (CDC), International Medical Corps (IMC), Africa Humanitarian Action (AHA), and MERCY Malaysia (MM) formed a Consortium to develop a Core Competency Framework (CCF) & Operational Readiness Plan (ORP) to provide consistent, high-quality clinical care when deploying staff

to respond to Public Health Emergencies (PHEs) under austere conditions.

While each Consortium member is able to quickly deploy skilled staff to emergencies, all members recognise the need to expand and strengthen their respective and collective operational readiness to respond. The partners will continue to invest in the strength and flexibility of supply-chains, availability of systems to recruit, rapidly train, and deploy surge staff in technical and operational cadres (e.g., medical personnel, WASH personnel, etc.); and robust tools enabling real-time data collection, analysis, and sharing before, during, and after emergency responses.

# AUGMENTING CAPACITY FOR HUMANITARIAN EMERGENCIES OF INFECTIOUS DISEASES WITH EPIDEMIC OR PANDEMIC POTENTIAL (READY)

The impact of the Ebola epidemic in West Africa stretches well beyond its disastrous effects on the estimated 11,310 lives lost or the 28,616 who are known to have contracted the disease. Millions of children lost months of schooling between June 2014 and February 2015 – many never returned. Many children also lost parents, siblings and family members. Disruptions to markets and livelihoods had dire consequences for the poorest.

Health services were severely curtailed due to the loss of health workers and the systems' inability to cope with the epidemic. Governments, donors and aid agencies were severely challenged in responding, which highlighted the major gaps in the global humanitarian community's leadership and ability to respond to far-reaching disease epidemics that place severe restrictions on movement and congregation – both essential components of humanitarian response.

The Ebola outbreak also highlighted the global humanitarian community's disjointed approach to disease outbreak response, and the challenges of coordination between the different actors. MERCY Malaysia along with 5 other organisations (Save the Children UK; UK-Med; Johns Hopkins University, Center for Humanitarian Health (JHU-CHH); Johns Hopkins University, Center for Communication Programs (JHU-CCP) and EcoHealth Alliance) formed a Consortium to develop a global platform for a more diversified and coordinated capacity across multiple actors. This initiative is funded by USAID under the Office for Disaster Assistance (OFDA).









# MERCY MALAYSIA 2019 INTERNATIONAL **HUMANITARIAN CONFERENCE**

# **SUNWAY UNIVERSITY**

• 5 - 7 August 2019

MMIHC2019, which was part of MERCY Malaysia's 20th anniversary celebrations, focused on current humanitarian action trends, and their implications for the people at the core of humanitarian work. It raised critical and important questions to evoke debate and discussions for immediate and future action planning.

Themed "Driving Coherent Humanitarian Action", MMIHC2019 addressed four critical issues:

- 1. Health and medical relief;
- 2. Building resilience, climate change adaptation and disaster risk reduction;
- 3. Shelter, water, sanitation and hygiene (WASH), rehabilitation and reconstruction, build-back-better; and
- 4. Displacement, conflict, protection, migration and humanitarian law

The conference, which featured 37 sessions with over 100 speakers, was attended by 400 domestic and international attendees. Special thanks goes to Sunway Education Group, Yayasan Hasanah, Maybank Foundation, Yayasan Bank Rakyat, Malaysian Medical Association and Disaster Aid Malaysia for supporting MMIHC2019.



























# MERCYMY CARNIVAL

# BAMBOO PLAYHOUSE, TAMAN TASIK PERDANA

• 13 April 2019

The MERCYmy Carnival was a fun-filled event to acknowledge the sacrifices and contributions of volunteers in the last two decades through a day of joy and celebrations. Hundreds of people thronged the many booths offering a wide variety of wares ranging from ice-cream to foodstuff, plants, batik products, drinks and more.

Highlights of the event were the presenting of plaques of recognition to active volunteers, as well as an incredible performance by the Great British Circus! Participants and spectators watched in awe as professional performers pulled off fire-breathing and juggling stunts. Visitors also had a good time walking down Memory Lane browsing the photo displays at the Time Tunnel.























# SOFT LAUNCH OF QFFD HUMANITARIAN CLINIC



**QFFD HUMANITARIAN CLINIC**• 19 December 2019

To implement Universal Health Coverage as recommended by the World Health Organisation, Qatar Charity (QC) and Yayasan Kebajikan Negara (YKN) launched its first clinic in Malaysia to cater to the healthcare needs of refugees in Malaysia.

The opening of the Qatar Fund for Development (QFFD) Humanitarian Clinic was officiated by Dato' Dr Ahmad Faizal Mohd Perdaus, President of MERCY Malaysia; Datin Paduka Che Asmah Ibrahim, CEO of Yayasan Kebajikan Negara; and Mr. Karam Zeinhom Aly, Country Director of Qatar Charity in Malaysia.

The three-year project, which is fully funded by QFFD, will be rolled out in collaboration with Malaysian Medical Relief Society (MERCY Malaysia), Islamic Medical Association of Malaysia (IMARET) and Malaysian Relief Agency (MRA), with support from the United Nations Commissioner for Refugees (UNHCR).

The clinic, based in Hata Square, Ampang, will offer Primary Healthcare Services, which includes outpatient treatment, vaccinations and health education programmes. It aims to prevent disease complications and over-crowding at government hospitals, and address potential public health problems such as disease outbreaks, enabling them to be transferred to their third country for resettlement or to return to their own country after the conflict.

In the next three years, another four clinics will be opened, while four mobile clinics will be operated in areas with high refugee and migrant populations every month. The entire project is estimated to benefit an estimated 120,000 refugees in the country.

# AIA TOUCHING LIVES CHARITY DAY



MENARA AIA, JALAN AMPANG
• 19 – 30 August, 6 September 2019

AlA's inaugural Touching Lives Charity Day provided a platform for NGOs to feature their social work to the public. Held at its headquarters, the programme allowed AIA employees the opportunity to contribute their time and effort to raise funds for selected NGOs, while learning more about the NGOs' unique causes.

Themed 'Markets of Malaysia', the Charity Day featured booths manned by more than 500 AIA employees from 14 different divisions and their NGO partners, each selling scrumptious delicacies, thirst-quenching beverages, hand-made decorative items and NGO branded merchandise.

Befitting the theme, all 14 booths were decorated with elements representing each state of Malaysia. MERCY Malaysia's booth, which represented Johor, was manned by AIA's Human Resource department. The event raised RM13,481 for the MERCY Malaysia Humanitarian Fund.

# SALT TRAIL CHALLENGE 2019



CROCKER RANGE PARK12 October 2019

An annual fundraising event for MERCY Malaysia Sabah Chapter, the Salt Trail is a renowned trail along the Crocker Range National Park used by Orang Asal communities to access town. In keeping the history alive, the event provided the opportunity for participants to experience how the orang asal in the past used the Salt Trail to trade jungle products for salt and other necessities, as well as seek healthcare facilities and education.

Themed 'Reliving the History', the Challenge is a collaboration with Sabah Parks, PACOS Trust Sabah Amateur Radio Society (SARS) and SSBS Communication. 265 participants took part in the 16 km and 25 km categories, raising a total of RM84,000 which will be used for humanitarian programmes in Sabah.

# LIGHT OF HOPE



In its second year, the 2019 Light of Hope was held in conjunction with the Earth Hour celebrations, where the cities of the world turned off their lights from 8 pm to 9 pm. The event, which was jointly organised with USM's Persatuan Pelajar Tanpa Asrama (PETAS), saw 1,500 students turning a vacant marching ground into a sea of fairy lights on a dark night. The carnival-like atmosphere was enhanced with displays of eco-friendly innovations by the universities' various clubs and societies. Prior to the lighting of candles, a vigorous Zumba and yoga sessions kept the early birds occupied.

### PADANG KAWAD, UNIVERSITY SAINS MALAYSIA

• 30 March 2019



# ISLAMIC SOCIAL FINANCING IN HUMANITARIAN WORK



INTERCONTINENTAL HOTEL
• 10 December 2019

MERCY Malaysia and the International Council of Voluntary Agencies (ICVA) jointly organised a workshop on Islamic Social Financing (ISF) in Humanitarian Work on 10 December 2019 to invest in peer-to-peer learning on new mechanisms for closing the funding gap for humanitarian action.

The workshop provided insights into what is involved in ISF, explore funding opportunities, examine risks and complexities, and determine whether and how ISF can scaled according to needs. The workshop was attended by over 30 participants from academicia, non-profit organisations, UN Agencies and zakat authorities, who shared ideas and thoughts in understanding ISF concepts and instruments.

# ISF ROADSHOW



PENANG, PERAK, KELANTAN, KEDAH, PERLIS

October – November 2019

forms of humanitarian and socio-development programs by Islamic Financial Institutions (IFI) and corporations. ISF is done through various approaches and structures that are predefined by Syariah Law. Among the main structures applied in ISF programmes are Zakah, Awqaf, Purification Fund, Sadaqah, Microfinance and Sukuk.

Islamic Social Financing (ISF) is a corporate social responsibility initiative in the

Since 2018, MERCY Malaysia has been appointed as a Zakat Collection and Distribution Agent for Lembaga Zakat Negeri Kedah and Majlis Agama Islam Perlis. A new collaboration sets to extend our appointment as an official agent for LZNK and MAIPS until November 2020.

Late last year, MERCY Malaysia organized an ISF roadshow to meet zakat institutions in Perak, Kelantan and Penang to explore becoming a zakat collection agent, and identify beneficiaries in the respective states.

# MARA LEADERSHIP CONVENTION



MERCY Malaysia was invited as a guest judge for MARA's CSR Contest at the MARA Leadership Conference attended by 1,200 student leaders from across the country. The conference provided them insights into the good principles of a community project and how to maximise impact to stakeholders. The students were also recruited for the 'Seringgit Seikhlas Hati' project to raise funds for the people affected by the Palu earthquake and tsunami in 2018.

### MRSM MUADZAM SHAH

• 22 - 24 March 2019

# **CPR TRAINING FOR COMMUNITY**



Many people still lack First Aid knowledge and do not know how to react when faced with an emergency. In partnership with ASEC, an industry leader in ERT training and consultancy, MERCY Malaysia conducted a training on cardiopulmonary resuscitation for 60 members of the community at Pangsapuri Nuri, a low-cost apartment in the suburbs. Participants were taught how to bandage, rescue a choking person and child, CPR and more. The training aims to equip the public with essential first aid skills to help loved ones and people in the surroundings who need emergency assistance.

PANGSAPURI NURI, SAUJANA RAWANG
• 27 July 2019

# TALENTBANK CAREER FAIR 2019



Do people get paid working in an NGO? The answer can be a yes or a no, depending on whether one is a staff or volunteer. These and more are the questions fielded to MERCY Malaysia during the Talentbank Career Fair which was organised to connect employees to potential employers in the market. Many took the initiative to drop their resumes with MERCY Malaysia with the hope of joining the organisation as a full-time employee.

### **SUNWAY PYRAMID CONVENTION CENTRE**





# **HUMANITARIAN APPRECIATION AND FUNDRAISING DINNER**

### INTERCONTINENTAL HOTEL

• 28 September 2019

To celebrate our 20th anniversary and raise awareness of MERCY Malaysia's work in over 32 countries in the last two decades, MERCY Malaysia held the Humanitarian Appreciation and Fundraising Dinner in September at the Intercontinental Hotel. The dinner, which was attended by 400 guests, was graced by MERCY Malaysia's royal patron HRH Sultan Perak Darul Ridzuan Sultan Nazrin Muizzuddin Shah and HRH Raja Perak Tuanku Zara Salim.

The highlight of the event was the conferment of two humanitarian awards to commemorate those who have contributed to the foundation and development of the organisation.

Founder of MERCY Malaysia, Tan Sri Dr Jemilah Mahmood, received the award for Anugerah Penghargaan Tokoh Peneraju Kemanusiaan, while former CEO of Khazanah Nasional Berhad, Tan Sri Azman Mokhtar, received the Anugerah Penghargaan Tokoh Khas Kemanusiaan accolade.

The dinner also brought together the organisation's Royal Patron, Board of Trustees, Executive Council Members, volunteers, donors, past and present staff to celebrate as one big family. The event raised RM191,237.15 which will be used to support humanitarian work within Malaysia.





























EVENTS AND EXHIBITIONS

# **RIANG RIA RAYA**



**PUSAT KREATIF KANAK-KANAK TUANKU BAINUN** 

• 29 June 2019

The Riang Ria Raya celebrations in 2019 were a little more special than usual not just because it was our 20th anniversary, but also because it was organised by the volunteers themselves! Led by John Leong, the group comprising Haidatul Akmar Mohd Kassim, Muzeen Bakhtiar, Norleen Nordin, Hilmi Abdullah, Wong Yen Jun, and Nor Zetty Hazra Abd Rahim made the necessary arrangements for food & beverage, décor, entertainment and others a month ahead of time.

The event, attended by about 50 people, provided a platform for MERCY Malaysia volunteers to engage in social activities, instill the spirit of teamwork and basically get to know each other better.

## WHEELCHAIR TENNIS TOURNAMENT



**PUSAT TENNIS JALAN DUTA** • 1-4 March 2019

MERCY Malaysia volunteers who assisted the national and international players in the Wheelchair Tennis World Cup (Qualifying Rounds) and Sabah Open (ITF UNIQLO International Wheelchair Tennis Tour) in March 2019 gained an insight into wheelchair tennis and the real meaning of grit and internal strength. The tournaments, organised by Malaysian Wheelchair Tennis Association, involved Paralympic athletes from 8 countries. Volunteer tasks included assisting with transport and logistics, cleaning and keeping wheelchairs, monitoring tournament area, managing food and beverage, and interpretation services for foreign delegates.

# **SUNWAY CAREER WEEK**



SUNWAY INTERNATIONAL SCHOOL • 23 August 2019

MERCY Malaysia participated in Sunway International School's Career Week programme, which brought together speakers from different industries to share experiences and their career path. The participants comprising high school students went home learning a lot about the different career opportunities that are out there for them, and can begin planning for their future based on their interests. The key messages from the session were to continuously hone one's skills and be prepared to work hard to achieve one's goals in life.

# DISASTER RISK COMMUNICATIONS SEMINAR



**PURI PUJANGGA HOTEL, UNIVERSITI KEBANGSAAN MALAYSIA** 

• 8 April 2019

MERCY Malaysia's President, Dato' Dr Ahmad Faizal Perdaus, was invited as a panel speaker at the Disaster Risk Communication Seminar organised by the National Disaster Management Agency (NADMA). The seminar on 'Exploring Options to Nurture an Informed Society' brought together various stakeholders including NGOs, governmental agencies and civil society organisations involved in disaster response.





# **BEACH CLEANUP 2019**

### PANTAI JERAM

21 December 2019

To combat climate change and increase awareness of marine polution, MERCY Malaysia organised a Beach Cleanup programme in December which attracted over 100 participants from all walks of life. The event, conducted at Pantai Jeram, Kuala Selangor, was also a celebration of the International Volunteer Day which is held annually in December.

In a little less than two hours, 782 kgs of thrash were picked up by the volunteers over the 1.2 km stretch of beach. The data from the event was later submitted to the International Coastal Cleanup (ICC) database as part of the global database of ocean pollution. This will, in turn, help to coordinate a worldwide effort to raise awareness on the severity of marine pollution.









# ICVA ANNUAL CONFERENCE AND SIDE EVENTS



**GENEVA, SWITZERLAND** • 26 to 28 March 2019

In the recent decade, the world has seen intense and unprecedented speed in which the political and social environment has changed, and continues to do so. Themed 'Translating commitments to action', the ICVA Annual Conference 2019 looked at phenomena such as closing civic space, attacks on multilateralism, populist and antagonistic movements which have impacted the working environment humanitarian actors grapple with dayin day-out.

These disruptions, coupled with the effects of intensified refugee, displacement and migration scenarios, climate change and its adverse effects on already vulnerable populations, have become an overriding concern for humanitarian values, principles and operations.

This years' conference showcased 29 speakers sharing their perspectives with almost 200 participants from 126 organisations based in over 40 countries in the Africa, Asia-Pacific, Europe, Central and North America and the Middle East and North African regions. MERCY Malaysia was invited to share perspectives on Islamic Social Financing (ISF).



# TREE-PLANTING & MEDIA APPRECIATION DAY

### TAMAN METROPOLITAN KEPONG

• 28 December 2019

Climate change is real, and has become a major contribution to rising sea levels, drastic erosion, changing weather conditions, flooding, drought and global warming. These and more have caused immense hardships to people around the world, causing loss of livelihoods, displacement, mass migration and economic losses.

To mark the close of our 20th anniversary celebrations, and renewed resolve to continue serving humanity in the next 2 decades and beyond, MERCY Malaysia planted 20 rare and endangered trees at the Kepong Metropolitan Park on the last weekend of 2019. The four species of forest trees - Cengal, Kapur, Meranti Tembaga and Tampoi - that were planted were selected for their durability and value in terms of timber quality and biodiversity.

The event, which was supported by Kuala Lumpur City Hall (Dewan Bandaraya Kuala Lumpur) and Malaysian Forestry Department (Jabatan Perhutanan Malaysia), was held in conjunction with its Media Appreciation ceremony, where ten media houses (Bernama, Mediaprima, The Sun, The Star, ASTRO, BFM Radio, Sin Chew Daily, RTM, Al Hijrah and Sinar Harian) were recognised for their support towards MERCY Malaysia in the last two decades.























DOCTOR RUN, **MERDEKA SQUARE** • 23 March 2019



**UM BREAST CANCER NEON RUN, UNIVERSITY** MALAYA





HYPE YOUTH FESTIVAL, **SPACERUBIX** • 4 May 2019



**OGSM CONGRESS, SPICE CONVENTION CENTRE PENANG** 

• 18-21 July 2019



CNY COMMERCIAL AWARDS, SIME DARBY CONVENTION **CENTRE** 

• 20 February 2020



PAM CPD LECTURE (RESILIENCE & EMERGENCIES), PAM CENTRE, JALAN TANDOK, BANGSAR

• 8 February 2020



WOMEN'S DAY **LUNCH & TALK BY** ETIHAD, THE RUMA HOTEL & RESIDENCES

• 10 March 2020



A BETTER **TOMORROW EXHIBITION, SUNWAY COLLEGE BOULEVARD** 

• 21 November 2019



**EXHIBITION** SEMINAR 2019, **UTM** 

• 29 October 2019



MCOBA ANNUAL **DINNER 2019, HOTEL ISTANA** 

• 30 November 2019



YEMEN RAMADAN RELIEF CAMPAIGN DURING THE FASTING MONTH BEFORE AND AFTER FRIDAY PRAYER AT MOSQUES WITHIN KL AND PUTRAJAYA.



# SECRETARIAT AS OF DECEMBER 2019



Ir Amran Mahzan



Ahaddhaniah @ Chan Li Jin



Aishah Sabrina Abdul Jalal



Amrul Hazarin Hamidon



Andrew Wong



Azizah Mohd Nasir



Chan Visan



Edna Salumbi



Faisal Azhar Badly



Farah Nur Amira 7aidi



Fazrin Suzain Supian



Hamizah Md. Rithza



Hasnizan Hashim



Herman Abdullah



Ivy Linus Gibun



Khairur Rijal Jam<u>aluddin</u>



Masniza



Maznah Mohd Adenan



Mohammad Said Alhudzari Ibrahim



Mohd Hafiz Mohd Amirrol



Mohd Radzi Mohd Redzuan



Muhammad Abdullah Abd Wahab Ishari



Muhammad Asyraf



Mohd Shafiq



Muttaqqin Eshamuddin



Naqiuddin Imran Abd Razak



Noor Ain Zaira Hasnan



Noorazila Ahmad



Nor Anis Abdul Hamid



Nor Zuri Aziela Jamaluddin



Normaliza Mohd Nasir



Nur Badlizan Zahira Juhari



Nur Farah Ilyana Idros



Pavithira Ap Selvaras



Qurratu 'Aini Sahrani



Rossimah Mohamed



Sayidah Kamil



Sh. Shafiqa Binti Syed Toko Khairuddin



Shah Fiesal Hussain



Shahril Idris



Siti Zaleha Abdullah



Syahiran Adenan



Wan Anis Afeeqa Wan Mohamad Azhar



Yao Rachel



Yesotha Balakrishnar



# SECRETARIAT AS OF DECEMBER 2019

### **ED OFFICE**

IR AMRAN BIN MAHZAN Executive Director

YESOTHA A/P BALAKRISHNAN Compliance Officer (Secretariat Matters)

### STRATEGIC PLANNING

MOHD HAFIZ BIN MOHD AMIRROL Head Of Strategic Planning & Head Of Project - Building Resilient Communities

NORMALIZA BINTI MOHD NASIR Programme Officer

### **HDC**

NAQIUDDIN IMRAN BIN ABD RAZAK HDC Officer

### **QUALITY & ACCOUNTABILITY**

ROSSIMAH BINTI MOHAMED Head

SYAH QURRATU 'AINI BINTI SAHRANI @ SHAHRAN M&E Officer

# PROGRAMME DEVELOPMENT & OPERATION DIVISION

MOHAMMAD SAID ALHUDZARI BIN IBRAHIM

General Manager, Programme Operations

CHAN VISAN Deputy Head

MUHAMMAD ABDULLAH BIN ABD WAHAB ISHARI Senior Programme Officer Meena

YAO RACHEL

Programme Officer

KHAIRUR RIJAL BIN JAMALUDDIN Programme Officer

MUTTAQQIN BIN ESHAMUDDIN Programme Officer

### **MYANMAR**

SHAH FIESAL BIN HUSSAIN Country Director

# BUILDING RESILIENT COMMUNITIES (BRC)

WAN ANIS AFEEQA BINTI WAN MOHAMAD AZHAR Programme Officer (C)

SHAHRIL BIN IDRIS Programme Officer

AISHAH SABRINA ABDUL JALAL Programme Officer

PAVITHIRA A/P SELVARAS Programme Assistant

### **HEALTH UNIT**

MASNIZA BINTI MUSTAFFA Health Coordinator

### **LOGISTICS, SAFETY & SECURITY**

MOHD RADZI BIN MOHD REDZUAN Senior Logistics Officer

MOHD SHAHFIQ BIN MANSOR Logistics Assistant

### **VOLUNTEER MANAGEMENT**

NOOR AIN ZAIRA BINTI HASNAN Acting Senior Volunteer Management Officer

### **STATE CHAPTER**

EDNA BINTI SALUMBI Acting Senior Programme Officer (Sabah Chapter)

IVY LINUS GIBUN Programme Assistant (Sabah Chapter)

### **FINANCE**

NOORAZILA BINTI AHMAD Senior Finance Officer

NOR ZURI AZIELA BINTI JAMALUDDIN Finance Officer

HAMIZAH BITNI MD. RITHZA Finance Officer

FARAH NUR AMIRA BINTI ZAIDI Finance Assistant

NOR ANIS BINTI ABDUL HAMID Finance Assistant

# HUMAN RESOURCE & ADMINISTRATION SERVICES

SYED REZA HELMY AL ATTAS Head

FAZRIN SUZAIN BIN SUPIAN Senior Procurement Officer

SITI ZALEHA BINTI ABDULLAH Senior Admin & Traning Officer

NUR BADLIZAN ZAHIRA BINTI JUHARI Senior HR Officer

SH. SHAFIQA BINTI SYED TOKO KHAIRUDDIN Admin Asssistant

HASNIZAN BIN HASHIM Dispatch cum Office Support

SAYIDAH BINTI KAMIL Office Assistant

# COMMUNICATIONS & STRATEGIC ENGAGEMENT

AHADDHANIAH @ CHAN LI JIN Head

ANDREW WONG TECK BOON Senior Communications & Graphic Designer Officer

MOHAMAD HERMAN BIN ABDULLAH Senior Field Communications Officer

### ISF

AMRUL HAZARIN BIN HAMIDON Head, ISF

MUHAMMAD ASYRAF FITRI BIN KASSIM ISF Fundraising Officer

### **FUNDRAISING & EVENTS**

AZIZAH BINTI MOHD NASIR Deputy Head, Fundraising & Event

NUR FARAH ILYANA BINTI IDROS Fundraising & Event Officer

FAISAL AZHAR BIN BADLY Donor Management & Fundraising Assistant



# SECRETARIAT AS OF DECEMBER 2019



INDONESIA, CENTRAL SULAWESI

IR. MARWAN Site Engineer cum Field Coordinator, Palu Operations



**PALESTINE** 

DR. KHAMIS ELESSI Senior Health & Humanitarian Adviser



PHII IPPINES

ARACELI C. VIQUIERA Operations Manager, Ormoc Office



MAFEL FELQUITA TAGALOG Programme Officer



ELMER PALAJOREN
Driver



### **MYANMAR SITTWE TEAM**

### Front Row

Hning Su Hlaing, Phyu Phyu Thwe, Ma Than Htay, Yee Yee Tun, Dr.Pyae Phyo Wai, Moh Moh Aung, War War Moe, Dr Ni Ni Hnin, Baby Soe, Theint Theint Thu, Ei Yamin Than, Myo Myo Kyi, Dr.Aung Hlaing Win

### Second Row

Zin Nyein, Dr. Ye Naing Lin, Dr.Khin Ma Ma, Dr. Tin Myo Aung, Dr. Ye lin Htun, Dr. Sai Hein Aung, Rachel, Dr. Aye Myat Khine, Dr. Aung Aung Oo, Zaw Min Maung

### Last Row

Dr.Shine Pyae Naung, Han Zaw Lin, Dr. Kyaw Zan Mg, Kyaw Thet Khine, Dr. Win Min Soe, Dr. Aung Kyaw Win, Min Min Tun, Dr. Kaung Htet Aung, Khin Aye Mon, Theingi Maw, Phyu Phyu Naing, Nan Pyone Cho, Khine Khine Tun, Si Thu Lwin, Ko Aung Aung, Nway Nway Lwin

### **YANGON TEAM**

SHAH FIESAL HUSSAIN Country Director



# **COLLABORATIONS**

In our experience, no contribution is too small and no measure of kindness too insignificant. MERCY Malaysia recognises the value of working with partners. As an international non-profit organization, we rely solely on funding and donations from organisations and generous individuals to continue our services to provide humanitarian assistance to beneficiaries. We would like to thank our supporters for their tireless contributions and collaborations in our humanitarian work.







UMW UMW Holdings













PruBSN Prihatin Islamic Development



Jonor Corporation











PRUDENTIAL BSN

TAKAFUL Prudential BSN

Takaful













Malaysia Airport Holdings Berhad (MAHB)







KPJ Healthcare Berhad









PPB Group Berhad



Kementerian Kesihatan

Malaysia



Sunway University







Management Agency

Immigration Department of Malaysia





























of Gaza



Universiti Sains Islam Mara (UiTM) Malavsia (USIM)



Universiti Kebangsaan Malavsia (UKM)



















UniMAP ADRRN



Council Syria (MEC)





Angkor Hospital for Children



Commissioner for



YAYASAN Hasanah













Refugees (UNHCR)











**ACKNOWLEDGEMENTS** 

Myanmar Humanitarian Fund







Kedutaan Besar Republik Indonesia



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# **SOCIETY MEMBERS**

As a non-profit organisation, MERCY Malaysia upholds good governance as part of its commitment to ensuring transparency and accountability throughout humanitarian work. As a registered society, we are governed by the Societies Act (1966) and the Constitution of MERCY Malaysia.

In compliance with the Societies Act, we are required to prepare financial statements to be made public and tabled at our Annual General Meeting (AGM). We hold our AGM on the final Saturday in June of every year, where all members are invited and attend to examine the financial statement, vote on matters arising and to vote for or, stand as a candidate for the Executive Council.

We are grateful for your membership and participation in our governance which ensures continued transparency and accountability in our humanitarian work. Thank you.

### LIFE MEMBERS

Abd Aziz Dr.

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\*Care as been taken to publish names of ordinary members whose annual subscriptions are up-todate. Please inform us at info@mercy.org.my if your name is missing.



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Wan Nurul Hanani Wan Alkamar Shah

Wan Syazwan Wan Mokhtar

Wang Liew Yuan

Wasinin Duari

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Wong Lee Kiong (David)

Wong Siew Fern, Agnes

Wong Yee Ming

Wong Yen Jun

Wong Yuet Peng

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Shahridan Mohd Fathil

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Syed Azwan Syed Ali

Syed Saifudin Syed Hamdan

Yusof Hassim

Zaleha Ahmad

Zool Raimy Abdul Ghaffar

Zullaili Zainal Abidin





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# FINANCIAL STATEMENT

# MIESCONT ALAYSIA



# CORPORATE INFORMATION

PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA) (Registered under the Societies Act, 1966) (Society No.: 1155)

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VICE PRESIDENT III Prof. Madya Dr. Shalimar Binti Abdullah

HONORARY SECRETARY Razi Pahlavi Bin Abdul Aziz

ASSISTANT HONORARY

**SECRETARY** 

Ahmad Faezal Bin Mohamed

HONORARY TREASURER Ar. Mohamad Ayof Bin Bajuri

COMMITTEE MEMBERS Prof. Harmandar Singh A/L Naranjan Singh

Prof. Dr. Ye Htut @ Mohammad Iqbal Bin Omar

Dr. Norzila Binti Mohamed Zainudin Ir. Mohamad Hanafi Bin Ramli

CO-OPTED MEMBERS Assoc. Prof. Datuk Dr. Hanafiah Harunarashid

Dr. Roslan Harun

Dr. Hariyati Shahrima Abdul Majid

Dr. Nasuha Binti Yaacob Dr. Peter Gan Kim Soon Hj. Norazam Ab Samah

AUDITORS Azuddin & Co. (AF1452)

2766-C, Jalan Changkat Permata

Taman Permata 53300 Kuala Lumpur

PRINCIPAL PLACE OF

**OPERATION** 

Unit 19-8, 19<sup>th</sup> Floor Menara Oval Damansara

No. 685, Jalan Damansara

60000 Damansara, Kuala Lumpur.

BANKERS Bank Islam Malaysia Berhad

CIMB Bank Berhad

Malayan Banking Berhad

RHB Bank Berhad



# REPORT OF THE AUDITORS

INDEPENDENT AUDITORS' REPORT TO THE MEMBER OF PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA) (Registered under the Societies Act, 1966)

(Society No.: 1155)

### Report on the Audit of the Financial Statements

### **Opinion**

We have audited the financial statements of Persatuan Bantuan Perubatan Malaysia (Malaysian Medical Relief Society) (Mercy Malaysia) ("the Society"), which comprise the statement of financial position as at 31 December 2019, and the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the financial year then ended, and notes to the financial statements, including a summary of significant accounting policies, as set out on the following pages.

In our opinion, the accompanying financial statements give a true and fair view of the financial position of the Society as at 31 December 2019, and of its financial performance and its cash flows for the financial year then ended in accordance with Malaysian Financial Reporting Standard, International Financial Reporting Standards and the requirements of the Societies Act, 1996 in Malaysia.

### **Basis for Opinion**

We conducted our audit in accordance with approved standards on auditing in Malaysia and International Standards on Auditing. Our responsibilities under those standards are further described in the Auditors' Responsibilities for the Audit of the Financial Statements section of our report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Independence and Other Ethical Responsibilities

We are independent of the Society in accordance with the By-Laws (on Professional Ethics, Conduct and Practice) of the Malaysian Institute of Accountants ('By-Laws') and the International Ethics Standards Board for Accountants' Code of Ethics for Professional Accountants (including International Independence Standards) ('IESBA Code'), and we have fulfilled our other ethical responsibilities in accordance with the By-Laws and the IESBA Code.

### Information Other than the Financial Statements and Auditors' Report Thereon

The Executive Committee of the Society are responsible for the other information. The other information comprises the information included in the annual report but does not include the financial statements of the Society and our auditors' report thereon.

Our opinion on the financial statements of the Society does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements of the Society, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements of the Society or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of the other information, we are required to report that fact. We have nothing to report in this regard.





# REPORT OF THE AUDITORS

INDEPENDENT AUDITORS' REPORT TO THE MEMBER OF PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA) (Registered under the Societies Act, 1966)

(Society No.: 1155)

### Report on the Audit of the Financial Statements (continued)

### Responsibilities of the Executive council for the Financial Statements

The Executive Committee of the Society are responsible for the preparation of financial statements of the Society that give a true and fair view in accordance with Malaysian Financial Reporting Standard and the requirements of the Societies Act, 1966 in Malaysia. The executive committee are also responsible for such internal control as the executive committee determine is necessary to enable the preparation of financial statements of the Society that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements of the Society, the executive committee are responsible for assessing the Society's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the executive committee either intend to liquidate the Society or to cease operations, or have no realistic alternative but to do so.

### Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements of the Society as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with approved standards on auditing in Malaysia and International Standards on Auditing will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with approved standards on auditing in Malaysia and International Standards on Auditing, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements of the Society, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit
  procedures that are appropriate in the circumstances, but not for the purpose of expressing an
  opinion on the effectiveness of the Society's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the executive committee.



# REPORT OF THE AUDITORS

INDEPENDENT AUDITORS' REPORT TO THE MEMBER OF PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA) (Registered under the Societies Act, 1966)

(Society No.: 1155)

### Report on the Audit of the Financial Statements (continued)

### Auditors' Responsibilities for the Audit of the Financial Statements (continued)

- Conclude on the appropriateness of the executive committee use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Society's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements of the Society or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the Society to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements of the Society, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the executive committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

### Report on Other Legal and Regulatory Requirements

In accordance with the requirements of the Societies Act, 1966 in Malaysia, we also report that in our opinion the accounting and other records and the registers required by the Act to be kept by the Society have been properly kept in accordance with the provisions of the Act.

### Other Matters

This report is made solely to the members of the Society, as a body, in accordance with the Societies Act, 1966 in Malaysia and for no other purpose. We do not assume responsibility to any other person for the content of this report.

AZUDDIN & CO.

AF 1452

**Chartered Accountants** 

azuddin&co.

Kuala Lumpur,

Date: 21 August 2020

AZUDDIN'BIN DAUD

**Partner** 

2290/07/2022(J)





# **EXECUTIVE COUNCIL'S REPORT**

PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA) (Registered under the Societies Act, 1966) (Society No.: 1155)

# EXECUTIVE COUNCIL'S REPORT FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019

The Executive Council have pleasure in submitting their report and the audited financial statements of the Society for the financial year ended 31 December 2019.

### **EXECUTIVE COUNCIL OF THE SOCIETY**

The Executive Council who served since the date of last report are:-

PRESIDENT Dato' Dr. Ahmad Faizal Bin Mohd Perdaus

VICE PRESIDENT I Datuk Dr. Heng Aik Cheng

VICE PRESIDENT II Yang Mulia Datin Raja Riza Shazmin Raja Badrul Shah

VICE PRESIDENT III Prof. Madya Dr. Shalimar Binti Abdullah

HONORARY SECRETARY Razi Pahlavi Bin Abdul Aziz

ASSISTANT HONORARY

**SECRETARY** 

Ahmad Faezal Bin Mohamed

HONORARY TREASURER Ar. Mohamad Ayof Bin Bajuri

COMMITTEE MEMBERS Prof. Harmandar Singh A/L Naranjan Singh

Prof. Dr. Ye Htut @ Mohammad Iqbal Bin Omar

Dr. Norzila Binti Mohamed Zainudin Ir. Mohamad Hanafi Bin Ramli

CO-OPTED MEMBERS Assoc. Prof. Datuk Dr. Hanafiah Harunarashid

Dr. Roslan Harun

Dr. Hariyati Shahrima Abdul Majid

Dr. Nasuha Binti Yaacob Dr. Peter Gan Kim Soon Hj. Norazam Ab Samah

# STATUTORY INFORMATION

PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA) (Registered under the Societies Act, 1966) (Society No.: 1155)

### STATUTORY INFORMATION ON THE FINANCIAL STATEMENTS

Before the financial statements of the Society were prepared, the Executive Council took reasonable steps:

- (a) to ascertain that proper action had been taken in relation to the writing-off of bad debts and the making of allowance for doubtful debts, and have satisfied themselves that all known bad debts had been written-off and that adequate allowance had been made for doubtful debts;
- (b) to ensure that any current assets which were unlikely to be realised at their book values in the ordinary course of business have been written down to their estimated realisable values.

As at the date of this report, the Executive Council are not aware of any circumstances:

- (a) which would render the amount written off for bad debts or the amount of the allowance for doubtful debts inadequate to any substantial extent in the financial statements of the Society; or
- (b) which would render the values attributed to current assets in the financial statements of the Society misleading; or
- (c) which have arisen which render adherence to the existing method of valuation of assets or liabilities of the Society misleading or inappropriate; or
- (d) not otherwise dealt with in this report or financial statements which would render any amount stated in the financial statements of the Society misleading.

As at the date of this report, there does not exist:

- (a) any charge on the assets of the Society which has arisen since the end of the financial year and secures the liability of any other person; or
- (b) any contingent liability of the Society which has arisen since the end of the financial year.

No contingent or other liability has become enforceable, or is likely to become enforceable within the period of twelve months after the end of the financial year which, in the opinion of the Executive Council, will or may substantially affect the ability of the Society to meet its obligations as and when they fall due.

In the opinion of the Executive Council:

- (a) the results of the operations of the Society during the financial year were not substantially affected by any item, transaction or event of a material and unusual nature.
- (b) no item, transaction or event of a material and unusual nature has arisen in the interval between the end of the financial year and the date of this report which is likely to affect substantially the result of operations of the Society for the financial year in which this report is made.



# STATEMENT BY EXECUTIVE COUNCIL

PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA) (Registered under the Societies Act, 1966) (Society No.: 1155)

### STATEMENT BY EXECUTIVE COUNCIL

We, The President and Honorary Secretary of Persatuan Bantuan Perubatan Malaysia (Malaysian Medical Relief Society) (Mercy Malaysia) state that, in our opinion, the financial statements set out on the following pages are drawn up in accordance with Malaysian Financial Reporting Standard, International Financial Reporting Standard and the requirements of the Societies Act, 1966 in Malaysia so as to give a true and fair view of the state of affairs of the Society as at 31 December 2019 and financial performance and cash flows of the Society for the year ended on that date.

On behalf of the Executive Council:

DATO' DR. AHMAD FAIZAL BIN MOHD PERDAUS

President

RAZI PAHLAVI BIN ABDUL AZIZ

**Honorary Secretary** 

Kuala Lumpur,

Date: 21 August 2020

### STATUTORY DECLARATION BY TREASURER

I, AR. MOHAMAD AYOF BIN BAJURI, being the Honorary Treasurer primarily responsible for the financial management of Persatuan Bantuan Perubatan Malaysia (Malaysian Medical Relief Society) (Mercy Malaysia), do solemnly and sincerely declare that the financial statements set out on the following pages are, in my opinion, correct and I make this solemn declaration conscientiously believing the same to be true, and by virtue of the provisions of the Statutory Declarations Act 1960.

)

Subscribed and solemnly declared by the above-named AR. MOHAMAD AYOF BIN BAJURI at Kuala Lumpur in the Federal Territory on 21 August 2020

AR. MOHAMAD AYOF BIN BAJURI

Before me,

**COMMISSIONER FOR OATHS** 



\*\*mercy



# FINANCIAL STATEMENTS

PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA) (Registered under the Societies Act, 1966) (Society No.: 1155)

# STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019

		2019	2018
	Note	RM	RM
INCOME			
Donations	5	11,071,247	12,397,328
Membership fee	6	1,910	2,160
Other income	7	349,514	180,136
		11,422,671	12,579,624
LESS: EXPENSES			
Charitable expenditure	8	(11,343,264)	(11,537,849)
Communication and fund raising expenses	9	(711,594)	(621,528)
Operating expenses	10	(1,078,326)	(1,338,449)
		(13,133,184)	(13,497,826)
DEFICIT FOR THE FINANCIAL YEAR		(1,710,513)	(918,202)

FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019
PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY)
(MERCY MALAYSIA) (Registered under the Societies Act, 1966)
(Society No.: 1155)

### STATEMENT OF FINANCIAL POSITION AS AT 31 DECEMBER 2019

		2019	2018
	Note	RM	RM
ASSETS			
NON-CURRENT ASSET			
Property, plant and equipment	11	290,803	353,140
CURRENT ASSETS			
Inventories	12	32,624	154,641
Other receivables	13	628,822	881,171
Cash and cash equivalents	14	5,588,567	7,429,712
	<u>-</u>	6,250,013	8,465,524
CURRENT LIABILITY			
Other payables and accruals	15	592,346	1,159,681
		592,346	1,159,681
NET CURRENT ASSETS	-	5,657,667	7,305,843
NET ASSETS	=	5,948,470	7,658,983
FINANCED BY:			
Charitable funds	<del>-</del>	5,948,470	7,658,983
MEMBERS FUND	_	5,948,470	7,658,983

### **FINANCIAL STATEMENTS**

### STATEMENT OF CHANGES IN CHARITABLE FUND FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019

		2019 RM	2018 RM
Balance as at 1 January		7,658,983	8,577,185
Deficit for the year		(1,710,513)	(918,202)
Balance as at 31 December		5,948,470	7,658,983
Charitable funds consist of:-			
Unrestricted funds		618,996	518,398
Restricted funds/(deficit):			
Bangladesh		1,071,227	1,383,460
Cambodia		4,072	-
Indonesia	16	(446,504)	185,181
Malaysia		1,464,306	860,234
Myanmar	16	(1,421,129)	-
Nepal		-	208,838
Palestine		3,967,554	4,080,178
Syria		519,038	422,204
Yemen		170,910	490
		5,329,474	7,140,585
		5,948,470	7,658,983



FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019
PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY)
(MERCY MALAYSIA) (Registered under the Societies Act, 1966)
(Society No.: 1155)

# CASH FLOW STATEMENT FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019

	Note	2019 RM	2018 RM
CASH FLOWS FROM OPERATING ACTIVITIES  Deficit for the year		(1,710,513)	(918,202)
Adjustments for:  Depreciation of property, plant and equipment  Loss on disposal of property, plant and equipment  Property, plant and equipment written off  Interest income		86,539 - - (54,383)	95,048 93 84,488 (53,582)
Deficit before working capital changes	<del>-</del>	(1,678,357)	(792,155)
Changes in working capital: Decrease in inventories Decrease in other receivables (Decrease)/Increase in other payables		122,017 252,349 (567,335)	6,667 182,189 643,890
Cash (used in)/from operating activities Interest received	- -	(1,871,326) 54,383	40,591 53,582
Net cash (used in)/from operating activities	-	(1,816,943)	94,173
CASH FLOWS FROM INVESTING ACTIVITIES  Purchase of property, plant and equipment  Proceed from disposal of property, plant and equipment	19	(24,202)	(4,302) 400
Net cash used in investing activities	-	(24,202)	(3,902)
Net (decrease)/ increase in cash and cash equivalents Cash and cash equivalents at beginning of the year	-	(1,841,145) 7,429,712	90,271 7,339,441
Cash and cash equivalents at end of the year	14	5,588,567	7,429,712



FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2018
PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY)
(MERCY MALAYSIA) (Registered under the Societies Act, 1966)
(Society No.: 1155)

### 1 GENERAL INFORMATION

The Society is a non-profit organisation, humanitarian and charitable body registered under the Societies Act, 1966, focusing on providing medical relief, sustainable health related development and disaster risk reduction activities for vulnerable communities. The principal objectives of the Society are:

- to provide humanitarian aid and in particular medical relief and Water, Sanitation and Hygiene (WASH) programme to vulnerable communities within Malaysia or anywhere throughout the world as and when the need arises;
- ii) to promote the spirit of goodwill, volunteerism, and humanitarianism among members and volunteers of the Society;
- iii) to educate the public on aspects of humanitarian assistance, disaster management and risk reduction; and
- iv) to liaise with various local and international relief organisations, agencies, host governments and or other interested societies to assist in achieving these objectives.

# 2 ADOPTION OF NEW AND REVISED MALAYSIAN FINANCIAL REPORTING STANDARDS

As at the date authorisation for issue of the financial statements, the following MFRSs applicable to the Society but not yet effective:

Standard	Title	Date
MFRS 3	Definition of a Business (Amendments to	1 January 2020
	MFRS 3)	
MFRS 17	Insurance contract	1 January 2021
MFRS 101	Presentation of Financial Statements	1 January 2020
MFRS 108	Definition of Material (Amendments to MFRS	1 January 2020
	108)	

<sup>\*</sup> not related to the Society nature of business

The Executive Council are of opinion that the standards and interpretations above are not related to the Society activities.



FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019
PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY)
(MERCY MALAYSIA) (Registered under the Societies Act, 1966)
(Society No.: 1155)

### 3 SIGNIFICANT ACCOUNTING POLICIES

The financial statements of the Company have been prepared in accordance with Malaysian Financial Reporting Standards ("MFRS"), International Financial Reporting Standards and the Societies Act, 1966 in Malaysia.

The financial statements are presented in Ringgit Malaysia ("RM"), which is the functional currency of the Society.

### 3.1 PROPERTY, PLANT AND EQUIPMENT

All items of plant and equipment are initially recorded at cost. Subsequent costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when is probable that future economic benefits associated with the item will flow to the Society and the cost of the item can be measured reliably. The carrying amount of the replaced part is derecognised. All other repairs and maintenance are charged to the income statement during the financial period in which they are incurred.

Subsequent to recognition, plant and equipment are stated at cost less accumulated depreciation and any accumulated impairment losses.

Depreciation of plant and equipment is provided for on straight line basis to write off the cost of each asset to its residual value over the estimated useful life.

The principle annual rates of depreciation used are as follows:-

	<u>Rate</u>
Air conditioner	20%
Computer and electronic data processing (EDP)	20%
Equipment	10%
Emergency response unit (ERU) equipment	10%
Furniture and fittings	20%
Medical equipment	15%
Motor vehicle	20%
Office equipment	12%
Renovation	20%
Security equipment	12%

The residual values, useful life and depreciation method are reviewed at each financial period end to ensure that the amount, method and period of depreciation are consistent with previous estimates and the expected pattern of consumption of the future economic benefits embodied in the items of plant and equipment.

An item of plant and equipment is derecognised upon disposal or when no future economic benefits are expected from its use or disposal. The difference between the net disposal proceeds, if any and the net carrying amount is recognised in profit or loss.



# 3 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

#### 3.2 FINANCIAL INSTRUMENT

# 3.2.1 Initial Recognition and Measurement

The Society recognises a financial asset or a financial liability (including derivative instruments) in the statement of financial position when, and only when, an entity in the Society becomes a party to the contractual provisions of the instrument.

On initial recognition, all financial assets (including intra-group loans and advances) and financial liabilities (including intra-group payables and government loans at below market interest rates) are measured at fair value plus transaction costs if the financial asset or financial liability is not measured at fair value through profit or loss. For instruments measured at fair value through profit or loss, transaction costs are expensed to profit or loss when incurred.

# 3.2.2 Derecognition of Financial Instruments

For derecognition purposes, the Society first determines whether a financial asset or a financial liability should be derecognised in its entirety as a single item or derecognised part-by-part of a single item or of a group of similar items.

A financial asset, whether as a single item or as a part, is derecognised when, and only when, the contractual rights to receive the cash flows from the financial asset expire, or when the Society transfers the contractual rights to receive cash flows of the financial asset, including circumstances when the Society acts only as a collecting agent of the transferee, and retains no significant risks and rewards of ownership of the financial asset or no continuing involvement in the control of the financial asset transferred.

A financial liability is derecognised when, and only when, it is legally extinguished, which is either when the obligation specified in the contract is discharged or cancelled or expires. A substantial modification of the terms of an existing financial liability is accounted for as an extinguishment of the original financial liability and the recognition of a new financial liability. For this purpose, the Society considers a modification as substantial if the present value of the revised cash flows of the modified terms discounted at the original effective interest rate is different by 10% or more when compared with the carrying amount of the original liability.

#### 3.2.3 Financial Assets

For the purpose of subsequent measurement, the Society classifies financial assets into three measurement categories, namely:

- i) Financial assets at amortised cost (AC);
- Financial assets at fair value through other comprehensive income (FVOCI);
   and
- iii) Financial assets at fair value through profit of loss (FVPL).





FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019
PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY)
(MERCY MALAYSIA) (Registered under the Societies Act, 1966)
(Society No.: 1155)

# 3 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

## 3.2 FINANCIAL INSTRUMENT (CONTINUED)

# 3.2.3 Financial Assets (Continued)

The classification is based on the Society 's business model objective for managing the financial assets and the contractual cash flow characteristics of the financial instruments.

After initial recognition, the Society measures financial assets, as follows:

- i) Financial assets at amortised cost A financial asset is measured at amortised cost if:
  - a) it is held within the Society's business objective to hold the asset only to collect contractual cash flows, and
  - the contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principle and interest In principal outstanding.
- ii) Financial assets at FVOCI A financial asset is measured at FVOCI if:
  - it is held within the Society 's business objective to hold the asset both to collect contractual cash flows and selling the financial asset, and
  - the contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principle and interest in principal outstanding.
- iii) Financial assets at FVPL A financial asset is measured at FVPL if it is an equity investment, held for trading (including derivative assets) or if it does not meet any of the condition specified for the AC or FVOCI model.

Other than financial assets measured at fair value through profit or loss, all other financial assets are subject to review for impairment.

## 3 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

# 3.3 FINANCIAL LIABILITIES

Financial liabilities are classified according to the substance of the contractual arrangements entered into and the definitions of a financial liability.

Financial liabilities, within the scope of FRS 139, are recognised in the statement of financial position when, and only when, the Society become a party to the contractual provisions of the financial instrument. Financial liabilities are classified as either financial liabilities at fair value through profit or loss or other financial liabilities.

# i) Financial liabilities at fair value through profit or loss

Financial liabilities at fair value through profit or loss include financial liabilities held for trading and financial liabilities designated upon initial recognition as at fair value through profit or loss.

Financial liabilities held for trading include derivatives entered into by the Society that do not meet the hedge accounting criteria. Derivative liabilities are initially measured at fair value and subsequently stated at fair value, with any resultant gain or losses recognised in profit or loss. Net gains or losses on derivatives include exchange differences.

The Society has not designated any financial liabilities as at fair value through profit or loss.

# ii) Financial Assets At Fair Value Through Profit Or Loss

The Society other financial liabilities include trade payables and other payables.

Trade and other payables are recognised initially at fair value plus directly attributable transaction costs and subsequently measured at amortised cost using the effective interest method.

For other financial liabilities, gains or losses are recognised in profit or loss when the liabilities are derecognised, and through the amortisation process.

A financial liability is derecognised when the obligation under the liability is extinguished. When an existing financial liability is replaced by another from the same lender on substantially different terms, or the terms of an existing liability are substantially modified, such an exchange or modification is treated as a derecognition of the original liability and the recognition of a new liability, and the difference in the respective carrying amounts is recognised in profit or loss.



FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019
PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY)
(MERCY MALAYSIA) (Registered under the Societies Act, 1966)
(Society No.: 1155)

# 3 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

#### 3.4 IMPAIRMENT OF FINANCIAL ASSETS

The Society assess at each reporting date whether there is any objective evidence that a financial asset is impaired.

# i) Trade receivable, other receivables and other financial assets carried at amortised cost

To determine whether there is objective evidence that an impairment loss on financial assets has been incurred, the Society consider factors such as the probability of insolvency or significant financial difficulties of the debtor and default or significant delay in payments. For certain categories of financial assets, such as trade receivables, assets that are assessed not to be impaired individually are subsequently assessed for impairment on a collective basis based on similar risk characteristics. Objective evidence of impairment for a portfolio of receivables could include the Society's past experience of collecting payments, an increase in the number of delayed payments in the portfolio past the average credit period and observable changes in national or local economic conditions that correlate with default on receivables.

If any such evidence exists, the amount of impairment loss is measured as the difference between the asset's carrying amount and the present value of estimated future cash flows discounted at the financial asset's original effective interest rate. The impairment loss is recognised in profit or losses.

The carrying amount of the financial asset is reduced by the impairment loss directly for all financial assets with the exception of trade receivables, where the carrying amount is reduced through the use of an allowance account. When a trade receivable becomes uncollectible, it is written off against the allowance account.

If in a subsequent period, the amount of the impairment loss decreases and the decrease can be related objectively to an event occurring after the impairment was recognised, the previously recognised impairment loss is reversed to the extent that the carrying amount of the asset does not exceed its amortised cost at the reversal date. The amount of reversal is recognised in profit or losses.

# 3.5 INVENTORIES

Inventories are measured at the lower of cost and net realisable value. The cost of inventories is based on the weighted average cost and includes expenditure incurred in acquiring the inventories and bringing them to their existing location and condition. In the case of work-in-progress, cost includes an appropriate share of production overheads based on normal operating capacity. Net realisable value is the estimated selling price in the ordinary course of business, less the estimated costs of completion and the estimated costs necessary to make the sale.

# 3 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

#### 3.6 CASH AND CASH EQUIVALENTS

Cash and cash equivalents consist of cash in hand, balances and fixed deposits with banks that are readily convertible to known amount of cash and which are subject to an insignificant risk of changes in value.

## 3.7 INCOME RECOGNITION

Revenue is recognised when it is probable that the economic benefits associates with the transaction will flow to the society and the amount of the revenue can be measured reliably.

## i) Donation

Donation is recognised in profit or loss on the date when the Society's right to received payment is established.

## ii) Interest income

Interest is recognised on a time proportion basis that reflects the effective yield on the asset.

## 3.8 MEMBERSHIP SUBSCRIPTION AND ADMISSION FEE

Ordinary membership subscription is payable annually before the accounting financial year. Only that subscription which is attributable to the current financial year is recognised as income. Subscription relating to periods beyond the current financial year is taken up in the statement of financial position as subscription in advance under the heading of current liabilities. Subscription is payable in full irrespective of the date of resignation of members during the financial year. Life membership fee is recognised upon admission.

## 3.9 CHARITABLE FUNDS

Charitable funds consist of Unrestricted Fund and Restricted Funds.

Unrestricted Fund is a general fund that is available for use at the Executive Council's discretion in furtherance to the objectives of the Society.

Restricted Funds are subject to particular purposes imposed by the donor or by nature of appeal. They are not available for use in other Society's activities or purposes.



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# 3 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

#### 3.10 FOREIGN EXCHANGE

Transactions in foreign currency during the period are converted into Ringgit Malaysia at rates of exchange approximating those prevailing at the transaction dates.

Monetary assets and liabilities in foreign currency at statement of financial position date are translated into Ringgit Malaysia at rates of exchange approximating those ruling on that date.

Exchange gains and losses are charged to the statement of profit and loss and comprehensive income.

The principal closing rate used (expressed on the basis of one unit of foreign currency to RM equivalents) for the translation of foreign currency balances at the statement of financial position date are as follows:

	RM	RM
Foreign currency:-	31	31
	December	December
	2019	2018
1 US Dollar	4.0995	4.1331
1 Sri Lanka Rupee	0.1005	0.0226
1 Australian Dollar	2.8709	2.9121
1 Euro	4.5929	4.7346
1 Japanese Yen	0.0377	0.0377
1,000 Indonesian Rupiah	0.0294	0.2873
1 Philippine Peso	0.0807	0.0787
1 Singapore Dollar	3.0407	3.0339
1 Swiss Franc	4.2320	4.2031
1 Pound Sterling	5.3763	5.2739
1 Thai Bhat	0.1371	0.1279
1 India Rupee	0.1364	0.0594
1 Bangladesh Taka	0.0517	0.0494

## 3 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

#### 3.11 EMPLOYEE BENEFITS

## i) Short term benefits

Short term employee benefit obligations in respect of salaries, annual bonuses, paid annual leave and sick leave are measured on an undiscounted basis and are expensed as the related service is provided.

A provision is recognised for amount expected to be paid under short-term cash bonus or profit-sharing plans if the Society has a legal or constructive obligation to pay this amount as a result of past service provided by the employee and the obligation can be estimated reliably.

# ii) Defined contribution plans

The Society's contribution to the Employee's Provident Fund is charged to statement of comprehensive income in the year to which they relate. Once the contributions have been paid, the Society has no further payment obligations.

# 4 CRITICAL ACCOUNTING JUDGEMENTS AND KEY SOURCES OF ESTIMATION UNCERTAINTY

# 4.1 CRITICAL JUDGEMENTS IN APPLYING THE ACCOUNTING POLICIES

There are no significant areas of critical judgement in applying accounting policies that have any significant effect on the amount recognised in the financial statements.

#### 4.2 KEY SOURCES OF ESTIMATION UNCERTAINTY

The key assumptions concerning the future, and other key sources of estimation uncertainty at the reporting date, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year, other than those disclosed in the Notes, are as follows:

# 4.2.1 Depreciation of property, plant and equipment

The cost of an item of property, plant and equipment is depreciated on the straight-line method or another systematic method that reflects the consumption of the economic benefits of the assets over its useful life. Estimates are applied in the selection of the depreciation method, the useful life and the residual values. The actual consumption of the economic benefits of the property, plant and equipment may differ from the estimated applied and this may lead to a gain or loss on an eventual disposal of an item of property, plant and equipment.



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#### 5 **DONATIONS**

	2019 RM	2018 RM
Unrestricted funds:-		
General Donation	1,838,283	1,130,008
Sustainability and Development Reserved Fund	, , -	1,033,648
Yasmin Ahmad fund	50,090	20,837
Zakat fund	398,035	9,955
	2,286,408	2,194,448
Restricted funds:-		
Afghanistan	1,120	-
Bangladesh	1,180,453	862,504
Cambodia	11,735	242,289
Indonesia	296,710	2,030,494
India	-	12,385
Laos	-	185,830
Palestine	105,463	238,254
Philippines	201,365	164,246
Malaysia	4,176,635	2,996,580
Myanmar	2,352,877	3,149,403
Nepal	-	1,265
Syria	159,446	319,140
Yemen	299,035	490
	8,784,839	10,202,880
	11,071,247	12,397,328

# 6

	2019	2018
	RM	RM
Entrance fee	250	300
Life membership	1,000	1,500
Ordinary membership	660	360
	1,910	2,160



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	2019	2018
	RM	RM
Event	51,248	-
Training fee	119,090	41,590
Interest received	57,685	53,582
Sale of merchandise	428	1,440
Other	121,063	83,524
	349,514	180,136

# 8 CHARITABLE EXPENDITURE

	2019	2018
	RM	RM
Afghanistan	28,893	-
Bangladesh	1,492,686	2,189,732
Cambodia	7,663	317,919
Indonesia	928,395	1,845,313
India	-	12,385
Laos	2,651	185,830
Malaysia	4,368,285	2,762,355
Myanmar	3,774,006	3,149,403
Nepal	-	44,524
Palestine	218,087	297,173
Philippines	331,371	164,246
Syria	62,612	568,969
Yemen	128,615	
	11,343,264	11,537,849



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# 9 COMMUNICATION AND FUND RAISING EXPENSES

	2019	2018
	RM	RM
Accommodation	4,918	3,118
Advertisement and promotion	4,036	961
Air fare	4,626	1,943
Allowance (Note 18)	8,899	240
Bank charges	33,107	15,319
Disposal of fixed asset/stock	2,199	-
EPF (Note 18)	55,498	49,555
Food and beverages	3,278	2,064
Gift and souvenir	3,582	2,707
Loss on foreign exchange	1	-
Goods and service tax	-	1,510
Hotel ballroom/Venue expense	-	7,255
License for commercial rental	122	48
Medical (Note 18)	5,639	2,788
Membership fee	856	806
Mission volunteer pack	9,988	1,008
Other expenses	294	-
Postage and courier	1,035	738
Printing and stationeries	11,669	38,539
Professional fee	35,014	44,540
Publication expenses	6,650	3,482
Repair and maintenance - IT maintenance	26,980	8,446
Salaries, allowances and wages (Note 18)	473,970	424,268
SOCSO (Note 18)	5,295	4,581
Small equipment	5,151	-
Sales and service tax	1,436	134
Training	1,085	-
Travelling and transportation	6,266	7,478
	711,594	621,528

# 10 OPERATING EXPENSES

	2019	2018
	RM	RM
Accommodation	20,189	9,530
Advertisement and promotion	6,000	3,200
Air fare	25,978	58,119
Audit fee	14,400	16,000
Allowance (Note 18)	42,778	23,280
Bank charges	6,966	6,860
Depreciation of property, plant and equipment	49,698	28,301
EPF (Note 18)	25,330	51,350
Food and beverages	15,122	12,648
Gift and souvenir	957	223
Goods and service tax	-	6,381
Grant for Mercy Malaysia United Kingdom	60,307	164,722
Hotel ballroom/Venue expense	2,000	674
Insurances	122,100	104,207
Loss / (Gain) on disposal of property, plant and equipment	-	34,144
Medical (Note 18)	5,203	10,641
Membership fee	19,697	13,903
Mission volunteer pack	228	-
Office rental	122,148	142,746
Other expenses administration	-	3,540
Photocopy machine rental	5,700	3,929
Postage and courier	731	1,158
Printing and stationeries	23,633	· -
Professional fee	180	14,491
Publication expenses	-	250
Repair and maintenance - IT maintenance	1,446	13,230
Repair and maintenance - motor vehicle	1,308	411
Repair and maintenance - office	2,738	78,242
Repair and maintenance - office equipment	602	367
Realised loss on foreign exchange	197,875	63,009
Road tax and insurance	209	-
Small equipment	264	744
Salaries, allowances and wages (Note 18)	227,957	395,856
SOCSO (Note 18)	2,913	5,388
Sales and service tax	756	30
Staff uniform	546	287
Staff welfare	6,860	2,500
Telephone, fax and internet	35,172	38,450
Training	6,322	800
Travelling and transportation	6,228	12,148
Utilities	17,724	15,449
Visa	61	701
Work permit	-	540
•	1,078,326	1,338,449



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# 11 PROPERTY, PLANT AND EQUIPMENT

	As at 1			As at 31 December
	January 2019	Additions	Disposals	December 2019
	RM	RM	RM	RM
Cost				
Air conditioner	9,295	-	-	9,295
Computer and EDP	953,265	8,202	-	961,467
Equipment	8,000	-	-	8,000
ERU - Asset equipment	317,336	-	-	317,336
Furniture and fittings	37,296	-	-	37,296
Medical equipment	72,853	16,000	-	88,853
Motor vehicle	554,182	-	-	554,182
Office equipment	96,518	-	-	96,518
Renovation	10,884	-	-	10,884
Security equipment	9,000	-	-	9,000
	2,068,629	24,202	-	2,092,831
	As at 1	Charges for		As at 31
	January	the financial	Disposals	December
		-	Disposals RM	
<u>Accumulated</u>	January 2019	the financial year	<del>-</del>	December 2019
Accumulated Depreciation	January 2019	the financial year	<del>-</del>	December 2019
	January 2019	the financial year	<del>-</del>	December 2019
<u>Depreciation</u>	January 2019 RM	the financial year RM	<del>-</del>	December 2019 RM
<u>Depreciation</u> Air conditioner	January 2019 RM 9,182	the financial year RM	<del>-</del>	December 2019 RM 9,291
Depreciation Air conditioner Computer and EDP	January 2019 RM 9,182 899,748	the financial year RM 109 27,772	<del>-</del>	9,291 927,520
Depreciation Air conditioner Computer and EDP Equipment	January 2019 RM 9,182 899,748 6,382	the financial year RM 109 27,772 1,600	<del>-</del>	9,291 927,520 7,982
Depreciation Air conditioner Computer and EDP Equipment ERU - Asset equipment	January 2019 RM 9,182 899,748 6,382 106,903	the financial year RM 109 27,772 1,600	<del>-</del>	9,291 927,520 7,982 139,526
Depreciation Air conditioner Computer and EDP Equipment ERU - Asset equipment Furniture and fittings	9,182 899,748 6,382 106,903 37,250	the financial year RM 109 27,772 1,600 32,623	<del>-</del>	9,291 927,520 7,982 139,526 37,250
Depreciation Air conditioner Computer and EDP Equipment ERU - Asset equipment Furniture and fittings Medical equipment	9,182 899,748 6,382 106,903 37,250 72,851	the financial year RM 109 27,772 1,600 32,623	<del>-</del>	9,291 927,520 7,982 139,526 37,250 73,025
Depreciation Air conditioner Computer and EDP Equipment ERU - Asset equipment Furniture and fittings Medical equipment Motor vehicle	9,182 899,748 6,382 106,903 37,250 72,851 512,575	the financial year RM 109 27,772 1,600 32,623 - 174 14,780	<del>-</del>	9,291 927,520 7,982 139,526 37,250 73,025 527,355
Depreciation Air conditioner Computer and EDP Equipment ERU - Asset equipment Furniture and fittings Medical equipment Motor vehicle Office equipment	9,182 899,748 6,382 106,903 37,250 72,851 512,575 50,721	the financial year RM 109 27,772 1,600 32,623 - 174 14,780	<del>-</del>	9,291 927,520 7,982 139,526 37,250 73,025 527,355 60,202



# 11 PROPERTY, PLANT AND EQUIPMENT (CONTINUED)

			Depreciation
			charge
	2019	2018	2018
	RM	RM	RM
Carrying Amounts			
Air conditioner	4	113	216
Computer and EDP	33,947	53,517	29,527
Equipment	19	1,619	38,735
ERU - Asset equipment	177,809	210,432	1,600
Furniture and fittings	46	46	-
Medical equipment	15,828	2	-
Motor vehicle	26,827	41,607	14,789
Office equipment	36,316	45,797	10,181
Renovation	5	5	-
Security equipment	2	2	-
	290,803	353,140	95,048

Cost of fully depreciated assets still in use at year end:

	2019	2018
	RM	RM
Air conditioner	9,295	8,215
Computer and EDP	812,726	819,307
Furniture and fittings	37,296	37,296
Medical equipment	72,853	72,853
Motor vehicle	497,239	480,239
Office equipment	18,306	14,153
Renovation	10,884	10,884
Security equipment	9,000	9,000
	1,467,599	1,451,947

# 12 INVENTORIES

	2019	2018
	RM	RM
At cost:		
Dental clinic	-	63,636
Flood preparedness	-	2,435
Merchandise	19,020	22,952
Mobile clinic	13,604	65,618
	32,624	154,641



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## 13 OTHER RECEIVABLES

	2019 RM	2018 RM
Other receivables	155,929	436,193
Deposit	89,819	89,819
Prepayment	249,396	177,093
Advance to mission members and basecamp	133,678	178,066
	628,822	881,171

As at 21 August 2020 the Sole Shareholder of Humanitarian Development Centre Sdn. Bhd. (HDC Sdn. Bhd.), Company Registration Number 1318365-V, has transferred 49% of ordinary shares to Malaysia Medical Relief Society (Mercy Malaysia) amounting RM 20,000 (included in other receivables). With the effect of this transfers the initial Amount due From HDC Sdn. Bhd. of RM 20,000 to MERCY Malaysia is now converted to 49% of shareholding equity in HDC Sdn. Bhd.

## 14 CASH AND CASH EQUIVALENTS

	2019	2018
	RM	RM
Cash in hand	347,736	31,537
Cash at bank	3,856,974	6,068,701
Deposits with licensed banks	1,383,857	1,329,474
	5,588,567	7,429,712

# 15 OTHER PAYABLES AND ACCRUALS

	2019 RM	2018 RM
Other payables	147,752	203,404
Accruals	444,594	956,277
	592,346	1,159,681

# 16 RESTRICTED FUNDS /(DEFICIT)

Deficit in restricted funds represent an excess of utilisation of fund for the country's aid. The deficit has been funded by the Society's Unrestricted Fund aligned with its principal objectives.

## 17 INCOME TAX EXPENSE

No taxation provided in the financial statements, as the Society is tax exempted under Section 44(6) of the Income Tax Act, 1967.

# 18 STAFF COSTS (NOTE 9 & 10)

	2019 RM	2018 RM
EPF and SOCSO	89,036	110,874
Medical	10,842	13,429
Salaries and allowances	753,604	843,644
	853,482	967,947
Number of employees (excluding Executive Council) at the end of financial year	46	42
19 PURCHASE OF PROPERTY, PLANT AND EQUIPMEN	NT.	
	2019 RM	2018 RM
Purchases of property, plant and equipment  Less: Purchases made directly by finance lease	24,202 -	4,302
	24,202	4,302

# 20 FINANCIAL INSTRUMENTS

# 20.1 FINANCIAL RISKS MANAGEMENT OBJECTIVES AND POLICIES

The Society has exposure to financial risks as the following:

- a) Credit risks arising from its other receivables and bank balance;
- b) Interest rate risks from deposits with licensed bank.

# 20.2 NET GAINS AND LOSSES ARISING FROM FINANCIAL INSTRUMENT

	2019 RM	2018 RM
Deposits placed in a licensed bank	54,383	53,582
Cash and cash equivalent	3,241	3,559
	57,624	57,141



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# 20 FINANCIAL INSTRUMENTS (CONTINUED)

The Society measured its financial assets and financial liabilities at amortised cost ("AC").

	Carrying amount	AC
	RM	RM
2019		
Financial assets		
Other receivables	628,822	628.822
Cash at bank	4,204,710	4,204,710
Fixed deposit	1,383,857	1,383,857
	6,217,389	6,217,389
Financial		
liabilities		
Other payables and accruals	592,346	592,346
<u>2018</u>		
Financial assets		
Other receivables	881,171	881,171
Cash at bank	6,100,238	6,100,238
Fixed deposit	1,329,474	1,329,474
	8,310,883	8,310,883
Financial liabilities		
Other payables and accruals	1,159,681	1,159,681

# 21 FINANCIAL RISK MANAGEMENT OBJECTIVES AND POLICIES

The financial risk management is integral to the development of the Society's business. The Society has in place the financial risk management policies to manage its exposure to a variety of risks to an acceptable level. The Society's principal financial risk management policies are as follows:

## 21.1 CREDIT RISK

Cash and bank balances are placed with reputable financial institutions based on rating agencies' ratings. The Society placed funds in respect of other financial assets by reference to the investment evaluation procedures to ensure that the credit risk is kept at minimum level.

Therefore, credit risk arises mainly from the inability of its customers to make payments when due. Trade receivables presented in the statement of financial position are net of allowances for impairment losses, estimated by management based on prior experience and the current economic environment.

The carrying amounts of the financial assets recorded on the statement of financial position at the reporting date represent the Society's maximum exposure to credit risk in relation to financial assets. No financial assets carry a significant exposure to credit risk other than those disclosed in the notes.

# 21 FINANCIAL RISK MANAGEMENT OBJECTIVES AND POLICIES (CONTINUED)

## 21.1 CREDIT RISK (CONTINUED)

The Society does not hold any collateral and thus, the credit exposure is continuously monitored by the directors.

# 21.2 LIQUIDITY AND CASH FLOW RISK

Liquidity risk is the risk that an enterprise will encounter difficulty in raising funds to meet commitments associated with financial statements.

Cash flow risk is the risk that future cash flows associated with a financial instrument will fluctuate. In the case of a floating rate debt instrument, such fluctuations result in a change in the effective interest rate of the financial instrument, usually without a corresponding change in its fair value.

In the short term, the Society focuses on liquidity, gearing of financial position, funds resources for plant upgrading and expansion of existing activities. Prudent liquidity risk management implies maintaining sufficient cash flow and the availability of funding through an adequate amount of committed credit facilities and the ability to close out market positions. Due to the dynamic nature of the underlying business, the Society aims at maintaining flexibility in funding by keeping credit lines.

	Note later than 1 year		0 5	
	or on	4 =	Over 5	
	demand	1 - 5 year	year	Total
	RM	RM	RM	RM
2019				
Other payables	592,346	-	-	592,346
, -				
2018				
Other payables	1,159,681		-	1,159,681
Other payables	1,159,681	-	-	1,159,681

## 21.3 MARKET PRICE RISK

Market price risk is the risk that the fair value or future cash flows of the Society's financial instruments will fluctuate because of changes in market prices (other than interest or exchange rates).

## Fair Value

The following are classes of financial instruments that are not carried at fair value and whose carrying amounts are reasonable approximations of fair values:

	Note
Other receivables	13
Other payables and accruals	15



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# 21 FINANCIAL RISK MANAGEMENT OBJECTIVES AND POLICIES (CONTINUED)

#### 21.3 MARKET PRICE RISK (CONTINUED)

The carrying amounts of these financial assets and liabilities are reasonable approximations of fair values, either due to their short-term nature or that they are floating rate instruments that are re-priced to market interest rates on or near the reporting date.

The fair value of other payables (non-current) and borrowings are estimated by discounting expected future cash flows at the market incremental lending rate for similar types of lending, borrowing or leasing arrangements at the reporting date.

#### 21.4 INTEREST RATE RISK

Interest rate risk arises when the future cash flows or fair value will fluctuate due to the changes in interest rates related to financial assets and financial liabilities with floating interest rates.

The Society's financial instruments that are exposed to interest rate risk and the applicable weighted average effective interest rates are disclosed in the respective notes.

The Society entered into interest rate swaps and fixed interest rate instruments to mitigate the interest rate risk.



# **FUNDRAISING**

- Event Organisers
- Fundraisers



# COMMUNICATIONS

- PhotographersDesignersVideographersEditors

- Writers



# **TECHNICAL TEAM**

- Quantity SurveyorsEngineers
- Safety and Health OfficersDraughtsmenWater Specialists



# **VOLUNTEER** WITH US

# DISASTER RISK REDUCTION (DRR)

- Teachers / Tutors
- School Counsellors
- Trainers



# **LOGISTICS**

- Warehouse Management
- Emergency Response
- Administrative Support



## **MEDICAL VOLUNTEERS**

- MEDICAL VOLUNTEERS

  General Practioners

  Anaesthesiologists

  Cardiologists

  Surgeons

  Gynaecologists

  Psychologists

  Paediatricians

  Paychiatrists

  Dental Surgery Assistants

  Nurses (any area of speciality)

  Midwives



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