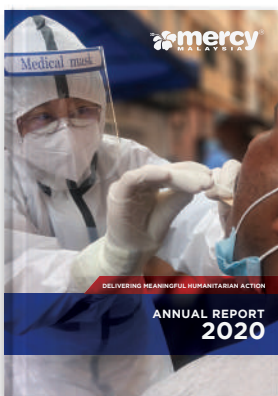


Medical mask

DELIVERING MEANINGFUL HUMANITARIAN ACTION

**ANNUAL REPORT**  
**2020**



## COVER RATIONALE

**DELIVERING MEANINGFUL HUMANITARIAN ACTION** is the theme of MERCY Malaysia's Strategic Commitments for 2020 - 2030.

2020 will forever be etched in the world's history books as the year of the global pandemic. The rapid spread of the novel coronavirus discovered in December 2019 put unprecedented stress on healthcare professionals and medical frontline workers across the globe. Confirmed to have spread to Malaysia on 25 January 2020, the impact of its swift development and consequent movement control orders in essence charted the direction of MERCY Malaysia's work for the year to focus predominantly on COVID-19 response and relief activities.

A MERCY Malaysia healthcare volunteer in full personal protective equipment (PPE) conducting a COVID-19 swab test.

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Chairman, Board of Trustees  
President  
Executive Director



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Volunteer  
Member, Donate or Fundraise



# MERCY MALAYSIA'S PATRON



**HIS ROYAL HIGHNESS  
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)., D.K. 1(Johor)., D.K.(Pahang)., PhD(Harvard)

**THE SULTAN OF PERAK DARUL RIDZUAN**



# MESSAGE

*“ The onslaught of the unprecedented deadly virus, followed by it's devastating impact on the healthcare system of many countries.... put to test the effectiveness and operations of many humanitarian organisations, NGOs and governments, including MERCY Malaysia. ”*



2020 is a year not to be forgotten.

2020 marked the first year of MERCY Malaysia's third decade. After our 20th anniversary celebration in 2019, we kicked off 2020 with a BANG.

We had drawn strength and inspiration from the fascinating tales of human passion and unsurmountable spirit of the founders, and those that followed in their footsteps. Between us, we had reflected on the challenges of the first two decades, on the hundreds and thousands of achievements – successes big and small – made possible with the untiring efforts, strong support and positive collaborations from the big MERCY Malaysia community. We celebrated those who held the reigns of the organisation over the years, we acknowledged those who contributed their wisdom, sweat, tears and laughter in driving the massive efforts of MERCY Malaysia, allowing it to face challenges head-on, and overcome them with grace and diplomacy. We reminisced the joint laughter and camaraderie of projects well completed, the tears and sadness after a setback or loss, and the joy and swelling of our hearts of seeing happy smiles of our beneficiaries.

This kaleidoscope of experiences and moments has resulted in MERCY Malaysia being recognised as a full-fledged humanitarian organisation, operating in 32 countries, in crisis and non-crisis situations. This kaleidoscope of experiences was also what brought us through the challenges of 2020. And what a year it was!

The onslaught of the unprecedented deadly virus at the beginning of the year (a virus that we now commonly know as COVID-19), followed by its devastating impact on the healthcare systems and economies of many countries, combined with political instabilities and natural catastrophes across the world, put to test the effectiveness and operations of many humanitarian organisations, NGOs and governments, including MERCY Malaysia.

One of the things I believe was critical during the early days of pandemic response was the communication between MERCY Malaysia and other NGOs with the Ministry of Health and other Malaysian authorities. Coordination meetings were instituted, which put in place a central communication platform - allowing the shared resources to be used more

effectively to identify needs and gaps, as well as allocate responsibilities among the agencies and NGOs to respond to them.

As a result, MERCY Malaysia mobilised our resources, and called on our volunteers, and proceeded to assist in swab testing during the critical initial days of the pandemic, provide much-needed PPEs to frontliners and offer food aid to those affected by the movement control orders and restrictions. We also launched the MERCY Malaysia COVID-19 fund which successfully raised funds for funding relief activities. There was also increased focus on addressing mental health issues and needs. To give a better idea of our COVID-19 response efforts, this year's annual report will feature an additional section dedicated to document MERCY Malaysia's work on COVID-19 and our contributions thus far in this ongoing war against the virus. Of course, even as this report goes to print, the war is still on.

With much of the world initiating their respective vaccination programmes in the first half of 2021, it is anticipated that it will be a while yet before we can see the herd immunity effect, and the world will return to some form of normalcy, with countries opening borders and economies. Until then, COVID-19 will still be a priority agenda, and a key challenge, in ours and our partners' work programmes.

And until then, I urge everyone to remain vigilant, continue to wear masks, wash your hands, observe proper hygiene practices and physical distancing. Keep ourselves updated on the developments, promote and comply with all the SOPs set by governments, workplaces, schools, malls, and do not neglect your physical and mental health, as well as those of your families and community. We are still in this war, and we are in it together. Stay safe!

**TAN SRI DATO' AJIT SINGH**  
Chairman

# MESSAGE



“ Our approach to funding requires a shift from being reactive to one which is more proactive. This could potentially result in a larger percentage of unrestricted funds, which would in turn increase our capacity to immediately respond and provide aid in the event of an emergency situation. ”

For over two decades MERCY Malaysia has been serving communities across the world. Our humanitarian aid has helped to provide relief, reduce burdens and increase the preparedness and resilience of affected and vulnerable communities. Our reputation in the humanitarian aid space has steadily grown in size and impact.

Being an experienced humanitarian organisation, we have learned to not rest on our laurels. When the COVID-19 pandemic emerged as an unprecedented crisis to the world – health, social and economic wise, MERCY Malaysia swiftly pivoted and moved to action. A COVID-19 Fund was launched, which received generous response and donations from the public and corporate donors, providing us with record level funds to finance the consequent humanitarian needs.

The pandemic battle is a different kind of battle where humanitarian workers are as vulnerable and at risk as those they are helping. I am extremely proud of our staff, volunteers, partners and stakeholders who have worked professionally and tirelessly in the fight against the pandemic, while at the same time continuing to provide aid to other incidents and disasters that continue to threaten vulnerable populations. They are indeed shining examples of human kindness, strength, resilience and perseverance.

Guided by the need and trust of the people and communities we serve, MERCY Malaysia set ourselves the challenge to deliver meaningful humanitarian action through our 2020 – 2030 Strategic Plan. The strategy covers optimisation of resources, sustainable and diversified financing, and strategic leadership and advocacy.

As President, I have consistently spoken on the importance of organisational and financial sustainability for MERCY Malaysia. Our operational framework is guided by international standards and best humanitarian practices, and efforts are taken to ensure the management team, staff and volunteers are continuously skilled and empowered to perform their duties. We also have strong affiliations with international and local organisations, government bodies, as well as project partners from among corporates and non-corporates. A significant amount of our annual funding comes

from the public and private sector donors. However, unlike developed nations with a high donating culture, donations for our work are usually in response to events or disasters (which are restricted funds). As an organisation, a shift from getting restricted funds to being more proactive in terms of getting funding is essential. This shift will allow us to have a larger percentage of unrestricted funds, which will in turn, increase our capacity to immediately respond and provide aid in the event of an emergency situation.

The Almighty has blessed this organisation with an amazing circle of people. I thank each and every one of you for being with us, for believing in our vision and mission, for making an impact on our work, and more importantly, making an impact on the lives of those in need.

And, as much as we thank you for having been part of us, our bigger hope is that you continue to be part of our work in the coming years, and better still, get your friends, colleagues and young'uns involved.

May we all continue to be inspired to create a bigger impact!

**PROFESSOR DATO' DR. AHMAD FAIZAL  
MOHD PERDAUS**  
President

# MESSAGE



*“The capacity to deliver is ever demanding, and MERCY Malaysia could not have accomplished all this work without the critical support and collaboration of our partners, generous donors across the world and the hard work of our staff and volunteers.”*

For more than two decades MERCY Malaysia, working to reduce people and communities' humanitarian burden and increase resilience in communities most at risk, has steadily grown in size and impact.

Over the past year, we have been reflecting on the world in which we live and looking ahead to the next decade to identify gaps, challenges, opportunities and ideas to best deliver humanitarian and development assistance to people most in need and reaching first those who are furthest behind.

Being an experienced humanitarian organisation, we have learned to not rest on our laurels. By the end of Quarter 1, the COVID-19 pandemic began to pose unprecedented crisis to the world – health, social and economic wise. MERCY Malaysia swiftly pivoted and moved to action. Fortunately, the public and donors generously responded by financing these humanitarian needs at record levels.

While the pandemic battle is a different kind of battle – where humanitarian workers are also as vulnerable and at risk as others, I am extremely proud of our staff, volunteers, partners and stakeholders who had worked professionally and tirelessly on the fight against the pandemic. On top of that, the humanitarian sector is still responding to other incidents and disasters that continue to threaten vulnerable populations.

As an organisation that is guided by the four humanitarian principles – humanity, neutrality, impartiality and independence, and depends on trust of the people and communities we serve, we set ourselves the challenge to deliver meaningful humanitarian action through our 2020 – 2030 Strategic Plan. Adopting optimisation of resources, promoting growth through sustainable and diversified financing, and strategic leadership and advocacy, MERCY Malaysia stays committed in delivering humanitarian aid to save lives, alleviate suffering and maintain human dignity during and in the aftermath of crises, as well as to prevent disaster and strengthen preparedness.

In upholding this commitment, it is imperative that our work aligns to the Agenda for Humanity, the Sendai Framework

for Disaster Risk Reduction, and the 2030 Agenda for Sustainable Development. This aims to bridge the humanitarian-development divide, and facilitate MERCY Malaysia's contributions towards the national and global humanitarian and development needs and goals.

Within the aspiration and commitment in doing better work, we acknowledge the fact that in many humanitarian crises, the needs of affected populations far outweigh available resources and capacity to respond. Therefore, maximising aid efforts is one of the most important challenges for the humanitarian sector. The capacity to deliver is ever demanding, and MERCY Malaysia could not have accomplished all this work without the critical support and collaboration of our partners and generous donors across the world.

I thank you for your commitment to humanitarian action, to MERCY Malaysia, and to the people we serve.

**ZURAIDAH MIAN**  
Acting Executive Director



# 2020 WAS A CHALLENGING YEAR FOR ALL MALAYSIANS

The escalation of COVID-19 into a full-blown global pandemic within a few short months created huge challenges for the humanitarian sector. Against everyone's will, the pandemic changed the social and economic landscape of societies – impacting the mental and physical health of people and organisations. Suddenly a horizon of new norms appeared, and embracement was the only option.

Well-equipped and well-positioned to respond to emergency situations, MERCY Malaysia took the lead in actively engaging at-risks communities and those in need.

As the government declared movement control orders throughout the country, MERCY Malaysia, under the direction by the Ministry of Health Malaysia, and together with other NGOs went to the field - manning stations together with frontliners, assisting in providing much-needed PPEs, as well as assistance in cash and in-kind.



## BY END 2020

**RM59.06 MILLION**

FUNDS RECEIVED FROM INTERNATIONAL ORGANISATIONS,  
PRIVATE SECTOR AND PUBLIC DONORS

**RM42.87 MILLION**

SPENT ON PROVIDING HUMANITARIAN RELIEF, AID AND ASSISTANCE  
TO THOSE IN NEED FROM ALL WALKS OF LIFE





# ABOUT US

## 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 situations.

## CORE VALUES

### MUTUAL RESPECT

We recognise the innate worth of all people and the value of diversity.

### EQUITY AND INCLUSIVITY

We adopt a people-centred and inclusive culture with all communities and stakeholders.

### RESILIENCE

We persevere through challenges and adversity.

### COMMITMENT

We are committed to deliver meaningful humanitarian and development aid to people in need.

### YEARN TO SERVE

We will go the extra mile to help those in need.



# BOARD OF TRUSTEES

The Board of Trustees play a crucial role to ensure good governance of the organisation in all its conduct and operations. The Board's composition of leading humanitarians at heart, with extensive knowledge and practical know-how in diverse areas and disciplines, brings an invaluable wealth of experience to MERCY Malaysia. It's role is not limited to matters pertaining to governance, but may also include the financial health, audit and asset management of the organisation.



**TAN SRI DATO' AJIT SINGH**  
Chairman of the Board

**Duration on the Board:** Since 2009

**Key Roles:**

In Malaysia

- Malaysian Ministry of Foreign Affairs (since 1963), serving missions in Australia, Austria, Brazil (which included accreditation to Bolivia, Columbia, Peru and Venezuela), Ethiopia, Germany, Vietnam and the United States.
- Director of International Business Ventures, PETRONAS

In the International Arena

- 1st Secretary-General of ASEAN
- 1st Secretary-General of the BOAO Forum for Asia
- Advisor, Malaysia India Business Council (MIBC)

**Highlights:**

Laos and Vietnam Friendship Medals (1997)

Pravasi Bharatiya Samman Award by the Indian Government (2011)



**TAN SRI DATO' AHMAD  
FUZI HAJI ABDUL RAZAK**

**Duration on the Board:** Since 2009

**Key Roles:**

- Secretary-General, World Islamic Economic Forum Foundation (WIEF)
- Secretary-General, Ministry of Foreign Affairs, Malaysia, and served in Malaysian Missions abroad including Moscow, the Hague, Canberra, Washington and Dhaka.
- Director General, Institute of Diplomacy and Foreign Relations (IDFR) Malaysia.
- Chairman/Director of Maybank Islamic Bank, Syarikat Takaful Malaysia, Amanahraya REITs, Ranhill Energy and many other corporate and financial institutions.
- Distinguished Fellow, Institute of Strategic and International Studies (ISIS) and IDFR and various positions on the Boards and Advisory Bodies of think-tanks, universities and educational institutions and foundations.

**Highlights:**

- Organising key regional / international Meetings and Conferences such as the NAM, OIC, and ASEAN Summits in Kuala Lumpur.
- Awarded the AMN (1979), the JSM (1999), the DSPN (1999), the DMPN (2002) the PSM (2003) and the DSLJ (Brunei, 2014) in recognition of his services.



**PROFESSOR EMERITUS  
TAN SRI DATO' DZULKIFLI  
ABDUL RAZAK**

**Duration on the Board:** Since 2011

**Key Roles:**

- Rector, International Islamic University Malaysia (IIUM)
- Vice Chancellor, Universiti Sains Malaysia (USM)
- President, International Association of Universities (IAU), a UNESCO-affiliated organisation, based in Paris.
- Honorary Professor at the University of Nottingham
- Member of Boards and Advisory Committees for many national, regional and international educational institutions including the Qatar Foundation Higher Education Strategy Advisory Panel, Academic Network for Development Dialogue (ANDD), World Islamic Economic Forum (WIEF) and National Digital Economy & 4IR Council.

**Highlights:**

- Gilbert Medal by Universitas 21 2017
- Tokoh Akademik Negara (National Academic Laureate) 2017
- Professor Emeritus (USM), Honorary Doctorate (Universiti Sains Islam Malaysia)
- "The Order of the Rising Sun, Gold Rays with Neck Ribbon" Award 2019 by the Government of Japan
- Invited speaker at The 2015 Nobel Prize Dialogue in Sweden and The 2020 Nobel Prize Dialogue in South Korea (scheduled in October 2021)



# BOARD OF TRUSTEES

**Duration on the Board:** Since 2011

**Key Roles:**

- Leading Malaysian journalist, editor, award-winning creative writer and well-read columnist.
- Chairman, Sanctuary Billboards Sdn Bhd
- Chairman of Dewan Bahasa dan Pustaka (DBP), the country's biggest publishing house
- Chief Editor, Utusan Melayu Group
- Chairman, Media Prima Berhad
- Board, Committee Member or Advisory Panel for many of the country's leading institutions involved in enhancing capacity and nation-building including Multimedia Development Council (MDC), Malaysian Business Council (MBC), Malaysian Arts Council, Akademi Seni Budaya dan Warisan Kebangsaan (ASWARA), Putrajaya Higher Education Task Force (PHETF) and Perbadanan Tabung Pendidikan Tinggi Nasional (PTPTN).
- Chairman, Consultation and Prevention Panel of the Malaysian Anti-Corruption Commission (MACC) and Member of the National Unity Consultative Council (NUCC), and a political funding task force set up by the government.

**Highlights:**

- Since April 2016, he writes fortnightly for The Star
- Tokoh Wartawan Negara (Eminent Journalist Award) at the MPI-PETRONAS Malaysian Journalism Awards in 2019



**TAN SRI JOHAN JAAFAR**

**Duration on the Board:** Since 2009

**Key Roles:**

- Pro-Chancellor, University of Malaya
- Chairmanship of many leading medical and health-related organisations in Malaysia including University Hospital, IJN Foundation, Malaysian Health Promotion Board (Ministry of Health) Cancer Research Malaysia
- Founding Trustee of the Alzheimer's Disease Foundation of Malaysia, and 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
- Director of the Board, Malaysian Philharmonic Orchestra, PETRONAS

**Highlights:**

- Anugerah Saudari Islam Cemerlang (2008) by the Department of Islamic Development Malaysia (JAKIM)
- Golden Heart Award (2008) by Bumiputra Designers' Association and the Malay World Foundation
- Brand Laureate Personality Award (2009) and Brand Laureate Hall of Fame – Life Time Achievement Brand Icon Leadership Award (2017)



**TOH PUAN DATO' SERI  
HAJAH DR. AISHAH ONG**

**Duration on the Board:** Since 2011

**Key Roles:**

- Chief Executive Officer, Sunway Education Group, instrumental in leading the group of 17 learning institutions encompassing early childhood education, schools, higher education, as well as research and leadership development.
- Educator at heart, involved in efforts to improve the education ecosystem at strategic and policy levels, including as member of various government-led initiatives such as the National Higher Education Research Institute and the Malaysian Qualifications Agency Council.
- International speaker, participated in the Asia Business Conference in Harvard Business School, the University of Oxford, the University of Cambridge and many other conferences in Australia, India and the UK.

**Highlights:**

- Honorary Doctorates, University of Nottingham, United Kingdom, and Victoria University, Australia.
- Leads the Group in its commitment in inculcating and contributing towards achieving the United Nations Sustainable Development Goals.



**PROFESSOR ELIZABETH LEE**

# EXECUTIVE COUNCIL

The Executive Council plays both an advisory role in consulting with management on MERCY Malaysia's strategic and operational direction, and an oversight role in monitoring the organisation's operational and financial performance. The Council's composition of leading humanitarians at heart, with extensive knowledge and practical know-how in diverse areas and disciplines, brings an invaluable wealth of experience to MERCY Malaysia, providing strong leadership, strategic direction, and crucial governance and oversight to the management in delivering the organisation's mandate to be outstanding in delivery of medical and humanitarian aid to all.



**PROF. DATO' DR. AHMAD FAIZAL MOHD. PERDAUS**  
President of MERCY Malaysia

**Council Member Since:** 2004 (President since August 2009)

**Occupation:** Consultant Respiratory Physician, KPJ Damansara Specialist Hospital

**Participation in Missions:**

Various local missions and international missions to Bangladesh, Indonesia, Iran, Myanmar, Pakistan, the Philippines, Sri Lanka, Sudan, Syria and Turkey

**Reflections:**

As an organisation, we are shifting our approach from getting funding in parallel with "things happening" to being more proactive in terms of getting funding. We need to work to get more unrestricted funds, as a larger percentage of unrestricted funds will allow us to immediately parachute in our people and aid in the event of an emergency situation.



**DATUK DR. HENG AIK CHENG**  
Vice President I

**Council Member Since:** 2002

**Occupation:** Consultant Orthopedic Surgeon and Traumatologist, Sabah Medical Centre

**Participation in Missions:**

Various local missions and international missions to Chile, Indonesia, Iraq, Myanmar, Nepal, North Korea, Pakistan, Gaza, Palestine, the Philippines and Sudan

**Reflections:**

MERCY Malaysia, partly due to the makeup of the Malaysian society, is culturally very diverse and this strength continues to allow us to work very well with all of South East Asia and beyond.



**YANG MULIA DATIN RAJA RIZA SHAZMIN RAJA BADRUL SHAH**  
Vice President II

**Council Member Since:** 2006

**Occupation:** Director of Philanthropy, Sunway Education Group

**Participation in Missions:**

Various local missions and international missions to Indonesia, Myanmar and the Philippines

**Reflections:**

COVID-19 has taught us that we need to further educate our people and societies that there is value in contributing to NGOs - that is to allow these NGOs to be better in what we do, so when a disasters happens, would be well prepared financially to assist in our work.

# EXECUTIVE COUNCIL

## Council Member Since: 2005

**Occupation:** Specialist Orthopaedic and Hand Surgeon, Pusat Perubatan Universiti Kebangsaan Malaysia

### Participation in Missions:

Local Missions: Kelantan and Sabah

International missions: Afghanistan, Bangladesh, Cambodia, Indonesia, Japan, Nepal, Pakistan and the Philippines

During the COVID-19 pandemic: Coordination of volunteer deployments, setting-up of temporary screening facilities, guidance for the PPE (Personal Protective Equipment) Project

### Reflections:

We begin meeting strange, unfamiliar faces, many distraught or grief-stricken but following days and weeks of working together, these faces transform into friendly faces with warm smiles. The camaraderie formed with local partners and team members is priceless. I am truly inspired by the courage, tenacity and resilience of the very people we have gone to help. This feeling keeps me going and is a defining feeling which volunteerism brings. My vision is for MERCY Malaysia to be the premier NGO in Asia.



**ASSOCIATE PROF. DR. SHALIMAR ABDULLAH**

Vice President III

## Council Member Since: 2016

**Occupation:** Managing Director, Amanie Holdings Limited and CEO, Amanie Media

### Participation in Missions:

Various local missions and international missions to Indonesia

### Reflections:

Without fail, our team is always greeted with friendly faces and warm smiles everywhere they go, and each time after spending days (or weeks) on a mission, the MERCY Malaysia team often come home feeling inspired by the courage, tenacity, and resilience of the people they seek to help. This feeling of inspiration not only makes a lasting impact on the field but remains in our hearts even long after a mission is complete. It's a defining feeling which volunteerism brings.



**MR. RAZI PAHLAVI ABDUL AZIZ**

Honorary Secretary

## Council Member Since: 2017

**Occupation:** Electrical Engineer, registered with Board of Engineers and Institution of Engineers, Malaysia

### Participation in Missions:

Local missions: Kelantan, Pahang and Terengganu

International missions: Bangladesh, Bosnia, Indonesia, Myanmar, Pakistan, the Philippines and Sri Lanka

Predominantly involved in the technical teams for the rehabilitation and reconstruction of schools, higher learning institutions, orphanages homes and healthcare projects.

### Reflections:

The Indian Ocean Tsunami triggered a personal commitment in giving to mankind by putting my personal interest aside because major disasters like this affects people, changes communities and reshapes landscapes. I hope to see MERCY Malaysia's endeavours in humanitarian relief be brought to another level in the humanitarian world whilst focusing on SDGs (and churning future leaders who are committed to the humanitarian agenda).



**IR. MOHAMAD HANAFI RAMLI**

Assistant Honorary Secretary



# EXECUTIVE COUNCIL



**AR. MOHAMAD AYOF BIN BAJURI**

Honorary Treasurer

**Council Member Since:** 2014

**Occupation:** Professional Architect, Board of Architect Malaysia (LAM), Board of Director, RMA Design Team Sdn. Bhd. and runs an established architecture firm in Kuala Lumpur

**Participation in Missions:**

Various local missions and international missions to Indonesia, Myanmar, Pakistan, Philippines and Sri Lanka

Predominantly involved in the technical teams and has 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.

**Reflections:**

People forget that non-governmental organisations like MERCY Malaysia have costs as well - operational and staff costs, training, logistics and administrative costs. These are essential to ensure we are able to optimally deliver what we are committed to do. We are very transparent about these costs and are always seeking to ensure that funds are managed effectively.



**PROF. DR. NAZIMAH IDRIS**

Committee Member

**Council Member Since:** 2020

**Occupation:** Professor and Consultant, Obstetrics and Gynaecology and Medical Director of IMU Healthcare

**Reflections:**

First and foremost, be a good human being. Secondly, being involved in humanitarian work does not only help others. In fact, it is a good way of helping yourself.



**DR. NORZILA MOHAMED ZAINUDIN**

Committee Member

**Council Member Since:** 2014

**Occupation:** Senior Consultant Paediatrician and Paediatric Respiratory Physician, Sunway Medical Centre

**Participation in Missions:**

Bangladesh, Kashmir, Lebanon, Syria and Turkey

**Reflections:**

The next step is measuring humanitarian effectiveness, so we can be accountable, continue to learn how to be better, and improve effectiveness. It is, of course, easier said than done.

# EXECUTIVE COUNCIL

**Council Member Since:** 2002

**Occupation:** Architect and Chairman, AZAMAS Engineering Consultant

**Participation in Missions:**

Various local missions and international missions to Afghanistan, Bangladesh, Bosnia, Cambodia, Djibouti, Ethiopia, Iraq, Iran, Indonesia, Japan, Jordan, Myanmar, Nepal, North Korea, Pakistan, Palestine, the Philippines, Somalia, Sri Lanka, Sudan, Syria, Thailand, Turkey and Yemen. His volunteering work has predominantly been in emergency response, recovery, reconstruction and rehabilitation projects. He served as Head of Operations for Indonesia (2005-2008), Country Director of Philippines (2014), Director for Middle East, Europe and North Africa (2015), and Director of Strategic Programmes and Operations (2016).

He led the development of MERCY Malaysia's Building Resilient Communities (BRC), contributing to the development of BRC modules and training framework. He was also involved in improving the existing Disaster Risk Reduction initiatives.

**Reflections:**

Building a resilient community is a shared responsibility between the community themselves, government agencies, private sectors, civil societies and academicians with the aim to further improve the communities' ability to withstand, respond and recover from disaster or conflict. It requires synergy among the stakeholders to map-out, develop understanding of future risk and finally collaborate in reducing and managing conditions of hazard, exposure and vulnerability that can prevent losses and alleviate the impacts of disaster and conflict. MERCY's Malaysia's mission responding to the conflict in Afghanistan back in the year 2000 was for me an eye opener, giving me a different perspective on humanitarian and relief works. Professionals like architects and engineers have roles to play in post-disaster recovery projects, in reducing future disaster risk and in rebuilding lives and livelihood of affected communities.



**HJ. NORAZAM AB SAMAH**  
Committee Member

**Council Member Since:** 2014

**Occupation:** Head of Corporate Responsibility and Maybank Foundation Secretariat, Maybank (responsible for Arts & Culture and Disaster Relief programmes)

**Participation in Missions:**

Various local missions and international missions to Laos and the Philippines

**Reflections:**

The world has seen some drastic effects of climate change over the last years - drought, excessive rainfall, flash floods, extreme heat and extreme cold - have resulted in greater suffering among the less fortunate in the world. Humanitarian organisations can play a part in both providing emergency relief and comfort, as well as building the resilience of these communities to better weather these challenges in the future.



**MR. AHMAD FAEZAL MOHAMAD**  
Committee Member

**Council Member Since:** 2017

**Occupation:** Pro Vice Chancellor, Kuala Lumpur Health Campus, UKM

**Reflections:**

MERCY Malaysia is a leading platform for Malaysians from all walks of society to show unity and contribute in humanitarian missions. I wish to see Mercy continue as a leading humanitarian organisation offering a full spectrum of humanitarian services both at the international and local level.



**PROF. DATO' DR. HANAFIAH BIN HARUNARASHID**  
Ex-Officio Member

# EXECUTIVE COUNCIL



**DR. PETER GAN KIM SOON**  
Ex-Officio Member

**Council Member Since:** 2017

**Occupation:** Epidemiology and Medical Officer of Health, Kinta Health District Office, Ministry of Health Malaysia

**Participation in Missions:**

Local missions: Kelantan and Pahang

International missions: Bangladesh and Sri Lanka

Has been volunteering with MERCY Malaysia from 2001 (since his student days), and has since been involved in activities such as mobile clinics, medical education, vaccinations, fundraising, primary healthcare clinics in evacuation centres, and stakeholder engagements.

In 2020, COVID-19 pandemic, part of the support team at the Kuala Lumpur International Airport and screening and testing at-risk communities.

**Reflections:**

Being a volunteer with MERCY Malaysia has shaped my formative years in school; I experienced firsthand the challenges for good health in the underserved and marginalised communities. As a public health physician, MERCY Malaysia presents an opportunity for me to boost the communities' health trajectory by ensuring that everyone gains equitable and affordable access to patient-centred care. Addressing health disparities is essential from an equity standpoint and to improve the well-being of the population. I support the UN's 17 Sustainable Development Goals (SDGs) which aims to create a world where no one is left behind and everyone can live with dignity and opportunity. One of the ways to achieve this collective global intention by 2030 is by meeting the needs of the people who have lost so much.



**DR. MOHAMED ASHRAFF  
B. MOHD ARIFF**  
Ex-Officio Member

**Council Member Since:** 2014

**Occupation:** Consultant Orthopaedic Surgeon, Pantai Hospital Kuala Lumpur

**Participation in Missions:** Philippines

**Reflections:**

I became a volunteer by accident. I continue volunteering, by intention. I want for others what I want for myself. It's now a big rewarding part of my life.



**DR. NASUHA YAACOB**  
Ex-Officio Member

**Council Member Since:** 2016

**Occupation:** Obstetrician and Gynaecologist, and Head of Reproductive Services Unit at Hospital Sultanah Nur Zahirah, Kuala Terengganu

**Participation in Missions:** Various local missions and international missions to Bangladesh and the Philippines

**Reflections:**

Humanitarian response provides aid on a need basis, with the goal of saving human lives, easing human suffering and maintaining human dignity. This is super-important in the midst of a crisis, when there is lack of access to basic needs such as food, shelter and healthcare.



# EXECUTIVE COUNCIL

**Council Member Since:** 2011

**Occupation:** Private General Practitioner

**Participation in Missions:**

Local missions: Borneo, Kelantan and Perak

International missions: Indonesia, Jordan, Pakistan, the Philippines, Sri Lanka and Turkey

**Reflections:**

Non-medical practitioners can also play an active role in MERCY Malaysia and supporting humanitarian aid efforts. We have on board people from all sorts of backgrounds, with all sorts of skills. Everyone who has the intention to serve, can contribute.



**DR. JITENDRA KUMAR S.N. TEJANI**

Ex-Officio Member

**Council Member Since:** 2020

**Occupation:** Senior Lecturer (Developmental Psychology), Centre for Research in Psychology and Human Well-Being, Faculty of Social Sciences and Humanities, Universiti Kebangsaan Malaysia (UKM), and Head and Consultant Developmental Psychologist, PsiTra Klinik Psikologi and Konsultansi (PKPK), UKM

**Participation in Missions:**

Local Missions: Johor and Kelantan

International Missions: Aceh, Bangladesh, Indonesia and Myanmar

He led a team for mental health and psychosocial support services (MHPSS) during the COVID-19 pandemic response, and actively conducts Psychological First Aid (PFA) training to various agencies and organisations.

**Reflections:**

Being an agent of change requires passion, which is critical throughout the duration of missions with MERCY Malaysia. For me, this requires me to share my expertise; knowledge and skills to the best of my ability, to ensure the endurance of people affected by calamity are able to withstand the challenges and be themselves once again. Being passionate about what you do is among my values, and MERCY Malaysia provides a way to understand life, globally. MERCY Malaysia is a platform which can promote a world in which everyone regardless of age attains the right to survival, protection, development, and participation, which will thus improve worldwide accessibility to excellent investment, opportunity, and lifesaving services for future generations.



**DR. ABDUL RAHMAN BIN AHMAD BADAYAI**

Ex-Officio Member

**Council Member Since:** 2020

**Occupation:** Patient Counselor, Institut Jantung Negara

**Reflections:**

I want to be the change I wish to see in the world, to take my responsibility to make the world a better place. I urge the younger generation to explore education in psychology and psychosocial well-being. This is a critical expertise needed in providing humanitarian response in the future.



**DR. KEITH TYE SUE KIAT**

Ex-Officio Member







**DELIVERING MEANINGFUL HUMANITARIAN ACTION**

## **STRATEGIC COMMITMENTS**

MERCY Malaysia has, over the last 20 years, evolved into a full-fledged humanitarian organisation offering the full spectrum of humanitarian services, from emergency response to rehabilitation and recovery, mitigation and prevention, and disaster preparedness.





# STRATEGIC FRAMEWORK



## Core Humanitarian STANDARD



Sendai Framework  
for Disaster Risk Reduction  
2015 - 2030

## DELIVERING MEANINGFUL HUMANITARIAN ACTION

### STRATEGIC OBJECTIVES

- 1 IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES**
- 2 RESOURCE OPTIMISATION**
- 3 SUSTAINABLE AND DIVERSIFIED FINANCING**
- 4 LEADERSHIP AND ADVOCACY**

### TOTAL DISASTER RISK MANAGEMENT



#### EMERGENCY RESPONSE & RECOVERY

OUR HUMANITARIAN EMERGENCY RESPONSE & RECOVERY efforts provide timely relief to survivors



#### REHABILITATION & RECONSTRUCTION

REHABILITATION & RECONSTRUCTION efforts help affected communities return to their normal daily lives



#### PREPAREDNESS

PREPAREDNESS in the community helps everyone to be ready for future disasters



#### PREVENTION & MITIGATION

PREVENTION & MITIGATION activities help build resilience in the community

### BUILDING RESILIENT COMMUNITIES

| LOCAL GOVERNMENT | PRIVATE SECTOR | COMMUNITIES |  
| CHILDREN & YOUTH | HEALTH SERVICE PROVIDERS |

CLIMATE CHANGE  
ADAPTATION AND  
MITIGATION

DISASTER RISK  
REDUCTION AND  
MANAGEMENT

RECOVERY AND RISK  
MITIGATION

STRATEGIC COMMITMENTS 2020 - 2030

APPROACHES GUIDED BY INTERNATIONALLY RECOGNISED HUMANITARIAN STANDARDS AND GUIDELINES



# THE BIGGER PICTURE



## SDGs SUSTAINABLE DEVELOPMENT GOALS 2030

<https://sdgs.un.org/goals>

In 2015, the UN adopted the 2030 Agenda for Sustainable Development identifying 17 Sustainable Development Goals (SDGs). These SDGs identify global goals which reflect a universal call to end poverty, protect the planet and ensure that all people enjoy peace and prosperity by 2030.

As a leading humanitarian aid organisation dedicated to providing care and relief to vulnerable communities, the goals of the SDGs strongly resonate with the work of MERCY Malaysia. Our BRC initiatives carry similar objectives of equipping and empowering people and communities to have sustainable livelihoods, with the correct tools and knowledge.

The realisation that the SDGs 2030 represent an urgent call for action by all countries in a global partnership, MERCY Malaysia aims to align our work to these global efforts, and within our means, contribute to the achievement of the SDGs.

The Core Humanitarian Standard on Quality and Accountability



## CORE HUMANITARIAN STANDARD (CHS)

<https://corehumanitarianstandard.org/>

The Core Humanitarian Standard on Quality and Accountability (CHS) sets out Nine Commitments which are at the core of all humanitarian work. It is used by organisations and individuals involved in humanitarian response to improve the quality and effectiveness of the assistance they provide. The CHS places communities and people affected by crisis at the centre of humanitarian action. It is a voluntary and measurable standard, which is the result of a global consultation process. The Standard expands on four widely-accepted principles that guide humanitarian action - Humanity, Impartiality, Independence and Neutrality.



## AGENDA FOR HUMANITY

<https://agendaforhumanity.org/>

The Agenda consists of 5 Core Responsibilities and 24 strategic transformations necessary to achieve progress to address and reduce the suffering of millions of people, and address and reduce humanitarian need, risk and vulnerability. Together, they form a framework for action, change and mutual accountability against which we can collectively assess and review progress in the years to come.



## SENDAI FRAMEWORK FOR DISASTER RISK REDUCTION 2015-2030

<https://www.undrr.org/publication/sendai-framework-disaster-risk-reduction-2015-2030>

The Sendai Framework for Disaster Risk Reduction 2015-2030 outlines seven clear targets and four priorities for action to prevent new and reduce existing disaster risks: (i) Understanding disaster risk; (ii) Strengthening disaster risk governance to manage disaster risk; (iii) Investing in disaster reduction for resilience and; (iv) Enhancing disaster preparedness for effective response, and to “Build Back Better” in recovery, rehabilitation and reconstruction. It aims to achieve the substantial reduction of disaster risk and losses in lives, livelihoods and health and in the economic, physical, social, cultural and environmental assets of persons, businesses, communities and countries over the next 15 years.

# 2020 – 2030 STRATEGIC OBJECTIVES

## DELIVERING MEANINGFUL HUMANITARIAN ACTION

THE STRATEGIC OBJECTIVES 2020-2030 were developed to strengthen and grow MERCY Malaysia's internal capacity to ensure the organisation's sustained ability to continue providing outstanding medical and humanitarian assistance to those in need in the years to come.

### SO1

#### IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES

Strengthened commitment to close the humanitarian-development divide. Activities and initiatives are designed to achieve broad-based and meaningful impact.

### SO2

#### RESOURCE OPTIMISATION FOR ORGANISATIONAL EXCELLENCE

Development and optimisation of human capital, assets, systems and other resources, with specific and measurable competencies through a people-centered approach.

### SO3

#### SUSTAINABLE AND DIVERSIFIED FINANCING

Development of sustainable financing to ensure growth of the organisation through new, innovative and diversified sources.

### SO4

#### ENHANCED LEADERSHIP AND ADVOCACY

Strategic utilisation of effective knowledge management and communication that catalyses humanitarian leadership and advocacy.

# STRATEGIC COMMITMENTS

SO1  
SO2



## TDRM

TOTAL DISASTER RISK MANAGEMENT

## BRC

BUILDING RESILIENT COMMUNITIES

SO3



## COLLABORATION

PROJECT PARTNERS & DONORS

## ISF

ACCESS FUNDS THROUGH ISLAMIC  
SOCIAL FINANCING

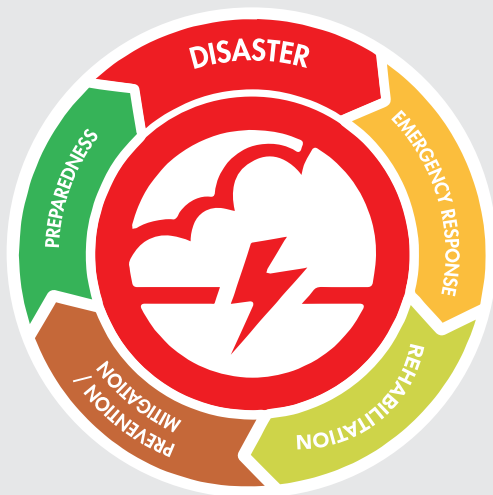
SO4



## COMMUNITY

STRENGTHENING AND EXPLORING  
IMPACTFUL ENGAGEMENTS TO ENHANCE  
LEADERSHIP AND BODY OF KNOWLEDGE

# APPROACH



## Total Disaster Risk Management (TDRM)

### BRIDGING THE HUMANITARIAN - DEVELOPMENT DIVIDE

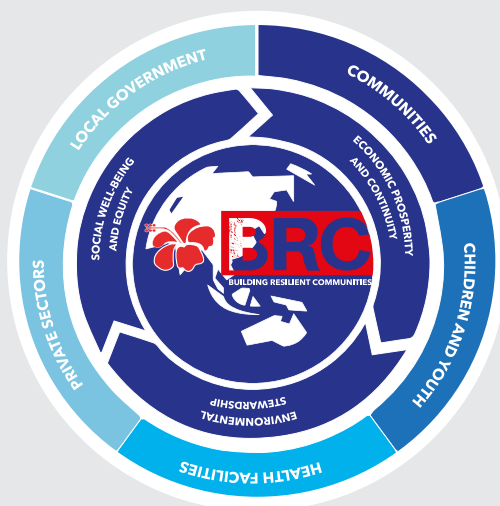
While traditionally humanitarian organisations paid more attention to post-disaster response, MERCY Malaysia realised that equal attention, if not more, had to be given to pre-disaster activities. In 2005, MERCY Malaysia began implementing its key domestic and international projects and programmes based on the Total Disaster Risk Management (TDRM) approach – which is a holistic and proactive approach to manage natural disasters. The TDRM approach allowed us to structure our activities to both provide relief and response post-disaster, as well as work with communities to increase the level of preparedness pre-disaster.

TDRM emphasises on total stakeholder engagement and is in line with our strategic commitments. We engage all our stakeholders; we adopt and disseminate local knowledge to improve community resilience. The TDRM framework covers all the four disaster risk management phases. Implemented in combination with other tested humanitarian approaches and global best practices, it is important for us to ensure that our overall impact contributes towards building resilience in all the communities that we touch.

## Building Resilient Communities (BRC)

MERCY Malaysia's Building Resilient Communities (BRC) approach complements the traditional approaches of risk reduction and risk management practices, which typically focus on prevention and mitigation. BRC is centred on developing strategies and capabilities to prepare communities for facing a possible disaster. The BRC framework is a holistic approach to help build resilience for disaster response and management which engages and enables all levels of stakeholders in a spherical and dynamic manner. It aims to increase capacities and capabilities by identifying and reducing vulnerabilities, with the objective of building the community's resilience in areas of disaster risk reduction and management, recovery and risk mitigation as well as climate change adaptation and mitigation.

BRC acknowledges that 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 behaviors. The approach will help to improve community resilience while aligning both humanitarian and developmental efforts for communities and places at risk.





# AFFILIATIONS

MERCY Malaysia works with many local, regional and international non-profit and multilateral organisations who share similar humanitarian mission and goals.



## THE UNITED NATIONS CHILDREN'S FUND (UNICEF)

UNICEF is a United Nations (UN) agency responsible for providing humanitarian and developmental aid to children worldwide. UNICEF's efforts focus on enhancing childhood and maternal nutrition, improving sanitation, promoting education, providing immunisation and emergency relief in response to disasters. <https://www.unicef.org>



## UNITED NATIONS POPULATION FUND (UNFPA)

UNFPA is the UN agency for sexual and reproductive health. Its mission is to deliver a world where every pregnancy is wanted, every childbirth is safe and every young person's potential is fulfilled. <https://www.unfpa.org>



## THE UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES (UNHCR)

UNHCR is the UN agency mandated to protecting and assisting refugees, forcibly displaced communities, and stateless people around the world. Their mandate is to aid and protect refugees, as well as assist refugees in voluntary repatriation, local integration or third country resettlement. <https://www.unhcr.org>



## ASEAN AGREEMENT ON DISASTER MANAGEMENT & EMERGENCY RESPONSE (AADMER)

AADMER is a proactive regional framework for cooperation, coordination, technical assistance, and resource mobilisation in all aspects of disaster management for the ASEAN region. <https://ahacentre.org/publication/asean-agreement-on-disaster-management-and-emergency-response-aadmer/>



## THE ASIA PACIFIC REFUGEE RIGHTS NETWORK (APRRN)

APRRN is an open and growing network of civil society organisations and individuals from 38 countries committed to advancing the rights of refugees and others in need of protection in the Asia Pacific region. It does so through joint advocacy, capacity strengthening, resource sharing and outreach. <https://aprrn.org>

# AFFILIATIONS



## GENEVA CENTRE OF HUMANITARIAN STUDIES

The Geneva Centre of Humanitarian Studies is a unique teaching, research and policy platform for humanitarian action, and is a joint centre of the Graduate Institute of Int is to contribute to a better, more effective, humanitarian response.

<https://humanitarianstudies.ch/>



## WORLD HEALTH ORGANIZATION (WHO)

WHO is a global organisation that promotes health, keeps the world safe and serves the vulnerable. To achieve universal health coverage, WHO focuses on primary health care to improve access to essential medicines and health products, train the health workforce, advise countries on labor policies, support people's participation in national health policies and improve monitoring data and information to attain sustainable financing and financial protection.

<https://www.who.int/>



## GLOBAL NETWORK OF CIVIL SOCIETY ORGANISATIONS FOR DISASTER REDUCTION (GNDR)

GNDR is the largest international network of civil society organisations working to strengthen resilience and reduce risk in communities worldwide.

<https://www.gndr.org/>



## THE UNITED NATIONS ECONOMIC AND SOCIAL COUNCIL (ECOSOC)

ECOSOC serves as the UN's central forum for discussing international economic and social issues and formulating policy recommendations addressed to member states and the UNs system. It brings people and issues together to promote collective action for a sustainable world.

<https://www.un.org/ecosoc/en/home>



## THE SPHERE PROJECT

Sphere is a worldwide community which brings together and empowers practitioners to improve the quality and accountability of humanitarian assistance. The Sphere Handbook is one of the most widely known and internationally recognised sets of common principles and universal minimum standards in humanitarian response.

<https://spherestandards.org>



## INTER-AGENCY STANDING COMMITTEE (IASC)

IASC, the longest-standing and highest-level humanitarian coordination forum of the UN and non-UN organisations, which aims to ensure the coherence of preparedness and response efforts, formulate relevant policies and agree on priorities for strengthened humanitarian action.

<https://interagencystandingcommittee.org/>



## INTERNATIONAL COUNCIL OF VOLUNTARY AGENCIES (ICVA)

ICVA is a global network of non-governmental organisations whose mission is to make humanitarian action more principled and effective by working collectively and independently to influence policy and practice. ICVA's main focus areas are forced migration, humanitarian coordination, humanitarian financing and cross-cutting issues.

<https://www.icvanetwork.org/>

# AFFILIATIONS



## HEALTH CLUSTERS

Health clusters exist to relieve suffering and save lives in humanitarian emergencies, while advancing the well-being and dignity of affected populations. The Global Health Cluster, which supports Country Health Clusters/Sectors, adds value by providing the right expertise at the right place at the right time; building capacity of countries' staff; providing relevant information to guide partners' response; addressing gaps in technical knowledge and available guidance globally; and promoting and advocating for the importance of humanitarian health action on the global stage.

<https://www.who.int/health-cluster/en/>



## ASEAN SAFE SCHOOLS INITIATIVE (ASSI)

ASSI was established in 2013 under the purview of the ASEAN committee on Disaster Management Working Group on Prevention Mitigation to promote and facilitate a safe and secure learning environment for children in ASEAN. Among its key activities is teaching children in schools on risks in their local areas, which helps build awareness and capacities, not only for the child but also for the whole community.

<https://aseansafeschoolsinitiative.org/>



## ACTIVE LEARNING NETWORK FOR ACCOUNTABILITY AND PERFORMANCE IN HUMANITARIAN ACTION (ALNAP)

ALNAP is a global network of NGOs, UN agencies, members of the Red Cross/Crescent Movement, donors, academicians, networks and consultants dedicated to learning how to improve response to humanitarian crises, with the aim to make the system perform better and be more accountable.

<https://www.alnap.org/>

# ISLAMIC SOCIAL FINANCING



**DATUK DR. MOHD DAUD BAKAR**

Shariah Advisor

Datuk Dr. Mohd Daud Bakar is the Founder and Executive Chairman of Amanie Group, and one of the leading consultants for Islamic finance in the world, advising many Islamic banks and financial institutions. He serves as the Chairman of the Shariah Advisory Council (SAC) at the Central Bank of Malaysia, the Securities Commission of Malaysia, the Labuan Financial Services Authority, the Astana International Financial Centre (AIFC), Kazakhstan, the First Abu Dhabi Bank, and Permodalan Nasional Berhad (PNB). He is also the chairman of the Federal Territories Islamic Religious Council (MAIWP), Malaysia.

In line with Strategic Objective 3 - Sustainable and Diversified Financing, MERCY Malaysia established its Islamic Social Financing initiative as a means of diversifying financing sources for the funding of humanitarian projects and giving aid to vulnerable communities.

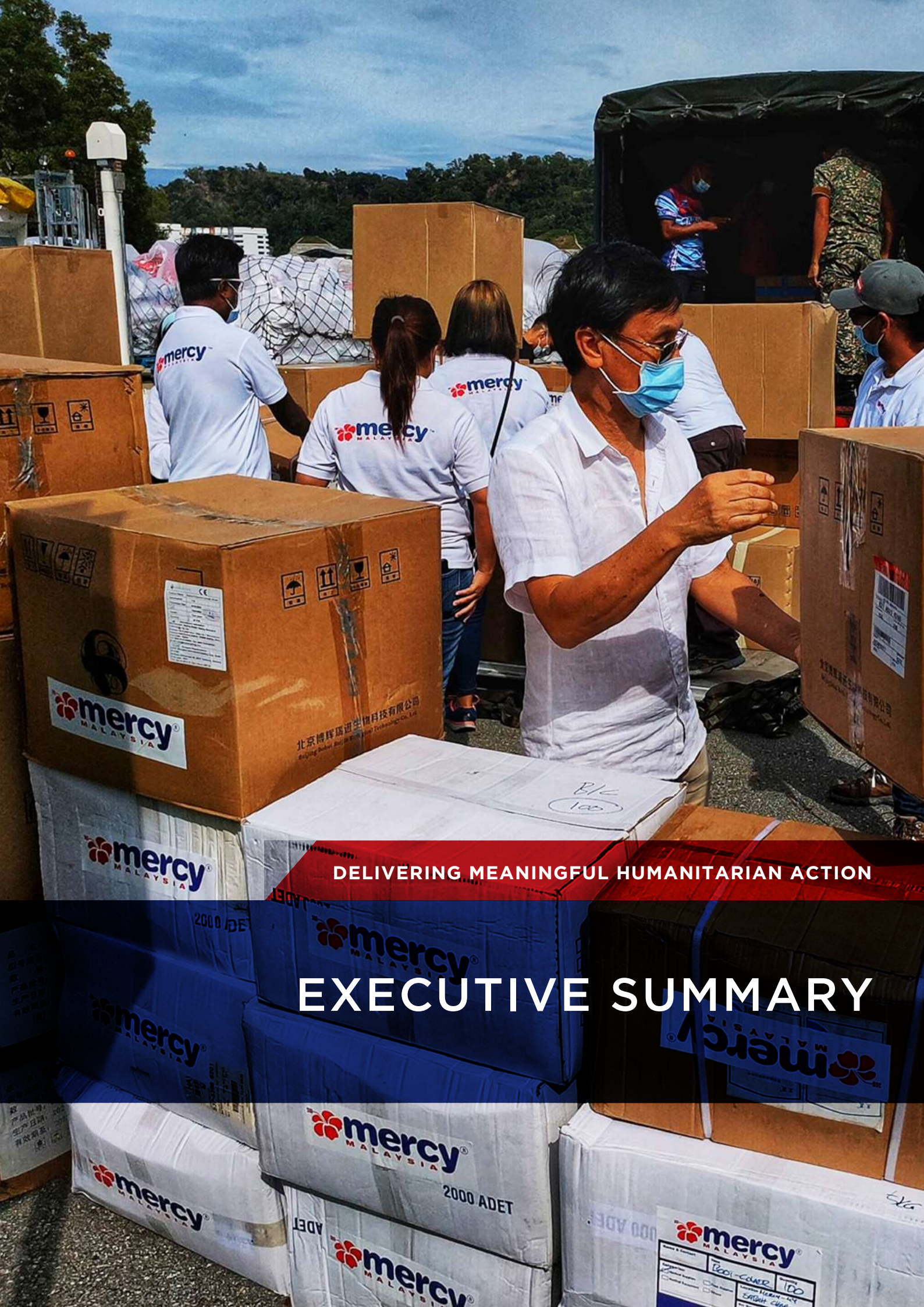
Islamic Social Financing (ISF), refers to modes of finance that are founded on Shariah law and intended for social benefit. These include Zakat (almsgiving), Waqaf (endowments), Purification Fund, Sadaqah (charity), microfinance and sukuk.

The funds raised from ISF are utilised and spent on specific programmes intended to benefit identified communities, based on the requirements of the partner organisation, or guided by the requirements of Shariah.

For MERCY Malaysia, ISF opens up an alternative source of funding, one which is related to the Corporate Social Responsibility (CSR) initiative (in the form of humanitarian and socio-development programmes) of Islamic Financial Institutions (IFI) and corporations.

Innovative investments in humanitarian action through ISF will not only lead to long-term social improvements, but also to long-term resilience and to adaptive capacity-building for communities at risk. Such investments will empower communities to recover more strongly from shocks as well as facilitate social and economic inclusion within their populations.





DELIVERING MEANINGFUL HUMANITARIAN ACTION

# EXECUTIVE SUMMARY



# 2020 AT A GLANCE

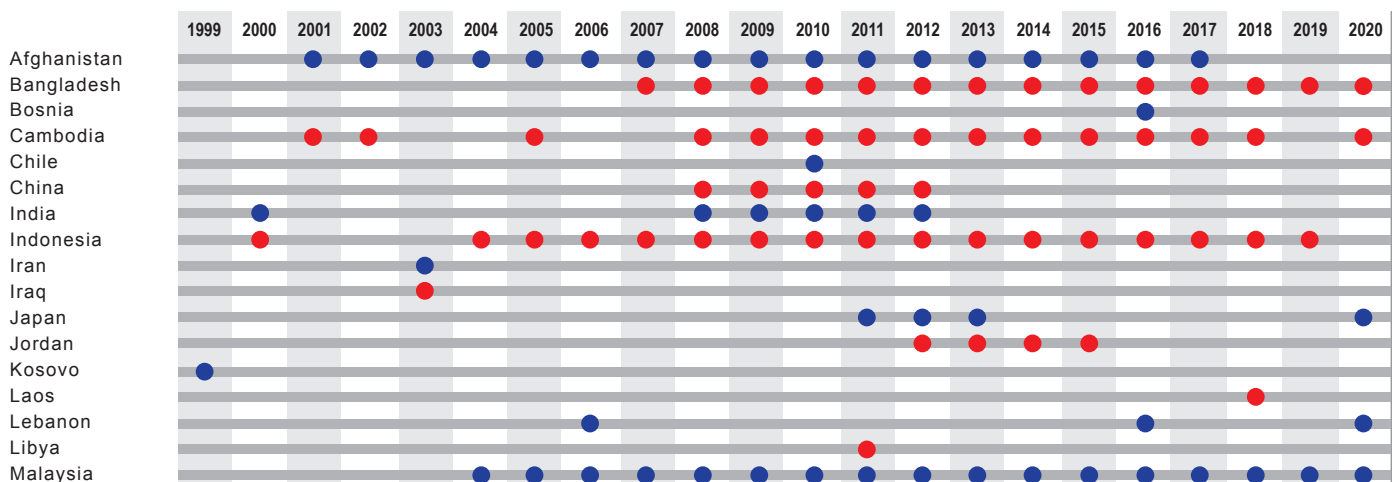
## DELIVERING MEANINGFUL HUMANITARIAN ACTION

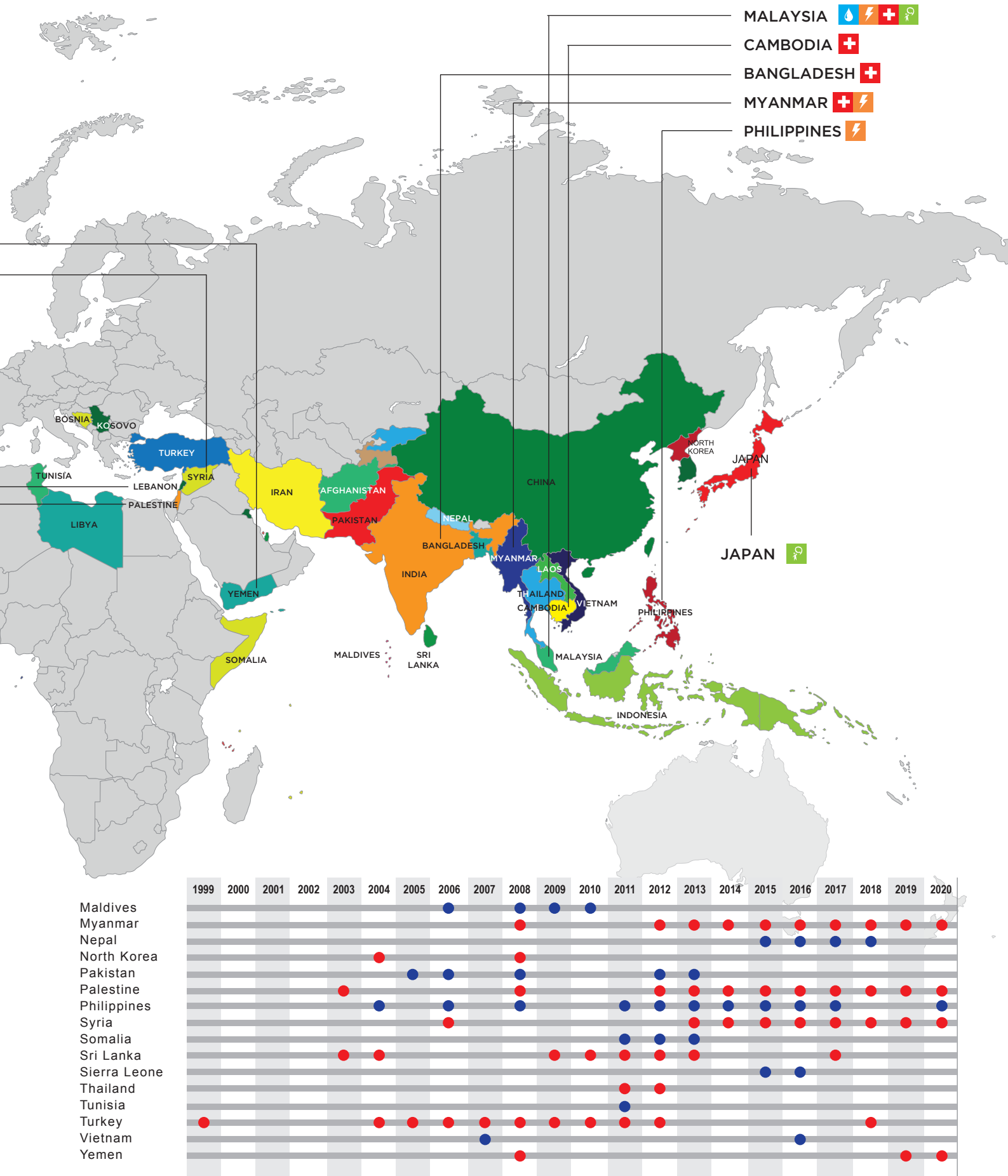
It has been a challenging year for many humanitarian aid organisations, the world over. With COVID-19's rapid blow up into an unprecedented global pandemic, putting stress on the healthcare systems and supplies of many countries. As a means to contain the pandemic, movement control orders were put in place affecting countries internal mobility, as well as accessibility across borders. These restrictions plummeted the economy and severely impacted lives, livelihood, and norms of people.

MERCY Malaysia's work in 2020 predominantly focused pandemic response activities in Malaysia, with limited activities in other countries.



### 20+ YEARS OF HUMANITARIAN SERVICE







# DELIVERING MEANINGFUL HUMANITARIAN ACTION

## 2020

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### 95.7%

of 2020 funds spent on aid  
in 10 countries

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### RM 42.87M

spent on charitable  
projects

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### 11%

of total donations from  
Islamic Social Financing (ISF)

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### 91

Project Partners and 59  
projects conducted

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### RM 31.08M

Medical and health aid  
disbursed

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### RM 8.41M

spent on food security and  
nutrition aid

2020 was a challenging year for many humanitarian aid organisations the world over. COVID-19's rapid blow up into an unprecedented global pandemic resulted in extreme stresses on the healthcare systems and health supplies of many countries. As a means to contain the spread of the deadly virus, movement control orders (MCOs) were put in place by countries, affecting their internal mobility, as well as accessibility across borders. The MCO restrictions plummeted the economy and severely impacted lives, livelihood, and norms of people across the globe.

Against this backdrop, MERCY Malaysia's work in 2020 predominantly focused pandemic response activities in Malaysia, with limited activities in other countries.

2020 also kicked off as the first year implementing the new Strategic Commitments 2020-2030, comprising four key Strategic Objectives (SO) with the theme Delivering Meaningful Humanitarian Action.

SO1 - Impactful Humanitarian and Developmental Programmes and SO4 - Enhanced Leadership and Advocacy defines the organisations key services and activities - providing humanitarian aid and relief to those who need it. Meanwhile SO2 - Resource Optimisation and Organisational Efficiency and SO4 - Sustainable and Diversified Financing are both resource-focused objectives, without which the organisation would be unable to continue delivering its services.

A key highlight of the year was the resilience and commitment shown by the staff members to continue delivering high-quality and timely response and relief services. Much of the programme coordination was done from the confines of their own homes. Meetings and training programmes we conducted online. Logistical and physical challenges due to movement restrictions were overcome with strong teamwork, negotiation skills and cooperation among both internal and external stakeholders. And new procedures and norms were put in place for onsite work to ensure safety and minimise risks to staff, volunteers and beneficiaries.

# 2020: TREASURER'S REPORT

## FINANCIAL STATEMENTS

The Executive Committee of the Association is responsible for the preparation and fair presentation of these financial statements in accordance with Malaysian Financial Reporting Standards, International Financial Reporting Standards and the requirements of the Society Act 1966 in Malaysia. This responsibility includes designing, implementing and maintaining the internal control systems 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 closely 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 has received donation from various sources such as Public Donors, Private Sector, Other Non-Profit Organisations and International Organisations.

When the COVID-19 pandemic struck the country in early 2020, we had a major increase on our donation. 66% from our total donation consist of COVID-19 Fund, not solely for Malaysia but also for few other countries. 13% of the COVID-19 Fund came from our new fund-raising initiative, the Islamic Social Financing (ISF); whereby it also contributed to 11% of our overall donation received in 2020. The total amount of RM6.5mil from our ISF initiative consists of Waqaf for COVID-19, Zakat, Qurban and other general ISF Fund.

The total income received in 2020 was RM59.4 million as compared to the year 2019 which amounted to RM11.4 million.

## WHERE YOUR GIVING GOES

MERCY Malaysia has spent RM42.8 million on Charitable Expenditure equivalent to 95.7% from total expenses in 2020. Another 1.1% goes to Communication & Fundraising cost and 3.2% goes to Operating Expenses.

The total operating expenditure for 2020 amounted to RM1.4 million compared to RM1.0 million in 2019. The operating expenses included the management and governance cost in 2020.

## 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 72.5% of the total charitable expenditure or equivalent to RM31 million spent on Medical and Health Related projects and programs, mainly for COVID-19 Response and also for refugees in Malaysia.

## WHERE YOUR GIVING HELPS

MERCY Malaysia has implemented more than 100 projects and activities both local and overseas. Based on the spending, our activities mainly focus in Southeast Asia which consist of 95.7% of our total Charitable Expenditure, including Malaysia. Whereas 2.6% of our spending for South Asia such as for Cox's Bazar Bangladesh. Another 1.7% goes to Middle-East Asia namely Palestine, Yemen, Syria and Lebanon.

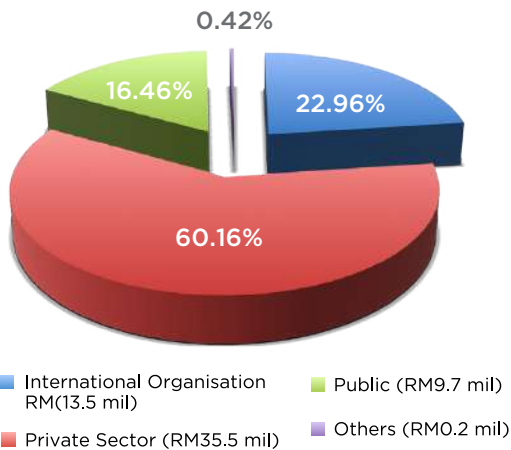
Last but not least, we would like to express our deepest appreciation to all our stakeholders including the EXCO, secretariat, members, pool of volunteers, partners and donors who have worked with us throughout the year.



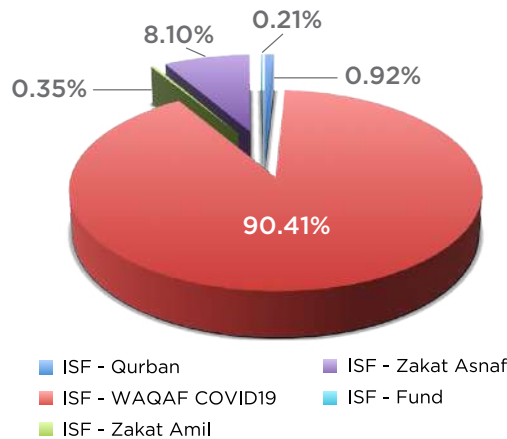
**AR MOHAMAD AYOF BIN BAJURI**  
Honorary Treasurer

# 2020: FINANCIAL REVIEW

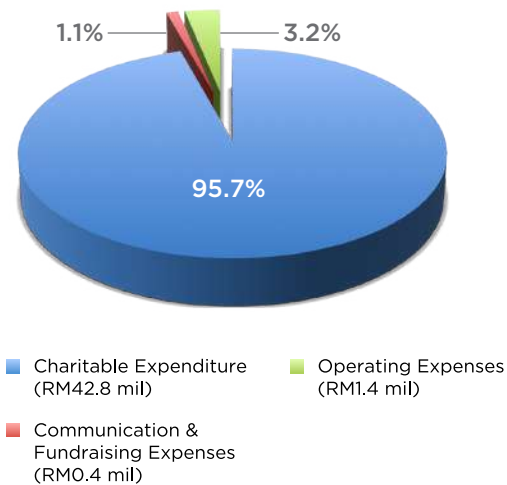
## HOW OUR WORK IS FUNDED



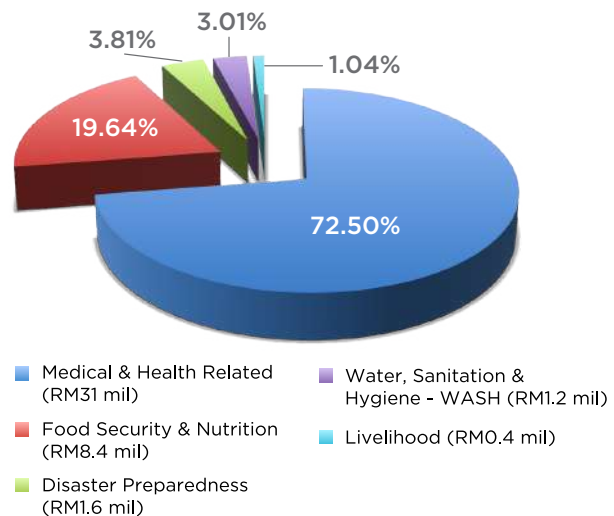
## ISLAMIC SOCIAL FINANCING (ISF) INITIATIVE



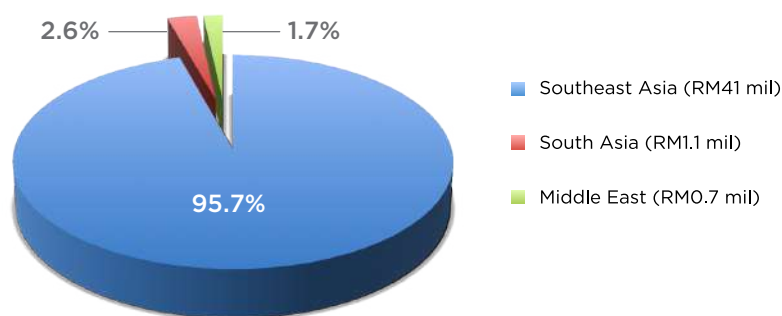
## WHERE YOUR GIVING HELPS



## HOW YOUR GIVING HELPS



## WHERE YOUR GIVING HELPS





# 2020: CONDENSED AUDITED FINANCIAL INFORMATION

## FOR THE 12-MONTH PERIOD ENDING 31 DECEMBER 2020

DONATION AND OTHER INCOME	2020 RM	2019 RM
Donation		
Unrestricted	5,849,029	2,286,408
Reserved & Sustainability Fund	1,140,296	-
Restricted *	52,077,117	8,784,839
<b>Total Donation</b>	<b>59,066,442</b>	<b>11,071,247</b>
Other Income		
Membership Fee	290	1,910
Other Income	386,240	349,514
<b>Total Other Income</b>	<b>386,530</b>	<b>351,424</b>
<b>TOTAL DONATION AND OTHER INCOME</b>	<b>59,452,972</b>	<b>11,422,671</b>
<b>EXPENSES</b>	<b>2020 RM</b>	<b>2019 RM</b>
Charitable Expenditure		
Medical & Health Related	31,081,527	6,986,179
Shelter & Settlement	-	1,235,369
Livelihood	447,080	-
Water, Sanitation & Hygiene (WASH)	1,289,692	1,350,380
Food Security & Nutrition	8,418,414	227,490
Disaster Preparedness	1,634,414	1,543,846
<b>Total Charitable Expenditure</b>	<b>42,871,128</b>	<b>11,343,264</b>
<b>Communication and Fundraising</b>	<b>494,426</b>	<b>711,594</b>
<b>Operating Expenditure</b>	<b>1,442,980</b>	<b>1,078,326</b>
<b>TOTAL EXPENSES</b>	<b>44,808,534</b>	<b>13,133,184</b>
<b>CHANGES IN CHARITABLE FUND</b>	<b>2020 RM</b>	<b>2019 RM</b>
Balance as of 1 January	5,948,470	7,658,983
Surplus / (Deficit) for the year	14,644,438	(1,710,513)
<b>Balance as at 31 December</b>	<b>20,592,908</b>	<b>5,948,470</b>
<b>Charitable Funds consist of:</b>		
Unrestricted	198,118	621,647
Reserved & Sustainability Fund	1,140,296	-
Restricted	19,254,494	5,326,823
<b>BALANCE OF FUNDS</b>	<b>20,592,908</b>	<b>5,948,470</b>
<b>* Restricted</b>		
COVID-19 Fund	39,100,848.80	
Other Project Fund	12,976,267.92	
<b>Total Restricted Fund</b>	<b>52,077,116.72</b>	

# OUR WORK MALAYSIA

In 2020, MERCY Malaysia's efforts in Malaysia mainly centered around three key themes – COVID-19 pandemic response, mental health and psychological support, and educating communities (knowledge and learning).

Funds were collected, and resources were mobilised to support the Malaysian government in the national level COVID-19 pandemic response and relief efforts. These critical efforts are part of the MERCY Malaysia's mandate, under the Emergency Response and Recovery of our TDRM approach.

Humanitarian aid focused on our core medical and healthcare-related services, which have been a major part of the MERCY Malaysia's work (such as mobile clinics, medical consultations, capacity building, vaccination of children etc.) as well as the Water, Sanitation and Hygiene (WASH) projects continued – benefitting various underserved and vulnerable communities such as the urban poor, refugees, and those in rural and remote areas.

A key focus in 2020 was on providing support for mental and psychological health, and creating awareness on healthcare, hygiene, as well as preparedness. Workshops and learning activities, both physical and remote, were ramped up, and more volunteers were mobilised to achieve this purpose.



## ACTIVITIES CONDUCTED IN MALAYSIA THROUGHOUT 2020

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**84.2%**

of MERCY Malaysia's  
charitable expenses  
spent in Malaysia

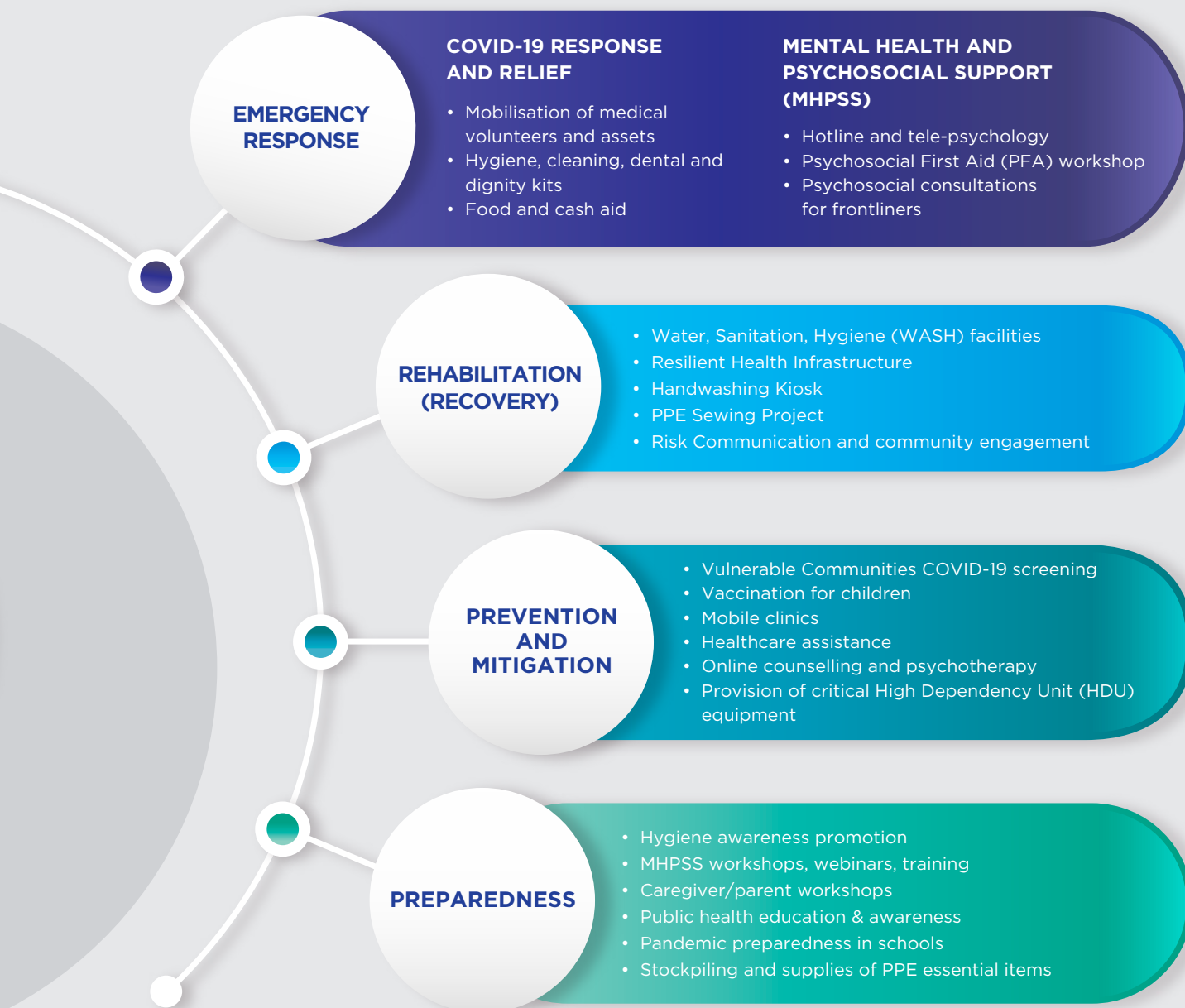
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**1,948**

patients treated in  
16 mobile clinics held  
in the Klang Valley

# TOTAL DISASTER RESPONSE MANAGEMENT

## STRATEGIC OBJECTIVES 1 & 2



## 2020 IN NUMBERS

**RM35.53M**

funds donated from the private sector in Malaysia

**RM8.9M**

spent on medical equipment to help increase the capacity of hospitals in fight against COVID-19

**RM8.2M**

spent on food security and nutrition aid throughout Malaysia

# OUR WORK MALAYSIA

## ENVIRONMENTAL STEWARDSHIP

The increasing frequency and severity of disasters and extreme weather events paints a grim picture of how climate change continues to and will unfold in the years to come. MERCY Malaysia increasingly sees the role it can play towards ensuring communities, especially those at-risk, are equipped with skills, knowledge and capacity in adapting to and thriving with the new conditions posed by climate change. The integration of climate-related risks and mitigation/adaptation measures into the existing disaster risk reduction/management framework is imperative to ensure the diverse and systematic nature of risks can be identified and addressed to reduce the impact on communities, systems, infrastructures, economy and governance and ensure sustainable development. As part of its effort to better understand and prepare for climate changes effort, MERCY Malaysia aims to promote cross-sectoral dialogue with climate change practitioners/experts, academic institutions, private sector, communities and civil society organisations.

MERCY Malaysia's Building Resilient Communities (BRC) initiative, introduced in 2016, aims to engage stakeholders in a spherical and dynamic manner to help build their understanding and capacities that help increase the communities' resilience in preparing for, facing, and managing potential crisis situations.

The BRC framework is a holistic approach that engages the local governments, local communities, health infrastructure and service providers, as well as the education and private sectors as primary stakeholders.

BRC activities and programmes in 2020 have been conducted across Malaysia, providing practical training, and workshops, as well as delivering physical infrastructure to areas to help reduce humanitarian burden.

BRC programmes demonstrate how investing in local Disaster Risk Reduction (DRR) capacities can reduce risk, foster resilience and promote sustainable development.



# BRC

## 16 projects

on the following themes:

- School Preparedness
- Pandemic Risk Reduction and Preparedness
- Resilient Hospital Infrastructure
- Disaster Risk Reduction and Management
- Climate Change



# BUILDING RESILIENT COMMUNITIES

## STRATEGIC OBJECTIVES 1 & 2

### Climate Change Adaptation and Mitigation

- Humanitarian Lab 3.0 on Climate Action for Community Resilience
- Virtual Lab on Disaster Risk Reduction and Climate Change Adaptation

### Disaster Risk Reduction and Management

- Workshops and engagements with identified groups and communities aimed to build the critical understanding and capacity, including on:
- Hygiene awareness promotion
- MHPSS (workshops, webinars, mental health and well-being training sessions)
- Caregiver/parent workshops
- Primary healthcare & awareness
- Pandemic preparedness in schools

### Recovery and Risk Mitigation

- Desanitisation units and training were provided to responding hospitals and health facilities
- Handwashing kiosks were set up in various schools around the country.

- Pandemic Risk Reduction and Preparation
- COVID-19 Information, Education & Communication (IEC)
- Risk Communication and Community Engagement

- Disaster Resilience Forum
- Training of trainers
- Online awareness talks

# OUR WORK MALAYSIA

The MERCY Malaysia Psychosocial Support Helpline was set up to provide Psychological First Aid (PFA) to those impacted by the pandemic. The Helpline offered mental health and well-being support in a safe and confidential online setting. The initial Psychosocial Support Hotline started on 25 March 2020, at the beginning of the Movement Control Order (MCO). However, after the nation witnessed an alarming hike of the COVID-19 cases in Sabah, in October 2020, we stepped up our efforts by extending, and actively promoting, the Hotline service specifically to those living in Sabah.

The Sabah Hotline ran for 74 days, receiving a total of 87 calls.



**SOKONGAN PSIKOSOSIAL COVID-19**

**HELPLINE**  
**03 29359935**

**MASA OPERASI:**  
8 pagi - 5 petang (Isnin - Jumaat)  
8 pagi - 1 tengahari (Sabtu)

\*Caj panggilan akan dikenakan mengikut kadar talus



**5 FREE SESSIONS**

AS AN APPRECIATION TO FRONTLINERS, MERCY MALAYSIA OFFERS YOU 5 FREE PSYCHOLOGICAL SESSIONS WORTH RM1,000 PER PERSON.

Enquiries: 019-2017945 (MHPSS) | Email: MHPSS@mercy.org.my

**REGISTER NOW**

BROUGHT TO YOU BY: **mercy** | SPONSORED BY: **UBS** | **hp foundation**

The banner also includes images of frontliners in uniform and PPE, a QR code, and screenshots of a video call session with three participants.

## MHPSS

Online MHPSS training provided to over

**800**

individuals from various backgrounds

**5,000+**

views of COVID-19 Awareness Videos

**106**

frontliners benefitted from MHPSS consultation sessions

# MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT

## STRATEGIC OBJECTIVES 1 & 2

MERCY Malaysia acknowledges the importance of providing mental health and psychosocial support (MHPSS) and this has been on our work agenda for many years. However, the pressures arising from the COVID-19 pandemic response on frontliners, the tensions faced by at-risk communities economically affected by the movement control orders, as well as the pressures of staying at home, among others, pushed our MHPSS team to its limits.

MERCY Malaysia's COVID-19 response plan included MHPSS as one of its eight components. The approaches identified include the following:

- Establish unique platforms and access to MHPSS such as online platforms and other non-traditional methods.
- Establish or enhance inter-agency and inter-sectoral referral pathways to ensure that children and families with other concerns (such as protection, survival needs, etc.) or more severe distress may access needed services promptly.
- Provide mental health and psychosocial support to children and families affected via a Psychological First Aid (PFA) hotline platform.
- Promotion of self-care strategies.
- Enhancing MHPSS capacity for local health and non-health actors.

Based on the above identified approaches, MERCY Malaysia provided the following services from March to December 2020. Some of the support has been extended and continues into 2021.

- MERCY Malaysia's Psychosocial Support Helpline for 10 months in 2020 (extended to May 2021)
- Psychosocial Support COVID-19 Hotline for Sabah, which responded to 74 calls
- 94 telepsychology one to one sessions (online) held
- 1 paper and 1 article on MHPSS during COVID-19 pandemic published
- 106 frontliners had consultation sessions, with 27 requiring further support and interventions
- 40 Building Adolescents' Resilience and Well-being Workshop
- 2 MHPSS awareness videos produced and shared
- Online training programmes on Psychological First Aid, parent-child support, caregiver well-being and support, and general mental health and well-being, attended by over 800 participants





## OUR WORK MALAYSIA

“ **Although humanitarian action must focus on meeting the immediate needs of the most vulnerable, it must also expand to encompass measures to reduce future vulnerabilities and build resilience.** ”

– HRH SULTAN NAZRIN SHAH



# LEARNING AND KNOWLEDGE

## STRATEGIC OBJECTIVE 4

The MERCY Malaysia's Learning and Knowledge programmes are part of Strategic Objective 4 on Leadership and Advocacy, and complements the work of Strategic Objective 1. It includes community and stakeholder engagement sessions as well as collaborations for data gathering and research.

The outputs targeted from these efforts can be seen through documenting, maintaining and developing processes of professional skills, knowledge and learnings, which aim to build better understanding and enhance the body of knowledge of the humanitarian and development practices and efforts. This knowledge can then be shared and disseminated to internal and external stakeholders, positioning MERCY Malaysia as a leader and centre of reference for humanitarian aid in the region.

In 2020, aside from the awareness and preparedness training and sessions under the TDRM approach, eight key learning and knowledge programmes were held, as follows:

- Humanitarian Lab 3.0: Climate Action for Community Resilience
- Continuous Humanitarian Education
- International Forum on Disaster Risk Reduction 2020
- Disaster Preparedness Hub: Preparedness and Response Planning in Reducing Vulnerability and Improving Humanitarian Assistance
- Mixed Migration Monitoring Mechanism Initiative (4Mi)
- Study Framework (Paper) on Border Restrictions and Preparedness Including "Green Lanes" and 'Travel Bubbles' between Malaysia and Other Countries for the Prevention of COVID-19 Transmission 2020 – 2021
- IMU- AFLAME Award
- Introduction to Humanitarian Supply Chain (online training)



# OUR WORK INTERNATIONAL

MERCY Malaysia's international efforts in 2020 were limited due to the travel and movement restrictions of the COVID-19 pandemic. Efforts were made to ensure the existing primary medical and healthcare services continued to be provided, albeit with some new challenges due to the new pandemic environment, which affected both accessibility as well as operating procedures.

In parallel to providing healthcare services, the medical teams also conducted additional training for COVID-19 awareness and prevention.

Partnerships funding for Regional Ramadhan Relief (RRR) saw the distribution of food packs in identified countries, providing much-needed food aid to deserving communities in various countries.



## BANGLADESH

- The Comprehensive Primary Health Care Centre (CPHCC) in Camp-15 Jamtoli Bazaar, treated 62,355 patients and delivered 107 babies
- Regional Ramadhan Relief: 600 food packs distributed to Rohingya refugee families (underweight pregnant women, underweight and malnourished children, single mothers, disabled and orphans).

## CAMBODIA

Regional Ramadhan Relief: 300 food packs distributed to families in 12 villages

## JAPAN

MERCY Malaysia-Kobe University-UNESCO Chair Programme

## LEBANON

Beirut Emergency Relief to those injured in refugee camps affected by the August 2020 explosion at Beirut Port. Ambulance and mobile clinic services treated over 300 injured, consulted and dispensed medication to another 500 patients.

## 2020 IN NUMBERS

**15.8%**

of 2020 charitable expenses disbursed to provide aid in 9 countries

**39**

First batch of graduates from the midwifery training programme in Syria

**12**

Projects Conducted

**17**

Project Partners



# COUNTRY HIGHLIGHTS

## STRATEGIC OBJECTIVES 1 & 2

### MYANMAR

- The existing private, secondary, antenatal and paediatric services continued with almost 65,000 consultations provided and additional measures put in place to ensure safe operations.
- Menstrual hygiene management training to 900 women and girls.
- Community health awareness (including COVID-19 awareness and prevention) and training conducted in the clinics

### PALESTINE

Provision of emergency food packs - 1 month food supply distributed to 400 families (2,000 individuals)

### PHILIPPINES

- Efforts to help mitigate the spread of COVID-19 through the distribution of personal protective equipment (PPE), 70% isopropyl alcohol as well as spray bottles, face masks, face shields, and thermal scanners to medical health workers / frontliners at the health centres in Leyte and similar supplies (including foot baths) to two schools within Ormoc City.
- Relief supplies such as hygiene kits, food aid, water to communities affected by the eruption of the Taal Volcano, as well as engagement sessions on sustainable farming options as part of psychosocial debrief to motivate the community to move forward.

### SYRIA

BRC: Midwifery training programme established in 2018, saw its first batch of 39 graduate students in 2020 with a further 73 students enrolled in its first and second year programmes. The students currently serve as professional midwives in healthcare facilities in the country.

### YEMEN

- WASH: Provision of clean water supply to the Internally Displaced Communities (IDPs) in Aden included water tank bases constructed at camp entrances, 6 units of water tanks installed (capacity 2,000 litres/tank), provision of 720,000 litres of clean water supply (allocated for 2 months) for the community.
- 154 families (800 individuals) received clean water, hygiene kits and jerry cans.

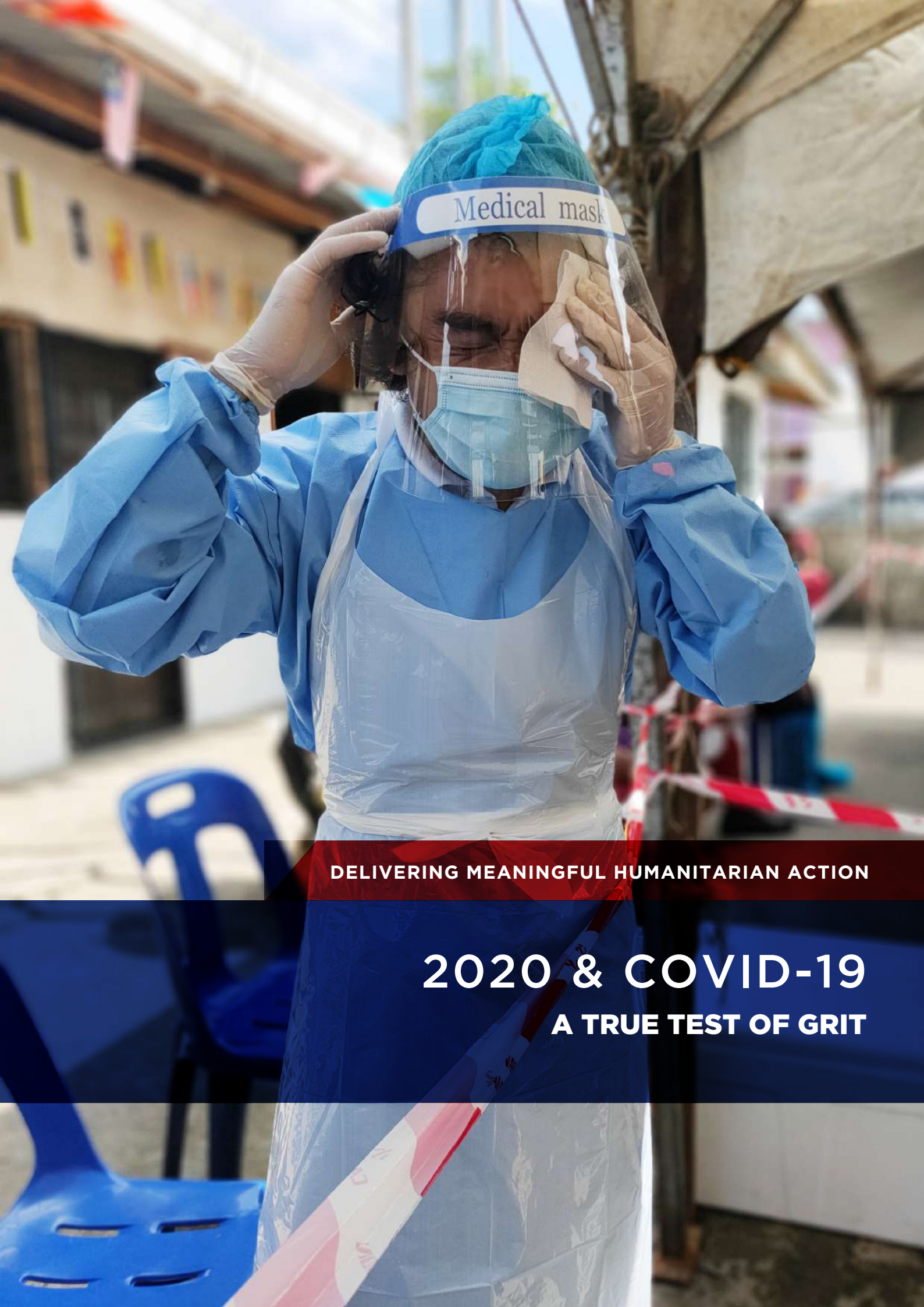


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by scanning the QR code.







**DELIVERING MEANINGFUL HUMANITARIAN ACTION**

# **2020 & COVID-19**

**A TRUE TEST OF GRIT**



# 2020 & COVID-19

*The rapid spread of the deadly Severe Acute Respiratory Coronavirus 2 (SARS-CoV-2) across the world in 2020 in essence charted the direction of MERCY Malaysia's work for the year, putting the key focus on COVID-19 response and relief activities.*

## INTRODUCTION

The COVID-19 pandemic was confirmed to have spread to Malaysia on 25 January 2020, and following the spike of cases in March, a movement control order (MCO) was instituted by the government on 18 March 2020 as a measure to curb the further growth of positive cases in the country. The rising positive cases had resulted in strains on the country's healthcare system, both in terms of human resources and medical/healthcare facilities and equipment. The MCO also put strains on the community as offices and businesses had to be closed, with only essential services allowed to operate. Figure 1 shows the increase in Malaysia's unemployment rate from 3.5% in Q1 2020 to 5.1% in Q2 2020, translating to an almost immediate 250,000 increase in unemployed persons once the MCO was imposed. These three main strains consequently led to an increased need for humanitarian aid to those affected.

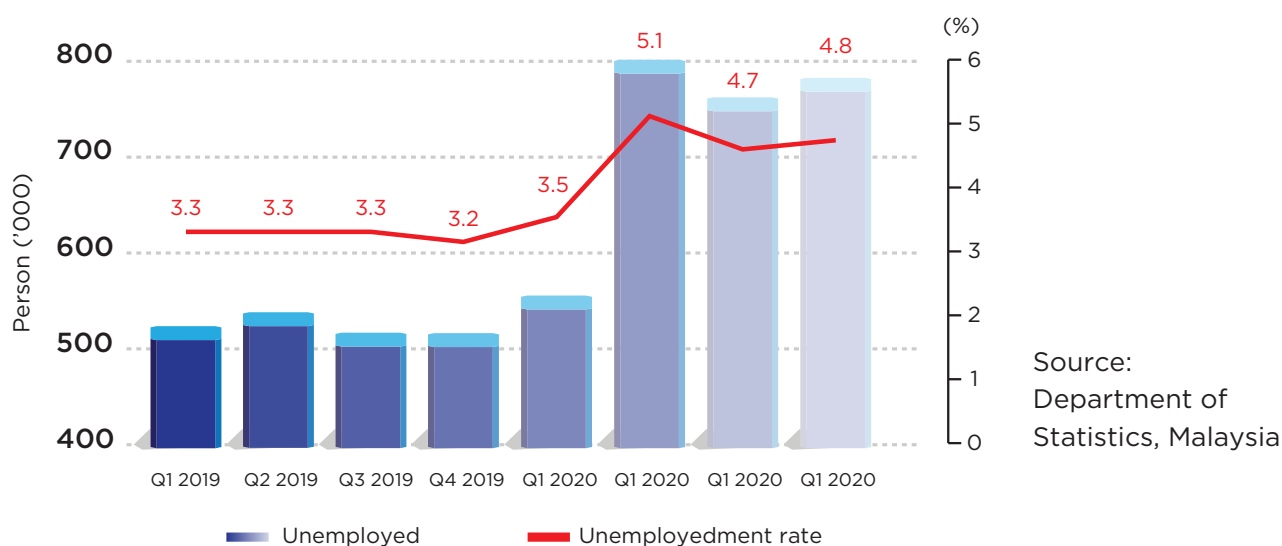
## COLLABORATIVE YET CENTRALISED

Being a non-governmental organisation (NGO), MERCY Malaysia's role in COVID-19 response was predominantly to fill a gap in the governments' efforts and augment the government's role, especially the Ministry of Health (MOH), in the country's fight to curb the unprecedented spread of this deadly virus.

The government took the lead in coordination of humanitarian aid and relief efforts, and MERCY Malaysia, along with other NGOs and civil societies worked hand in hand with the Ministry of Health (MOH), the National Crisis Preparedness and Response Centre (CPRC), and the National Agency for Disaster Management (NADMA) as well as other government agencies, NGOs and personal and corporate donors.

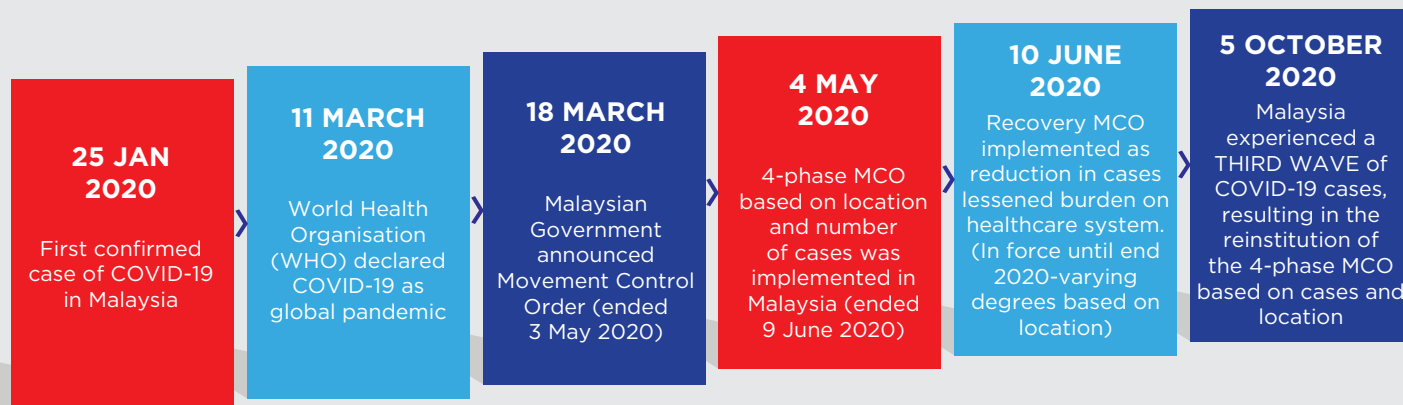
Short-term interventions were put in place to help responders and vulnerable communities manage the spread of the pandemic on three fronts – treatment

**FIGURE 1: UNEMPLOYED PERSONS AND UNEMPLOYMENT RATE IN MALAYSIA, 2019 – 2020**



# INTRODUCTION

**FIGURE 2: DEVELOPMENT OF COVID-19 PANDEMIC IN MALAYSIA (JAN-DEC 2020)**



of serious COVID-19 cases, mitigating the further spread of the virus, and addressing mental health and social needs. MERCY Malaysia's role predominantly revolved around the latter two interventions.

The mammoth scale of the daily operations throughout the period required meticulous and coordinated preparation, which included daily briefings, weekly coordination meetings, daily donor briefings and bi-weekly senior operations meetings.

## STRATEGIC PREPAREDNESS AND RESPONSE PLAN (MARCH – DECEMBER 2020)

In March 2020, MERCY Malaysia put in place its COVID-19 Strategic Preparedness and Response Plan (SPRP), which was planned for implementation over nine months, until December 2020. The plan was revised in April 2020, and details of both plans are available on the [www.mercyfightscovid19.com](http://www.mercyfightscovid19.com) website.

The SPRP identified nine support services/components, which translated into 33 preparedness and response activities, and anticipated to benefit over 500,000 recipients, directly and indirectly. It was estimated that financially, the SPRP would require financial resources of RM40.5 million to implement.

Nine support services / components were identified, as follows, and actions and interventions were planned for each of the components (see Figure 3 for details):

- Component 1: Critical preparedness, readiness and response support actions for MOH and CPRC
- Component 2: Operational supplies and logistics support
- Component 3: Livelihood and logistics support to at-risk communities
- Component 4: Infection prevention and control / water, sanitation and hygiene
- Component 5: Mental health and psychosocial support (MHPSS)
- Component 6: Information, education and communication (IEC) / awareness campaign
- Component 7: Epidemics / pandemics risk reduction
- Component 8: Auxiliary support for quarantine centres and field hospitals
- Component 9: Targeted mass COVID-19 testing

MERCY Malaysia was able to successfully deliver our services, as being an NGO, our operational structure was agile enough to allow for speedy mobilisation of resources – allowing us to deliver personal protective equipment (PPE), medical and healthcare equipment as well as frontliner support to MOH in a short span of time.

As an important initial response, MERCY Malaysia launched its **COVID-19 Pandemic Fund** to support the delivery of medical services and essential needs of marginalised and at-risk groups across the country.

# 2020 & COVID-19

**The funds were optimally utilised, tasks were assigned, the Secretariat worked all hours, (many from their homes) volunteers were called and mobilised... and together, we managed to deliver, quickly, effectively, professionally.**

We were able to cover the immediate gaps in healthcare facilities with regard to case management and detection of COVID-19. This support was critical to MOH as they, in tandem, worked to put in place the necessary measures, processes and policies, as well as mobilise their resources to undertake the enormous task of COVID-19 pandemic healthcare management.

Until end December 2020, the COVID-19 Fund had collected RM 39,100,848.00 from donations, with RM 35,042,938 already spent on response and relief efforts.

A major part of MERCY Malaysia's contribution was in the form of asset contribution to medical facilities, such as hospitals, health centres and COVID-19 facilities to improve their case management capacities. These included contributions of critical equipment such as 65 units of ventilators, 2 patient monitors, 17 High-flow Nasal Cannulas (HFNC), and the like.

Non-medical aid and support to vulnerable communities was also a critical response to the pandemic. MERCY Malaysia's emergency response efforts in terms of food and cash aid, hygiene kits, sanitary kits, as well as employment opportunities were extended to those vulnerable and affected including the urban poor, refugees, migrant and stateless communities.

A major milestone for MERCY Malaysia in this fight was the launch of the **MERCY Malaysia COVID-19 Operations Hub** (MCOH) in April 2020. MCOH became the main base of COVID-19 related operations – quickly filling up with medical, food and non-food supplies. Operational process flows and stringent health and safety procedures were swiftly put in place to ensure safe operations and adherence to the MCO SOPs.

## INTERVENTIONS TO SUPPORT THE TREATMENT AND MITIGATION OF COVID-19

We provided PPE where they are most needed. Our PPE reached doctors, nurses at the medical frontlines as well as non-medical frontliners including the police, army and others, in the urban, rural and even in the remote areas. We supported screening teams by providing meals and other comfort kits to ensure their care and wellbeing while they carried out their duties.

Through our funds, we were able to support medical facilities with critical care equipment as well as non-medical equipment thus helping to increase their capacity in managing the treatment of COVID-19 patients, as well as case detection. MERCY Malaysia's assistance extended through its country offices in Philippines and Myanmar.

We were also able to mobilise our medical volunteers to support the healthcare manpower requirements and, in coordination with MOH, to conduct the critical targeted mass COVID-19 testing exercise among vulnerable communities such as refugees and migrants. As part of their efforts, the medical team also conducted additional training on COVID-19 awareness and prevention to these communities.

MERCY Malaysia's efforts augmented the MOH response to the pandemic, especially to the affected and vulnerable communities which we were already familiar with.

## INTERVENTIONS ADDRESSING MENTAL HEALTH AND SOCIAL NEEDS

Acknowledging the pressures arising from COVID-19 pandemic response for frontliners and the tensions faced by at-risk communities economically affected by the MCOs, MERCY Malaysia collaborated with MOH to manage a Psychological First Aid (PFA) Helpline to provide a safe avenue for the public (including frontliners) to speak about their worries and anxieties. The MHPSS interventions also included establishing new platforms and methods to increase access to psychosocial support through the use of online platforms, social media and other non-traditional methods such as Zoom consultations. The efforts did not stop there. For those who needed extra follow-up support, either protection, survival or distress, we enhanced the inter-agency and inter-sectoral referral pathways to ensure that these children, individuals and/or families have easier access to the needed support or services. We also published and produced a considerable amount of communication materials to create awareness and understanding on the normalcy of mental health, its related issues, its identification, as well as available avenues for action and self-care strategies.



## COORDINATION IS KEY

Through our existing work and collaborations in providing aid to vulnerable communities, MERCY Malaysia was able to support MOH by identifying those among the communities who have been directly and indirectly impacted by the MCO. We were able to provide food packs to disadvantaged and deserving B40 communities, refugees, migrant workers, students as well as healthcare facility staff members. With the announcement of schools opening in August 2020, we were able to support schools by constructing handwashing kiosks to ensure SOP compliance and protection of schoolchildren at all times. The B40 communities were also given employment opportunities in a two-prong effort to provide PPE to healthcare workers and frontliners. We initiated a sewing project where B40 communities helped to produce and sew the much-needed PPE for distribution, while earning the much-needed income to support their families.

Education and awareness promotion were ongoing where practical information on risk communication and the various aspects of fighting COVID-19 were presented in a simple easy to understand manner, and continuously disseminated to the community in both print and electronic media, online and offline.

With the MCO happening during the Ramadhan and Eid period, partnerships with donors through the Regional Ramadhan Relief (RRR) saw the distribution of food packs in to identified beneficiaries throughout Malaysia, as well as in Bangladesh and Cambodia, providing much-needed food aid to communities in need.

### SUMMARY OF SPRP DELIVERABLES

A summary of the SPRP deliverables can be seen in Figure 3. The contribution and support provided can be categorised as medical and non-medical.





A substantial amount of the funds were used for hospital expansion support, which includes the provision (sourcing and distribution) of equipment such as adult blue identification bracelets (10), bedding (391), extension wires (7), fans (49), freezer (1), high flow nasal cannulas (17), kettles (30), clothes racks (6), shoe racks (6), scrubs (1099), and Therafreeze reusable ice pack (1) to health facilities. Another significant contribution was the provision of operational supplies to health facilities. These include supplies such as bath towels (67), cleaning items (155), clothes (900), consumables (1,483), disinfectant liquid (562), disinfectant wipes (71), germisep tablets (15), hand sanitisers (12,143), hygiene kits (13,472), medical consumables (5,000), mist blowers (10), rubber boots (104), rubber slippers (9), sanitary pads (159), 3L sprayer pump (1) and toiletry items (1,517). The provision of equipment and supplies together allowed the beneficiary hospitals and health/COVID-19 facilities increase their capacities to respond to the urgent and overwhelming need for COVID-19 screening, testing and management of cases.

In terms of beneficiaries, MERCY Malaysia's efforts predominantly focused on supporting the vulnerable and affected communities of which we are familiar with, and are underserved by mainstream relief and medical efforts. These include medical and non-medical frontliners, healthcare facilities, local governments, and educational institutions, as well as the affected and vulnerable communities, including the B40, urban poor, refugees, women-headed households, school children, migrant children and community leaders.








**FIGURE 3: STRATEGIC PREPAREDNESS AND RESPONSE PLAN**  
(MARCH - DECEMBER 2020)

Planned vs. Actual Deliverables

COMPONENT	1 	2 	3 	4 
DESCRIPTION	Critical preparedness, readiness & response support for MOH & CPRC	Operational supplies & logistics support	At-risk communities support	Infection prevention & control/water, sanitation & hygiene (WASH)
PLANNED DELIVERABLES	<ul style="list-style-type: none"> <li>Auxiliary support</li> <li>Continuity of health and nutrition support</li> <li>Health facilities support for infection control</li> </ul>	<ul style="list-style-type: none"> <li>Triage / screening PPE</li> <li>PPE at healthcare facilities for case management</li> <li>Support equipment and hygiene kits for operations</li> </ul>	<ul style="list-style-type: none"> <li>Livelihood support</li> <li>Distribution of non-food items, test and hygiene kits</li> <li>Coordinate timely order and distribution of needed supplies to identified beneficiaries</li> </ul>	<ul style="list-style-type: none"> <li>Continuity of health and nutrition support</li> <li>Guidance on WASH and healthcare related to COVID-19</li> <li>Ensure application of WASH and waste management practices to prevent transmission</li> </ul>
ACTUAL DELIVERABLES	Distribution of: <ul style="list-style-type: none"> <li>5,026 food items</li> <li>6,537 food packs</li> <li>352 hospital expansion supplies</li> </ul>	Distribution of: <ul style="list-style-type: none"> <li>35,668 operational support supplies and hygiene kits</li> <li>1,617 hospital expansion supplies</li> <li>607,484 PPE items</li> </ul>	Distribution of: <ul style="list-style-type: none"> <li>4,809 food items</li> <li>44,195 food packs</li> <li>3,800 PPE items</li> </ul>	Distribution of: <ul style="list-style-type: none"> <li>22,217 operational support supplies and hygiene kits</li> <li>452,664 PPE items</li> </ul>
BENEFICIARIES	Healthcare facilities Affected and vulnerable communities  Institut Kesihatan Negara, 124 hospitals, 3 state health departments, 4 community clinics, 4 health offices, 3 district health offices, and 2 COVID-19 Quarantine and Treatment Centres	Healthcare facilities  Institut Kesihatan Negara, Ministry of Health Training Institute, 60 hospitals, 7 state health departments, 39 community clinics, 16 health offices, 18 state health offices, 2 COVID-19 Quarantine and Treatment Centres, and Qatar Fund For Development Clinic Ampang	Affected and vulnerable communities  512 communities across Malaysia (B40, orang asli, people with disabilities, single mothers, migrants, orphans, urban poor, patients in hospitals, mosque communities, Rohingya community, police stations, charitable societies Muslimah charity clubs, Jabatan Keselamatan dan Kesihatan Pekerjaan, Jabatan Kebajikan Masyarakat Alor Gajah, JAPERUN, Melaka, Taman Perumahan MSM, Chuping, Persatuan Orang Pekak Malaysia, Persatuan Orang Kerdil, Jalan Pahang, as well as educational institutions such as polytechnic colleges, UiTM and Maahad Tahfiz Dar Al- Abrar, Bentong)  32 others bodies (Jabatan Bomba, Jabatan Kebajikan Masyarakat, Al-I'tisam Relief Program Association, KLIA - stranded tourists, MCOH Hub Operation use, Tentera Udara Diraja Malaysia, Subang, PKMD Klang, Syrian refugees, Rumah Rawatan dan Jagaan Orang Tua Al-Ikhlas, Pusat Jagaan Rumah Perlindungan NCWO-NWCA, Qatar Fund for Development Clinic Ampang, SUK Selangor and QFFD Clinic Ampang)  1 district health office (Pejabat Kesihatan Daerah Klang)	Frontliners, healthcare facilities and affected communities  745 communities across Malaysia (MERCY Malaysia volunteers at HAS @ HUKM and PPE sewing team, Jabatan Bomba Johor Bahru, Jabatan Bomba Pasir Puteh Perak, IPK Johor Bahru, IPD Seri Alam, Depoh Tahanan Imigresen Belantik, Akademi Pengajian Islam Kota Bharu, Cure & Care Rehabilitation, Pejabat Kesihatan Kelantan, Sekolah Henry Gurney, Angkatan Pertahanan Awam Malaysia, Angkatan Pertahanan Awam Perak, Persatuan Berbasikal Malaysia, Cure & Care Rehabilitation, quarantine centres at Kolej Pendidikan Rembau and Institut Aminuddin Baki, Marine Police Kuantan, Women's Centre of Change, Pangkalan Tentera Udara Diraja Malaysia Butterworth, Penjara Penang, UiTM Perak, Penjara Tapah, Penjara Taiping, Penjara Pusat Kota Kinabalu, Penjara Wanita Kota Kinabalu, Depoh Imigresen, Langkap, MERCY Malaysia Sabah, MERCY Malaysia Sarawak, Majlis Keselamatan Negara Sabah, Pusat Perubatan Angkatan Tentera Sri Semporna, Pusat Perubatan Angkatan Tentera Kem Kebota Tawau, Sarawak Health Centre, Pusat Saringan Kpg Hj Baki Kuching, Sumai Hotel, KT, APM, AADK, APM, Balai Polis, BOMBA, Depoh Tahanan, HUKM Jabatan Imigresen, KEMAS, MAEPS Serdang, Tentera Udara Diraja Malaysia, UiTM, Qatar Fund for Development, schools, dental clinics, charitable foundations, and individuals)

# COORDINATION IS KEY

 <b>5</b>	 <b>6</b>	 <b>7</b>	 <b>8</b>	 <b>9</b>
<b>Mental health and psychosocial support (MHPSS)</b>	<b>Information, education &amp; communication (IEC) / awareness campaign</b>	<b>Epidemics / pandemics risk reduction</b>	<b>Auxiliary support for quarantine centres &amp; field hospitals</b>	<b>Targeted mass COVID-19 testing</b>
<ul style="list-style-type: none"> <li>Establish multiple platforms to increase access to MHPSS</li> <li>Enhance procedures for referrals inter-agency to ensure access to required support / services</li> </ul>	<ul style="list-style-type: none"> <li>Awareness and advocacy programmes / training</li> <li>Support MOH to develop and disseminate information to media and community</li> </ul>	<ul style="list-style-type: none"> <li>Risk reduction for health in the society.</li> <li>Strengthen risk / emergency management response systems</li> <li>Support to increase pandemic response and readiness</li> </ul>	<ul style="list-style-type: none"> <li>Design, set up and equip field hospitals and quarantine centres</li> <li>Auxiliary support to operate such facilities</li> </ul>	<ul style="list-style-type: none"> <li>Conduct targeted mass testing for high-risk and vulnerable groups nationwide i.e. rural, orang asli, tahfiz, detention centres/prisons, refugees, immigrants, stateless, etc.</li> </ul>
Delivery of: <ul style="list-style-type: none"> <li>4 MHPSS workshop (for different audiences)</li> <li>40 online sharing sessions</li> <li>2 MHPSS awareness videos (including Misi Ajen Ehsan the first humanitarian cartoon character for MERCY Malaysia)</li> <li>Psychosocial helpline</li> </ul>	Production and Delivery of: <ul style="list-style-type: none"> <li>COVID-19 information packs in local languages and dialects</li> <li>6 awareness videos and 10 COVID-19 response videos produced</li> <li>1 online database for IEC COVID-19 assets - <a href="https://mercyfightscovid19.com">https://mercyfightscovid19.com</a> featuring 27 awareness campaign materials (posters) and various media resources</li> <li>1,200 printed posters on hygiene practices</li> <li>136 social media posters to support COVID-19 communication campaign</li> </ul>	Delivery of: <ul style="list-style-type: none"> <li>Disinfection support covering 133,895m2.</li> <li>COVID-19 information packs in local languages to 50 villagers</li> <li>Training sessions for various communities:               <ul style="list-style-type: none"> <li>132 community leaders</li> <li>20 students participants</li> <li>1 local government / other stakeholders</li> </ul> </li> <li>6 webinars* (300 participants)</li> <li>Community programme (10,000 individuals and 15 schools)</li> </ul>	Delivery of: <ul style="list-style-type: none"> <li>471 hospital expansion supplies</li> </ul>	Delivery and support to conduct 33,100 tests <ul style="list-style-type: none"> <li>30,600 Viral Transport Media (VTM)</li> <li>1,500 COVID testing and analysis</li> <li>1,000 RTK Antigen</li> </ul>
Affected and vulnerable communities  General public specifically caregivers, urban poor adolescents, children, and those with special needs	General public and Affected and vulnerable communities  General public, specifically 29,800 families (estimated 149,000 individuals) among school children (primary and secondary), university students, rural and urban communities	Affected and vulnerable communities and community organisations and schools  Schools and educational institutions Pusat Pendidikan Muhajirin Muslim Pusat Bimbingan Alternatif al-Islamiah, Institut Latihan Kehakiman dan Perundangan (ILKAP), SK Mesilou, Kundasang, Sabah  Government institutions: Pejabat Daerah dan Tanah Hulu Langat, Bomba Negeri Sarawak, Bomba Negeri Johor, Pejabat Kesihatan Tawau  Community leaders in Bandar Sri Iskandar, Perak, Taman Sri Telok Mas, Melaka, Felda Chuping, Perlis, Kg Sg Lembing, Pahang	Healthcare facilities Hospitals, community clinics, health offices and district health offices  3 hospitals (Hospital Tumpat, Kelantan, Likas Quarantin Centre, Hospital Queen Elizabeth 2) 8 community clinics (Klinik Kesihatan Papar, Kampung Pandan, Kuala Lumpur, Datuk Keramat, Setapak, Penampang, Putatan and Kinarut, Papar) 2 health offices (Pejabat Kesihatan Titiwangsa and Papar) 1 district health office (Pejabat Kesihatan Daerah Titiwangsa) 2 others facilities (Depoh Tahanan Bukit Jalil, Qatar Fund for Development Clinic Ampang)	Healthcare facilities  1 hospital (Hospital Papar) 5 health offices (Pejabat Kesihatan Tawau, Lahad Datu, Semporna, Kunak, Pejabat Kesihatan Tawau, Pejabat Kesihatan Semporna) 1 district health office (Pejabat Kesihatan Daerah Sabak Bernam)



## 2020 & COVID-19

### MERCY Malaysia COVID-19 Fund

**RM 39.1M**

collected by the MERCY Malaysia's  
COVID-19 Fund 2020

**80%**

of funds collected spent on  
response and relief efforts

**65**

units of ventilators distributed to  
health facilities

**16**

videos produced to support  
COVID-19 awareness

**29,800**

families received COVID-19  
information packs

#### IMPACT

We believe that the strong collaboration and community engagement efforts by the MOH, allowed MERCY Malaysia, as the country's leading NGO, (along with other NGOs), to play a more structured and meaningful role in supporting the government's efforts to fight the pandemic.

On the medical and healthcare side, MERCY Malaysia created value in the production and supply of essential PPEs to frontliners and healthcare workers, especially so at a time when the supply of PPEs was not able to meet its global demand. Over 400,000 face masks, 250,000 gloves, 200,000 shoe and head covers, 50,000 face shields, and over 200,000 pieces of other PPEs were supplied. The provision of food, sanitary and hygiene packs, as well as psychosocial support to the medical workers and frontliners were also of great value, enabling them to focus on their critical roles in the crisis.

The various medical and ICU equipment such as 65 units of ventilators, over 300 ICU equipment, thermometers, as well as intubation boxes, test kits, etc. increased the capacity of hospitals to both treat and test COVID-19 patients.

On the mental health and psychosocial side, there is now greater awareness and acceptance of mental health and the importance of seeking assistance within our community. The number of people reaching out for consultation and attending the sessions through the various platforms is also a positive development for the society's overall wellbeing, and a positive indicator



## WHERE WE CONTRIBUTED

of our efforts. Over half a million members of the public had accessed our risk communication materials.

Immediate-term interventions such as food packs to those economically affected by the MCO provided ease of mind and some form of release to families and students. We also supported MOH's efforts by providing access and assistance to the underserved refugee and migrant communities in case detection and management of healthcare. The formal and informal interactions with these communities in raising awareness on healthcare, hygiene and sanitation may also impact public health in the long run.

With the war against COVID still ongoing well into 2021, and until there is more certainty on the success of vaccination in communities around the globe, humanitarian work will continue, to some extent, be defined by COVID-19. 2020 has certainly left us with many lessons to learn and with improvements and enhancements, MERCY Malaysia is able to build our capacity and body of knowledge on effective and efficient humanitarian response during a pandemic.

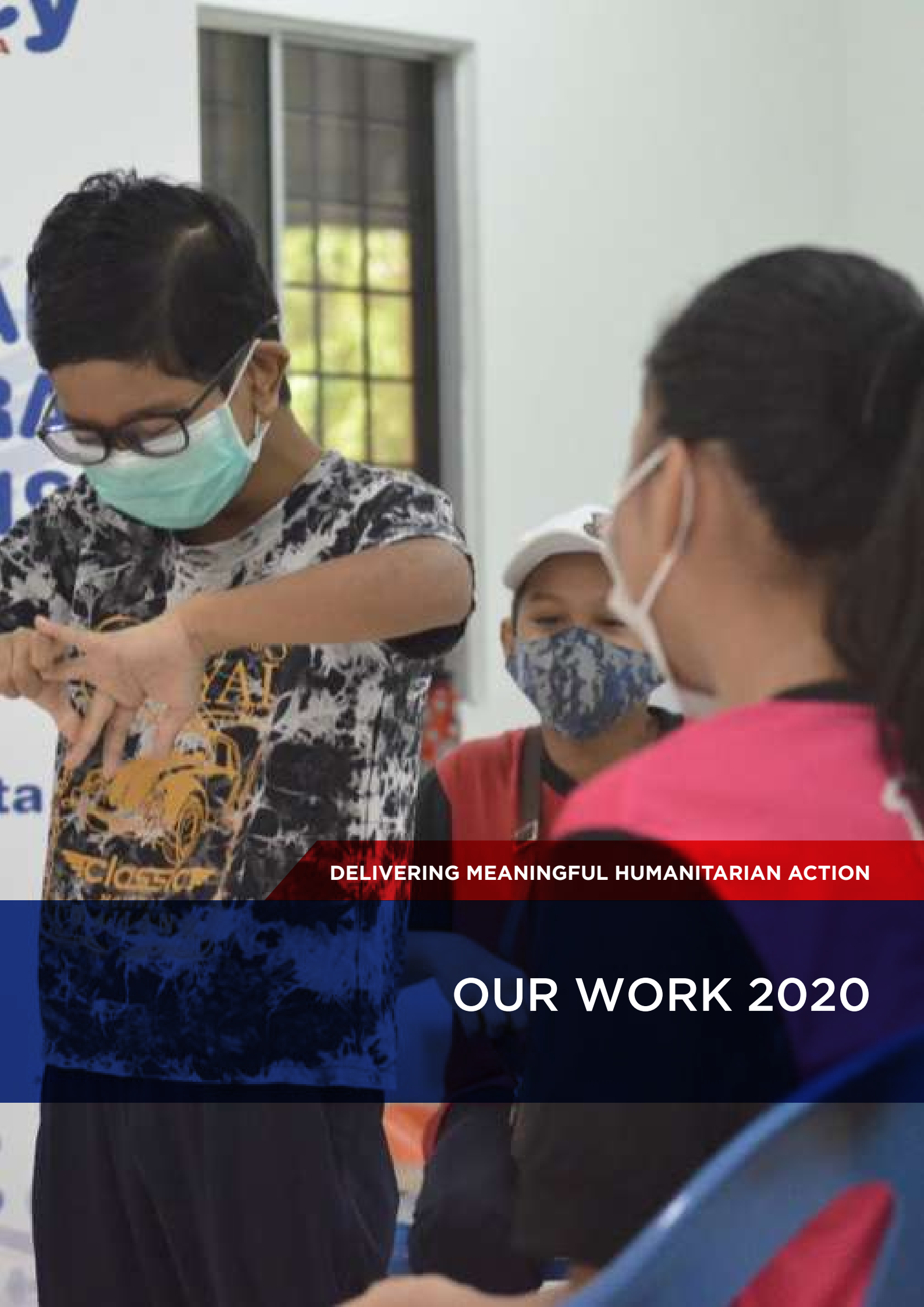


# PROGRA KESEDAR COVID-1

Mainkan pe  
rita bagi m  
komuniti  
#kitajagakit

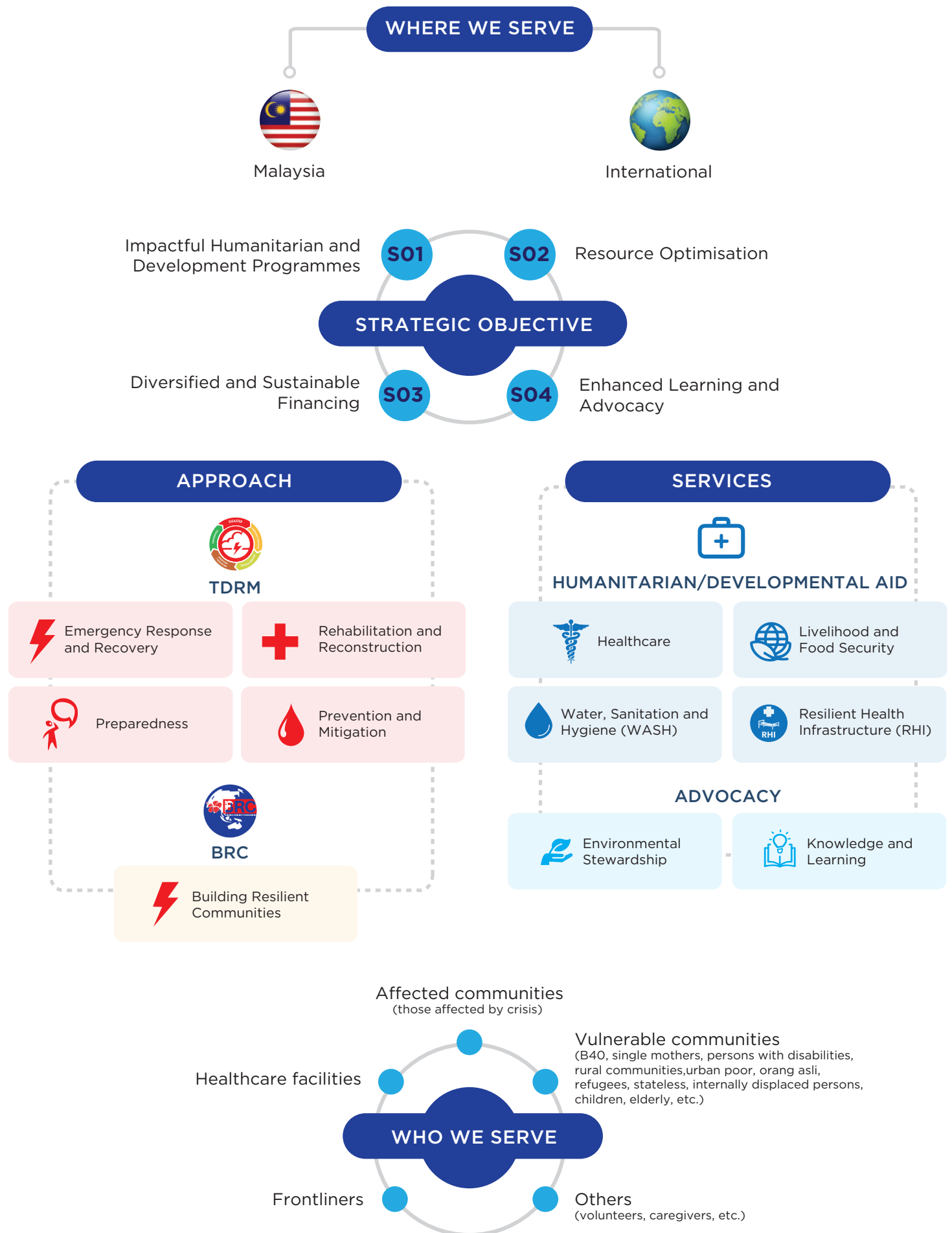






DELIVERING MEANINGFUL HUMANITARIAN ACTION

OUR WORK 2020



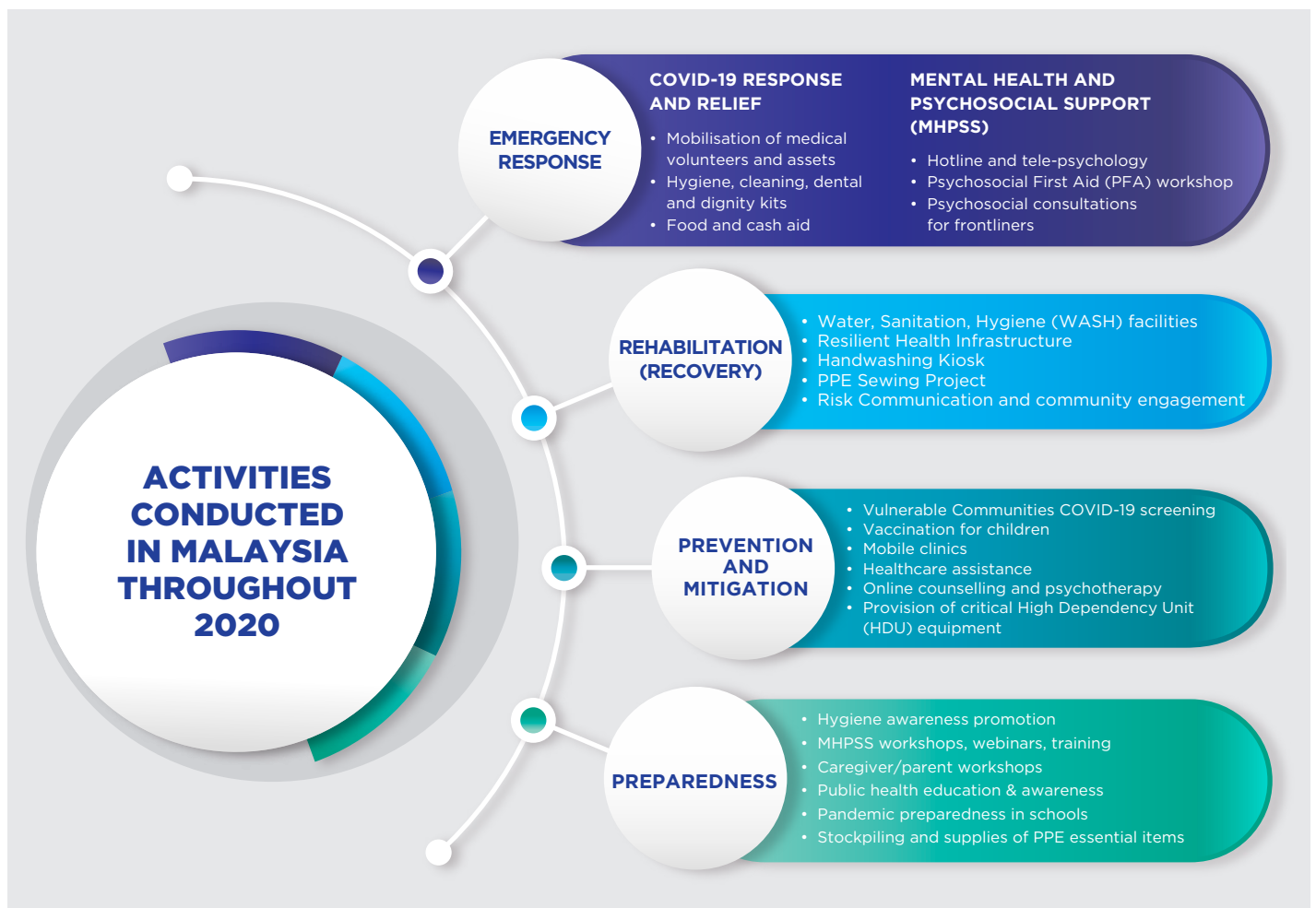
# MALAYSIA

MERCY Malaysia's efforts in Malaysia in 2020 were mainly centred around three key themes – COVID-19 pandemic response, mental health and psychosocial support and capacity building programmes. Funds were collected, and resources were mobilised to provide support to individuals and communities in coping with the pandemic, as well as in the national level COVID-19 pandemic response and relief efforts. These critical efforts form part of the MERCY Malaysia's Emergency Response and Recovery, under the TDRM approach.

At the same time, the core medical and health-related services which have been a major part of MERCY Malaysia's work plan continued. These efforts combined benefitted various underserved communities such as the urban poor, refugees, and those in rural and remote areas.

The key focus of the pandemic response and relief efforts in 2020 aimed to assist the affected and vulnerable communities cope through providing support on mental and psychosocial health, creating awareness on healthcare, hygiene, as well as preparedness arising from the impact of the movement control orders (MCOs) and new norms which were put in place to combat the spread of COVID-19. Workshops and learning activities, physical and remote, were ramped up, and more volunteers were mobilised to achieve these purposes.

## STRATEGIC OBJECTIVES 1 & 2





# KUALA LUMPUR AND SELANGOR

## DEKAT DENGANMU (DDM) URBAN POOR YEAR ONE (1) PROGRAMME 2019/2020



Project Status **COMPLETED**

### SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES

TDRM - Prevention and Mitigation  
BRC - Building Resilient Communities



Humanitarian Aid -  
Healthcare, Livelihood  
and Food Security,  
WASH Advocacy  
- Knowledge and  
Learning



Maybank  
Islamic Berhad



Kuala Lumpur -  
Projek Perumahan  
Rakyat (PPR)  
Kg. Muhibbah and  
PPR Seri Pantai



1 year  
(October 2019 to  
October 2020)

### PROJECT DESCRIPTION

The quality of life of the urban poor population can be increased by improving their health status through access to healthcare and hygiene awareness and practices, as well as their personal safety and social support. This DDM programme intends to:

- Improve access / awareness on early detection of Non-Communicable Disease (NCD) and available treatment
- Increase awareness on healthy natural environments and communicable diseases
- Promote the importance of protection issues among women and children.

The activities undertaken by the project team include managing the administrative and logistical aspects of establishing mobile clinics (including referrals and logistics support), arranging for health and hygiene community awareness programmes, distribution of food aid and hygiene kits, arrangements of special classes, and establishment of a child learning space (CLS).

### OUTPUTS

- 1,538 patients treated in 12 mobile clinics
- Conducted 40 pap smear screening tests
- 1 logistics support for a referral case
- Provision of assistive equipments to those in need
- 5 health and hygiene community awareness programmes (for children and adult)
- 800 food packs and hygiene kits distributed
- Provision for 6 religious education (Kelas Pengajian al-Qur'an and Iqra') classes per week
- Setting up of 1 child learning space (CLS) equipped with educational toys, play toys and story books

### WHO WE SERVE

Vulnerable communities - B40 communities (including elderly, women, children and persons with disabilities)

## CARING FOR THE ELDERLY WORKSHOP



Project Status **ONGOING**

### SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES

TDRM - Prevention and Mitigation  
BRC - Building Resilient Communities



Humanitarian Aid -  
Healthcare (MHPSS)



Kuala Lumpur



4 months  
(September - December 2020)  
Due to the MCO, the project was  
extended to end May 2021

### PROJECT DESCRIPTION

Data shows that caregivers who have been providing extended time care for the geriatric with neurocognitive disorders and have low social support, have higher risk of getting psychological distress or depression. This project, which proposed to conduct four workshops for caregivers, was initiated to provide crucial training for caregivers to build their resilience and equip them with the coping tools to ensure their well-being.

### OUTPUTS

- 3 workshops conducted virtually (October 2020, February 2021, March 2021)
- 1 workshop scheduled in April 2021

## URBAN POOR PRIMARY HEALTH CLINIC & HEALTH AWARENESS PROGRAMME



Project Status **COMPLETED**

### SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES

TDRM - Prevention and Mitigation  
BRC - Building Resilient Communities



Humanitarian Aid -  
Healthcare, Livelihood  
and Food Security,  
WASH



LDS charities (The  
Church of Jesus  
Christ of Latter-day  
Saints) (Donor)



Selangor -  
Pangsapuri Seri  
Purnama, Subang  
Bestari



1 year  
(June 2019 to May  
2020)

### PROJECT DESCRIPTION

The urban poor population is vulnerable to various healthcare challenges due to poverty and lack of health-seeking behaviour. This puts them at higher risk of illnesses and disabilities. This project covered various community outreach activities, including mobile clinics, hygiene awareness programmes and psychosocial activities.

The activities undertaken by the project team include managing the administrative and logistical aspects of establishing mobile clinics (including referrals and logistics support), arranging for health and hygiene community awareness programmes, distribution of food aid and hygiene kits, arrangements of special psychosocial activities.

### OUTPUTS

- 411 patients treated in 4 mobile clinics
- 3 hygiene awareness/education sessions (personal and household hygiene, environmental hygiene and oral care and hygiene).
- 1 awareness session on breast self-examination
- 1 education session on non-communicative diseases
- 4 psychosocial programmes that consist (indoor and outdoor activities, creative activities and psychological support groups
- 262 personal hygiene items distributed
- 40 sets of food aid distributed
- 411 lunch packs distributed

### WHO WE SERVE

Vulnerable communities - B40 communities (including women, children and persons with disabilities)

## PSYCHOSOCIAL CONSULTATION FOR FRONTLINERS



Project Status **COMPLETED**

### SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES

TDRM - Prevention and Mitigation  
BRC - Building Resilient Communities



Humanitarian Aid -  
Healthcare (MHPSS)



Turning Point Integrated  
Wellness Sdn. Bhd., SOLS  
Health, Pusat Pakar Psikologi  
Jiwadamai, MyPsychology,  
Mental Illness Awareness  
and Support Association,  
HELP University Centre  
for Psychological and  
Counselling



Kuala Lumpur  
and Selangor



6 months  
(July - December  
2020)

### PROJECT DESCRIPTION

Frontliners struggle with feelings of sadness, anxiety and mental stress in dealing with high pressure environments and deaths as they work to save the increasing number of lives that have been affected by the COVID-19 pandemic. As the number of positive cases increase, the workload, stress, and anxiety experienced by the frontliners also intensified. Psychosocial support helps to manage their stresses and anxiety allowing them to continue fighting the war against COVID. This project offered consultation sessions with frontliners to help ease their psychological stresses and anxieties, and hopefully help them to better cope with the pressures of the mammoth task.

### OUTPUTS

- 5 consultation sessions were offered to 106 frontliners in the Klang Valley.
- 27 frontliners were referred for further psychological support with respective service providers

### WHO WE SERVE

Frontliners - Medical and non-medical

# KUALA LUMPUR AND SELANGOR

## QATAR FUND FOR DEVELOPMENT HEALTHCARE PROJECT FOR REFUGEES IN MALAYSIA



Project Status **ONGOING**

### SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES

TDRM - Prevention and Mitigation



Humanitarian  
Aid - Healthcare



Yayasan Kebajikan  
Negara  
Qatar Charity  
Malaysian Relief Agency  
IMAM Response & Relief  
Team (IMARET)



Kuala Lumpur &  
Selangor



3 years  
(October 2019 to  
October 2020)

### PROJECT DESCRIPTION

Data showed that as of the end June 2019, there were 178,018 refugees and asylum-seekers registered with the Office of the United Nations High Commissioner for Refugees (UNHCR) in Malaysia. 152,220 (87.6%) are from Myanmar, comprising 95,110 Rohingyas, 26,180 Chins, 9,800 Myanmar Muslims, 4,000 Rakhines and Arakanese, and other ethnicities. The remaining 13.4% registered refugees are from other countries that include but are not limited to Afghanistan, Iraq, Palestine, Pakistan, Sri Lanka, Somalia, Syria and Yemen.

The health needs of refugees and asylum-seekers in Malaysia are complex, with limited access to comprehensive healthcare a significant problem. The key barriers to healthcare access can be linked to poor health literacy and lack of awareness on the right to healthcare, language and cultural differences, as well as the inability to afford healthcare due to inadequate livelihoods.

Through a government to government initiative between the governments of Qatar and Malaysia, a systematic and comprehensive healthcare project was established. The project comprises six components – the establishments of static clinics and healthcare shelters, mobile clinics in areas where the refugees have limited access to healthcare facilities, referral pathway to refer cases (from the clinics) to selected government hospitals for further treatment. It also includes the implementation of a scheduled vaccination programme for refugee children, and health education programmes (by trained community health workers) for the refugees, which will focus on the importance of health and hygiene practices.

MERCY Malaysia is an implementing partner in the project.

### OUTPUTS

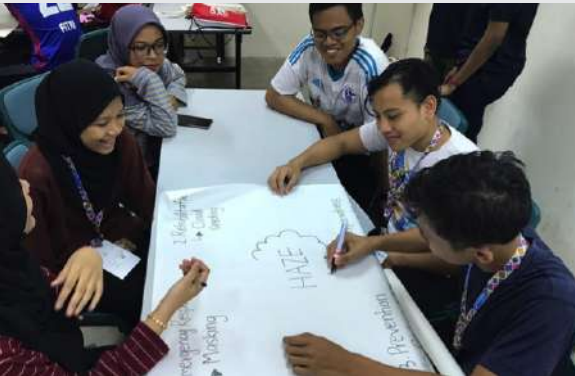
- 2 comprehensive primary healthcare centres for refugees in Ampang and Kajang, providing treatment to 12,450 patients.
- 2 healthcare shelters for refugees were established in Ampang and Kajang, providing shelter to 75 refugees.
- Mobile clinics, providing treatment to 4,159 patients.
- 20 children received vaccines under the vaccination programme for refugee children
- Establishment of a referral pathway (for cases referred by doctors in the healthcare centres and mobile clinics)
- Health education sessions to the refugee community and training of community health workers enabling them to provide health education.

### WHO WE SERVE

Vulnerable communities - B40 communities (including elderly, women, children and disabled)



## STUDENT DEVELOPMENT PROGRAMME: HUMANITARIAN LEADERSHIP (SERIES 3)



Project Status **COMPLETED**

**SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES**  
**SO4: ENHANCED LEADERSHIP AND ADVOCACY**

**TDRM** - Preparedness  
**BRC** - Building Resilient Communities



Advocacy - Knowledge  
and Learning



Yayasan Bank  
Rakyat



UPM Serdang,  
Selangor



3 days  
(5 -7 February 2020)

### PROJECT DESCRIPTION

The programme aims to provide the youth, the future leaders of the community, an introduction to the humanitarian practice. Engagement and meaningful participation of youth in the humanitarian sector through a coherent and systematic approach aims to build a future generation that is capable and prepared to navigate the diverse and complex humanitarian landscape locally and globally.

The 3-day programme takes both the practical and theoretical approaches to provide an introduction to humanitarian practice, TDRM and volunteerism. It explores community-based approaches in disaster risk management and selected cross-cutting issues related to climate change adaptation and sustainable development in the field of disaster risk reduction management (DRRM).

### OUTPUTS

- 600 university students trained on humanitarian leadership
- This third instalment of the Humanitarian Leadership Development programme solidifies the long-term successful partnership between MERCY Malaysia and Yayasan Bank Rakyat. The programme saw the participation of 600 students from public and private universities sponsored by Yayasan Bank Rakyat, and facilitated by the MERCY Malaysia team of 20 staff and volunteers.

## TRAINING OF TRAINERS: COMMUNITY BASED DISASTER RISK MANAGEMENT



Project Status **COMPLETED**

**SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES**  
**SO4: ENHANCED LEADERSHIP AND ADVOCACY**

**TDRM** - Preparedness  
**BRC** - Building Resilient Communities



Advocacy - Knowledge  
and Learning



TEAM Selangor



Wisma IEM,  
Selangor



1 day  
(13 November 2020)

### PROJECT DESCRIPTION

Pandemic risk reduction and preparedness strategies require a whole-society approach to achieve reduction and mitigation of both the health impact (direct) and economic and societal impacts (indirect) of pandemics on communities. This workshop aims to engage and empower the local community and highlight the importance of instituting the bottom-up approach in ensuring the uptake of policies, guidelines and interventions by communities.

The training incorporated CBDRM concepts such as disaster timeline, total disaster risk management, village watching and Hazard, Vulnerability and Capability Assessment (HVCA) through lectures and group discussions.

### OUTPUTS

Training of trainers for Community Based Disaster Risk Management (CBDRM) conducted, attended by 15 staff members and volunteers from the community of Bandar Sri Iskandar, Perak.

# KUALA LUMPUR AND SELANGOR

## PANDEMIC RISK REDUCTION AND PREPAREDNESS WORKSHOP



Project Status **COMPLETED**

### SO4: ENHANCED LEADERSHIP AND ADVOCACY

TDRM - Preparedness

BRC - Building Resilient Communities



Advocacy - Knowledge and Learning



Maybank Berhad



Kampung Permata Kundang, Selangor



1 day  
(27 June 2020)

### PROJECT DESCRIPTION

This project, to conduct training on pandemic risk reduction and preparedness, is in line with the Prime Minister of Malaysia's call to empower communities and community leaders as one of the key criteria towards successful transition from a conditional MCO to responsibly adopting new norms and protecting communities from being infected with the COVID-19 virus. It is part of MERCY Malaysia's recovery plan towards strengthening a community's resilience and capacity to respond and prepare for pandemic risks. Educated and empowered communities will be more responsible in ensuring compliance with the prescribed SOPs, and consequently ease the burden of frontline staff and the overall national healthcare system.

### OUTPUTS

1 day workshop, attended by 32 participants from among community leaders, local responders and district representatives

## MBA IN HEALTHCARE MANAGEMENT: DISASTER RISK MANAGEMENT TRAINING

### PROJECT DESCRIPTION

Understanding the role of healthcare professionals and healthcare system within the disaster management framework is critical for medical practitioners and students. The ongoing COVID-19 pandemic has made it evident that a systematic response requires the integration of healthcare management and planning into the existing national and global disaster risk management frameworks and policies. This programme is part of the long-term partnership between MERCY Malaysia and the International Medical University (IMU). The training module which covered the following:

- Health risk assessment and early warning
- Disaster preparedness and building safety and resilience
- Roles and responsibilities of managers before, during and post disaster

### OUTPUTS

A training conducted for 19 MBA in Healthcare students of IMU

Project Status **COMPLETED**

### SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES

### SO4: ENHANCED LEADERSHIP AND ADVOCACY

TDRM - Preparedness

BRC - Building Resilient Communities



Advocacy - Knowledge and Learning



International Medical University



Kuala Lumpur



1 day  
(10 October 2020)

## MIXED MIGRATION MONITORING MECHANISM INITIATIVE (4MI)

### PROJECT DESCRIPTION

MERCY Malaysia has been working with the Mixed Migration Centre (funded by the Danish Refugee Council) on a 4Mi data collection project. However, due to the COVID-19 pandemic, the research focus was reviewed and the main objectives of the new survey was to obtain direct knowledge from refugees and migrants (particularly from Rohingya and Bangladeshi communities) in Kuala Lumpur with regard to their experiences during the crisis and collect evidence to make better and informed field responses and advocacy activities in relation to migrants and refugees. Among the main themes explored in the new survey include perceptions of risk, knowledge of COVID-19, access to information about the virus, access to healthcare and impact of the pandemic and the measures taken to control it on their lives and journeys.

The project entailed conducting a survey among respondents, production of data collected on a monthly basis, and development of a briefing paper. The survey results and data will be useful for governing bodies, government agencies, NGOs and educational institutions.

### OUTPUTS

- Survey formulation and data collection - 630 respondents completed monitoring survey for eight (8) months
- Production of monthly 'snapshots' on Kuala Lumpur, based on the data collected by monitors
- Production of annual case study (briefing paper) on Kuala Lumpur, encompassing evidence from the whole data collection period

### WHO WE SERVE

Vulnerable communities - Refugees

Project Status **COMPLETED**

**SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES**

**SO4: ENHANCED LEADERSHIP AND ADVOCACY**

**TDRM** - Preparedness

**BRC** - Building Resilient Communities



Advocacy - Knowledge  
and Learning



Danish Refugee Council  
Mixed Migration Centre Asia



Malaysia



8 months  
(May to December 2020)

## IMU - AFLAME AWARD



Project Status **COMPLETED**

**SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES**  
**SO4: ENHANCED LEADERSHIP AND ADVOCACY**

**BRC** - Building Resilient Communities



Advocacy - Knowledge  
and Learning



International Medical  
University (IMU)



International Medical  
University, Kuala  
Lumpur



1 day  
(24 July  
2020)

### PROJECT DESCRIPTION

The Aflame Student Award has been conferred by the International Medical University since 2012. It is open to final year students and intends to honour a graduating student who exemplifies the principles of compassion and a caring society. The award is named "Aflame" as it signifies a fiery passion that encompasses doing good for humanity. This award plays a significant role towards instilling humane values within the youth and serves as a positive reinforcement to prospective healthcare providers on the need to have such desirable qualities in patient and client care.

### OUTPUTS

Award presentation in recognition of youth leaders, volunteerism and humanitarian work



# KUALA LUMPUR AND SELANGOR

## STUDY FRAMEWORK (PAPER): BORDER RESTRICTIONS AND PREPAREDNESS INCLUDING “GREEN LANES” AND ‘TRAVEL BUBBLES’ BETWEEN MALAYSIA AND OTHER COUNTRIES FOR THE PREVENTION OF COVID-19 TRANSMISSION 2020 – 2021

### PROJECT DESCRIPTION

The project aimed to produce a briefing paper for the National Disaster Management Agency (NADMA) and other relevant stakeholders encompassing the risks and areas of opportunities when considering the establishment of “green lanes” and “travel bubbles” between Malaysia and other countries amidst the COVID-19 pandemic.

With the COVID-19 pandemic being a global public health emergency of concern expected to continue well into 2021, its impact on Malaysians has been diverse and multi-faceted affecting health, economics, social connectedness, and mobility at various levels of society. Malaysia has been successful in controlling the spread of the infection through the mobilisation of the Public Health services, effective utilisation of healthcare facilities, and implementation of the MCO. However, there are gaps and weaknesses that can be improved to ensure that the success is sustainable. Many of the actions taken required a fine balancing act on the part of the government to ensure successful containment of the pandemic but at the same time trying to ensure that the economy is able to recover sufficiently. In light of this, the Science and Technology Expert Panel for Health and Emerging Hazards (STEP), with the assistance of the MERCY Malaysia produced a briefing paper (from a public health stance) to provide the necessary considerations by the authorities (i.e. NADMA) to facilitate informed decision-making with regard to the establishment of “green lanes” and “travel bubbles” between Malaysia and other countries.

### OUTPUTS

The briefing paper was formally presented to NADMA and various other ministries such as the Ministry of Health, the Malaysian National Security Council and the Ministry of Foreign Affairs.

Project Status **COMPLETED**

**SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES**

**SO4: ENHANCED LEADERSHIP AND ADVOCACY**

TDRM – Preparedness

BRC – Building Resilient Communities



Advocacy - Knowledge and Learning



Science and Technology Expert Panel for Health and Emerging Hazards (STEP)



Kuala Lumpur



3 months  
(September to November 2020)

## VOLUNTEER ENGAGEMENT PROGRAMME

### PROJECT DESCRIPTION

The Volunteer Engagement Programme aims to engage volunteers through specially organised social programmes to inculcate a continued positive spirit and promote team spirit, long-lasting friendships and camaraderie among MERCY Malaysia's staff and volunteers. The programmes are selected to reflect MERCY Malaysia as a true volunteer-based NGO that works, cares, and bonds as a family to contribute positively to charity, health, environmental, personal development and the national unity agenda.

Activities included the planning, coordination and communication of engagement activities.

### OUTPUTS

2 programmes held involving 107 MERCY Malaysia's volunteers and staff

**MM Care** at an elderly care home (7 volunteers and 3 staff)

**Beach Cleaning** at beachfront (100 volunteers and 3 staff)

Project Status **COMPLETED**

**SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES**

**SO2: RESOURCE OPTIMISATION**

TDRM – Preparedness

BRC – Building Resilient Communities



Advocacy - Environmental Stewardship, Knowledge and Learning



Programme 1: Pusat Jagaan Mahmudah Malaysia, Selangor  
Programme 2: Pantai Kelanang Banting, Selangor



2 days  
(29 February and 1 March 2020)

## HUMANITARIAN LAB 3.0: CLIMATE ACTION FOR COMMUNITY RESILIENCE



Project Status **COMPLETED**

**SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES**  
**SO4: ENHANCED LEADERSHIP AND ADVOCACY**

**BRC** – Building Resilient Communities



Advocacy -  
Environmental  
Stewardship



Office of Industry,  
Community and Alumni  
Network (ICAN), Universiti  
Teknologi MARA (UiTM)



UiTM Shah Alam,  
Selangor



1 day  
(12 March 2020)

### PROJECT DESCRIPTION

Humanitarian Lab 3.0, in partnership with Universiti Teknologi MARA (UiTM), aims to create an impact on the issue of climate change, in the form of policy influence, awareness and advocacy, cross-cutting climate action pertaining to livelihoods, health, migration, and security, financing climate initiatives, etc. In the context of climate research, humanitarian needs are linked to human security – where lives are protected and people have the freedom and capacity to live with dignity. There is a dearth in research and discussions addressing how climate impacts humanitarian needs and action. Following the success of the formats of Humanitarian Labs 1.0 and 2.0, Lab 3.0 is designed to achieve the following objectives:

1. Help improve institutional overlaps and the lack of interaction between governing bodies and stakeholders through strategic engagement and partnerships.
2. Qualitatively measure and provide conservative quantitative estimates on the impact of climate change on humanitarian needs and action in the country, by the extent to which it could disrupt multiple systems (i.e., livelihood, safety and security, water, health, migration, etc.) of the country and the region.
3. Identify adaptation responses, meaning to build on existing literature and expert discussions to understand the most important measures and their indicative cost, effectiveness, and implementation challenges, and to estimate the expected national adaptation spending required.
4. Address the broad humanitarian consequences and specifically seek to inform humanitarian actors across different fields by suggesting practical actions for each stream in responding to the impact of climate change in building community resilience.
5. Adaptation of existing systems to fast-track implementation of new business models and innovative approaches for humanitarian and development action in responding to the impact of climate change.

The project required the team to manage the coordination and organisation of the Humanitarian Lab (logistics and content i.e. presentations and discussions), and an MOU Signing.

The Humanitarian Lab Series is intended as a common platform for experts, researchers and advocates to discuss, research and develop strategies in responding to a particular issue relating to humanitarian and development and their cross-cutting issues. The lab applies strategic methodologies, using information and databases, through critical discussion processes in order to understand and incubate ideas in responding to each of its discussion focus.

### OUTPUTS

1. Signing of a Memorandum of Understanding (MoU) between MERCY Malaysia and UiTM
2. Lab outputs on:
  - Impact of climate change on health
  - Financing climate action
  - Climate change adaptation and mitigation
  - Education on climate change and action
  - Policy and advocacy on climate change and action

## MALAYSIA

## COVID-19 HANDWASHING KIOSK IN SCHOOLS PROGRAMME

Project Status **ONGOING****SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES**

TDRM – Prevention and Mitigation

Humanitarian  
Aid -  
Healthcare,  
WASH

Maybank Islamic Berhad  
Maybank Heart  
UMW  
Advanced Micro Devices (AMD)  
Launchgood campaign  
German Embassy, Kuala Lumpur  
Amgen  
Persistent System  
Mubadala  
Evonik  
QBE Insurance  
Association of Banks Malaysia  
(ABM)

Throughout  
Malaysia

6 months  
(Phase 1: June  
– August 2020,  
Phase 2: October  
– December  
2020)

**PROJECT DESCRIPTION**

In support of the Malaysian government's move to allow the gradual opening of national schools in Malaysia in September 2020, MERCY Malaysia initiated the School Handwashing Kiosk Programme to assist mitigate the spread of COVID-19 in schools through the installation of handwashing kiosks on the school premises.

The objectives of the project are to:

- reduce the risk of COVID-19 infection among schoolchildren and teachers during the school sessions, through the promotion and implementation of the recommended handwashing and hygiene practices.
- increase the awareness and build a culture incorporating the "new norms" among the schoolchildren and teachers as a preventive measure against COVID-19 infections.

Frequent handwashing, social distancing and wearing of facemasks are the recommended 'new norms' proven effective in the mitigating the spread of the virus, and are recommended practices by the Ministry of Health, Malaysia.

This project is a collaboration between MERCY Malaysia, Ministry of Education and the schools identified to be in high-density and high-exposure areas throughout Malaysia. Handwashing kiosks were installed at school entrances, which facilitated the schools to observe the SOPs of proper handwashing and temperature checks prior to entering the school grounds. The kiosks also have a dedicated area to display informational/educational posters for awareness creation.

The project, comprising 2 phases, was able to be implemented with the generous cooperation of donations amounting to RM881,659.00.

**OUTPUTS**

- Phase 1: 32 handwashing kiosks installed, benefitting 29,735 students and teachers.
- Phase 2: 55 kiosks installed, and 13 to be completed in 2021, benefitting 62,318 students and teachers.

**WHO WE SERVE**

Affected communities – Schoolchildren and teachers



## VACCINATION CLINIC FOR YEMENI CHILDREN



Project Status **COMPLETED**

**SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES**

**TDRM** - Prevention and Mitigation



Humanitarian  
Aid -  
Healthcare,  
WASH



Maybank Islamic  
Berhad  
INSAN (humanitarian  
relief organisation  
protecting the  
welfare of the  
Yemeni population in  
Malaysia)



Kuala Lumpur,  
Selangor and  
selected Yemeni  
children living in  
Terengganu, Melaka,  
Kedah, Perak,  
Kelantan and Johor



9 months  
(February to October  
2020)  
Note: initially planned  
for 6 months until  
July 2020, but was  
extended due to  
MCO

### PROJECT DESCRIPTION

Malaysia currently hosts close to 180 thousand refugees and asylum-seekers, and in 2020, around 3,660 of them are Yemenis scattered throughout the country. Given the challenge for refugees to access basic healthcare services, shelter and education, MERCY Malaysia organised mobile vaccination clinics for Yemeni refugee children, which provides vaccinations against major vaccine preventable diseases based on the Malaysian Ministry of Health's vaccination schedule.

The project deliverables were to include mobile and vaccination clinics, health and hygiene promotion (for children), reimbursement of vaccine costs for those living outside KL/Selangor and distribution of hygiene kits.

### OUTPUTS

- 5 vaccination clinics as per scheduled and 103 children were received vaccines
- 5 health and hygiene programmes
- 5 children outside of KL/Selangor received vaccines
- 70 hygiene kits distributed

### WHO WE SERVE

Vulnerable communities - Refugees (children)

## TRAINING OF TRAINERS: SCHOOL PREPAREDNESS PROGRAMME



Project Status **COMPLETED**

**SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES**  
**SO4: ENHANCED LEADERSHIP AND ADVOCACY**

**BRC** - Building Resilient Communities



Advocacy -  
Knowledge and  
Learning



UNICEF Malaysia



Kuala Lumpur and  
Sabah



2 days  
(12 and 19 September  
2020)

### PROJECT DESCRIPTION

One of the key programme components in the partnership between UNICEF Malaysia and MERCY Malaysia is disaster preparedness and resilience of students, teachers and school communities. The School Preparedness Programme (SPP) is conducted in schools around the country. The training to upskill and prepare volunteers to become trainers for the SPP. This training of trainers is an important initiative which provides both new and senior MERCY Malaysia volunteers' an opportunity to learn, understand and reskill themselves on disaster and pandemics risk reduction and management. MERCY Malaysia volunteers play a crucial role in the SPP – educating, ensuring comprehension of disasters risks and most importantly in nurturing the awareness on the importance of preparedness and disaster resilience among school students and teachers.

### OUTPUTS

Training programme conducted, attended by 57 volunteers

# MALAYSIA

## VOLUNTEER INDUCTION PROGRAMME (VIP)

### PROJECT DESCRIPTION

The VIP is a one-day compulsory training programme designed specifically for newly registered volunteers. The programme gives them comprehensive knowledge of MERCY Malaysia and its operations, preparing them for participation in missions and programmes. By the end of the training, volunteers are expected to have a brief knowledge about MERCY Malaysia's operations and adhere to the principles practiced by the organisation, understand medical and humanitarian aid and relief programmes, and be ready to serve as compassionate and professional volunteers.

### OUTPUTS

5 programmes held, attended by 336 participants  
(1 physical session and 4 virtual sessions in Feb, May, June, August and October 2020)

Project Status **COMPLETED**

**SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES**  
**SO4: ENHANCED LEADERSHIP AND ADVOCACY**

**BRC** – Building Resilient Communities



Advocacy - Knowledge and Learning



Kuala Lumpur and Online (Zoom)



1 year  
(January - December 2020)

## UNICEF COVID-19 AWARENESS PROGRAMME



Project Status **COMPLETED**

**SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES**

**TDRM** – Prevention and Mitigation  
**BRC** – Building Resilient Communities



Humanitarian Aid - Healthcare, WASH



UNICEF Malaysia



43 locations throughout Malaysia - 32 locations are in the Peninsular and 11 locations in Sabah. Some training sessions were conducted virtually on Zoom.



7 months  
(April to October 2020)

### PROJECT DESCRIPTION

In response to the first wave of the COVID-19 pandemic, MERCY Malaysia had partnered with UNICEF Malaysia to activate emergency response to support vulnerable and marginalised communities through a three-pronged approach. The project sought to address the lack of access these communities face in adopting the public health measures recommended in order to reduce COVID-19 infections. Provision of emergency items such as facemasks, soaps, hand sanitizers, thermometer, reusable sanitary pads coupled with health education and installation of hand washing stations reinforced the important messaging on respiratory etiquette, hand washing techniques and adherence to COVID-19 SOPs which are integral in breaking the chain of COVID-19 transmission among these at-risk communities.

Activities in this project include:

1. Training of Trainers (ToT) sessions to volunteers in Peninsular Malaysia and Sabah
2. Distribution visits and Health Education Sessions to selected communities
3. Installation of handwashing stations

### OUTPUTS

Distribution of hygiene kits and essential supplies to 73,500 beneficiaries, from Alternative Learning Centres (ALCs), detention centres, refugees and B40 communities

- Facemasks: 277,700 pieces
- Bar soaps: 43,334 pieces
- Hand sanitisers (500ml): 2200 bottles
- Contactless thermometer: 268 units
- Detention clothes: 500 sets
- 60 units of handwashing stations installed (15 units in Peninsular and 45 units in Sabah)
- 59 volunteers underwent the Training of Trainers (ToT) session on health education awareness
- 24 health education sessions conducted, attended by 751 participants

### WHO WE SERVE

Affected communities - Refugees (children and adults), migrants and B40 communities

## RAMADHAN RELIEF (RR) 2020



Project Status **COMPLETED**

**SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES**  
**SO3: DIVERSIFIED AND SUSTAINABLE FINANCING**

TDRM - Emergency Response and Recovery



Humanitarian Aid -  
Livelihood and Food  
Security



Department of  
Social Welfare,  
Malaysia  
Local communities



Selangor, Kuala  
Lumpur, Negeri  
Sembilan, Pahang,  
Johor, Kedah, and  
Perak



6 weeks  
(15 April - 24 May  
2020)

### PROJECT DESCRIPTION

Ramadhan Relief is an initiative taken by MERCY Malaysia with the support of the Department of Social Welfare of Malaysia and local communities to provide food assistance to beneficiaries during the month of Ramadhan in 2020. It aims to meet immediate-term food needs and protect the livelihoods of at-risk communities, especially Asnaf communities. The 2020 Ramadhan was even more challenging as Muslims around the world had to observe the holy month of fasting under tight restrictions and MCOs due to COVID-19. This project is unique to Muslim beneficiaries who fall under the category of Asnaf (Fakir, Miskin and Muallaf) and thus utilises the Zakah funds collected from corporate companies under the MERCY Malaysia's Islamic Social Financing approach.

The distribution of food assistance was scheduled from two weeks before Ramadhan until the last day of the fasting month. This was to ensure that there was sufficient food supply for beneficiaries throughout the whole month.

### OUTPUTS

Over 5,000 food packs distributed to 25,000 beneficiaries who fall under the category of Asnaf (Fakir, Miskin and Muallaf) in various states in Peninsular Malaysia

### WHO WE SERVE

Affected and vulnerable communities - Asnaf (Fakir, Miskin and Muallaf)

## QURBAN MERCY 2020



Project Status **COMPLETED**

**SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES**  
**SO3: DIVERSIFIED AND SUSTAINABLE FINANCING**

TDRM - Emergency Response and Recovery



Humanitarian Aid -  
Livelihood and Food  
Security  
ISF - Islamic Social  
Financing



Local communities



Kuala Lumpur,  
Selangor, Perlis,  
Kelantan, Perak and  
Kedah



4 days  
(31 July - 2 August  
2020)

### PROJECT DESCRIPTION

Qurban MERCY 2020 is an initiative taken by MERCY Malaysia and in cooperation with local communities to support families through the distribution of Qurbani meat to beneficiaries during Eid al-Adha 2020. The practice of Qurban is a recommended act of worship (sunnah) for all Muslims, and is performed by slaughtering livestock animals on the dates of 10 - 13 Zulhijjah annually, and distributing the meat to the less fortunate in the community. The Qurban MERCY 2020 is a project under MERCY Malaysia's Islamic Social Financing approach.

The distribution of meat started on the first day of Eid al-Adha until the fourth day of Eid.

### OUTPUTS

Distribution of meat from 12 cattle to 2,350 to selected households who fall under the category of Asnaf (Fakir, Miskin and Muallaf) in various states in Malaysia

### WHO WE SERVE

Vulnerable communities



## MALAYSIA

## WAQAF COVID-19 (VENTILATORS)

Project Status **COMPLETED**SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES  
SO3: DIVERSIFIED AND SUSTAINABLE FINANCING

TDRM - Emergency Response and Recovery

Humanitarian  
Aid - Healthcare  
ISF - Islamic  
Social FinancingMinistry of Health,  
MalaysiaKuala Lumpur,  
Selangor, Johor,  
Terengganu,  
Kelantan, Sarawak8 months  
(March to October  
2020)

## PROJECT DESCRIPTION

Many hospitals in the country faced a shortage of equipment and supplies to sufficiently fulfil the needs to provide treatment to patients during the fight against COVID-19. As part of its strategic preparedness and response plan, MERCY Malaysia committed to provide 20 ventilators to responding hospitals. Supply shortages for personal protective equipment (PPE) had already started to hit Malaysian hospitals. As the outbreak intensified, MERCY Malaysia received a number of requests, including from the Crisis Preparedness and Response Centre (CPRC), to assist in the sourcing of ventilators and powered air purifying respirators (PAPRs). With the support of private sector partnerships, MERCY Malaysia aims to respond to these requests and deliver the much-needed ventilators to COVID-19 responding hospitals. Among the activities conducted by MERCY Malaysia included the identification of healthcare facilities and their needs, identification of technical specifications, commencing the Waqaf ventilator campaign, procuring ventilators and distribution to selected responding hospitals.

This project is a Waqaf project under MERCY Malaysia's Islamic Social Financing approach.

## OUTPUTS

65 ventilators were provided to 10 hospitals in Malaysia, increasing their capacity to respond to COVID-19 cases.

The ventilators distributed were:

1. Oxyvent (Model Oxi4): 36 units
2. Yuwell (Model Yu830): 20 units
3. Puritan Bennet (Model PB980): 8 units
4. Avea: 1 unit

The beneficiary hospitals were:

1. Hospital Kuala Lumpur, Kuala Lumpur
2. Hospital Ampang, Selangor
3. Hospital Sungai Buloh, Selangor
4. Hospital Kajang, Selangor
5. Hospital Banting, Selangor
6. Hospital Sultanah Aminah, Johor
7. Hospital Sultanah Nur Zahirah, Terengganu
8. Hospital Sultan Ismail Petra, Kelantan
9. Hospital Miri, Sarawak
10. Pusat Perubatan Universiti Malaya

## WHO WE SERVE

Healthcare facilities

## JOHOR

## RESILIENT HEALTH INFRASTRUCTURE JOHOR

Project Status **COMPLETED**

SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES

TDRM - Rehabilitation and Reconstruction

Humanitarian  
Aid - Healthcare,  
Livelihood and  
Food SecurityYayasan Sultan  
Iskandar JohorKlinik Kesihatan Pasir  
Gudang, SMK Simpang  
Renggam, SMK Dato  
Ibrahim Majid and SK Dato  
Ibrahim Majid, Simpang  
Renggam, Johor7 months  
(June - December  
2020)

## PROJECT DESCRIPTION

This is the second phase of the Resilient Health Infrastructure (RHI) project, focused on the implementation of the disaster action plan developed to respond to the needs arising from the 2019 chemical spill incident in Pasir Gudang, as well as the ongoing COVID-19 pandemic. Outputs were intended to support safe emergency response efforts and safe reopening of schools during the COVID-19 pandemic. These included public education on knowledge of disaster and pandemic preparedness of clinic staff and school communities, improving the disaster response capacity of health facilities and distribution of personal hygiene kits and food aid.

## OUTPUTS

- 1 unit 2-lines decontamination shower tent installed at Klinik Kesihatan Pasir Gudang, indirectly benefiting 6000 community members
- 8 temperature scanners, 7,800 face masks and 200 hand sanitisers distributed to 4 schools to support the safe reopening of schools during the COVID-19 pandemic

## WHO WE SERVE

Affected communities

## KELANTAN

## WATER, SANITATION AND HYGIENE (WASH) PROGRAMME 2020 FOR THE GUA MUSANG COMMUNITY

Project Status **ONGOING**

SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES

TDRM - Rehabilitation and Reconstruction

Humanitarian  
Aid - WASHPejabat Kesihatan  
Daerah Gua MusangVarious villages in Gua  
Musang, Kelantan - Kg.  
Batu Papan, Kg. Melar,  
Kg. Lulut, Kg. Limau  
Kasturi and few other  
villages in the district13 months  
(March 2020 - April  
2021)

## PROJECT DESCRIPTION

This WASH programme was planned to contribute to the improvement of health and socioeconomic well-being of the Asnaf Fakir and Asnaf Miskin communities in Gua Musang, Kelantan by reducing the incidence of water and sanitation related- diseases through the provision of sustainable safe water, sanitation, and hygiene practices.

The project was divided into 3 components - community water supply in which few clean water projects were implemented; sanitation; and capacity building. Initially planned as an 8-month programme, the implementation of nationwide MCO caused by the COVID-19 pandemic caused some delays and it was extended to 13 months, with expected completion in April 2021.

## OUTPUTS

The number of beneficiaries is about 711 people from 287 households.

## Component 1 - Community Water Supply

- 1 gravity-fed system (GFS) upgrade
- 1 new tubewell system
- 2 tubewell system rehabilitation
- 257 water points for 257 houses - Kg. Batu Papan (150), Kg. Mela (45), Kg. Lulut (44) and Kg. Limau Kasturi (18)

## Component 2 - Sanitation

- 21 new latrines built for 21 houses
- 3 existing latrines repaired

## Component 3 - Capacity Building

- Distribution of family hygiene kits
- Engagement session to educate on risk reduction, personal hygiene and clean environment

## WHO WE SERVE

Affected communities - B40 communities (rural poor)

## PENANG

## DISASTER RISK REDUCTION MANAGEMENT (DRRM) TRAINING

Project Status **COMPLETED**SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES  
SO4: ENHANCED LEADERSHIP AND ADVOCACYTDRM - Prevention and Mitigation  
BRC - Building Resilient CommunitiesAdvocacy -  
Knowledge and  
LearningCommission for  
Creation Justice,  
Penang DioceseSt. Anne's Church,  
Penang2 days  
(15 -16 February  
2020)

## PROJECT DESCRIPTION

This training, an extension of a programme conducted in 2019, aims to empower local leadership and stakeholders in the management, preparation/mitigation and reduction of disaster risks. This programme aims to build community resilience, which is the ability of a community to respond to and recover from adverse risks and impacts of an incident. A knowledgeable community is vital to ensure the top-level policies, measures and acts are contextualised and adapted into their respective environment and needs.

The two-day programme included training on:

- Planning and design of a community-based DRRM framework
- Planning and design for setting up of evacuation centre

- Establishment of an emergency supply and evacuation kit checklist
- Setting up of a disaster emergency logistics system

## OUTPUTS

Training attended by 10 church members and MERCY Malaysia staff

## WHO WE SERVE

Affected community members

# MALAYSIA

## PENANG

### RESILIENT HOSPITAL INFRASTRUCTURE (RHI): HANDOVER OF DECONTAMINATION UNIT



Project Status **COMPLETED**

#### SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES

TDRM - Preparedness  
BRC - Building Resilient Communities



Humanitarian Aid -  
Healthcare



Mah Sing Foundation  
(donor)  
Zull Design Autotronic  
(designer)



Penang



February - May 2020  
(Handover: 29 May 2020)

#### PROJECT DESCRIPTION

MERCY Malaysia's RHI approach focuses on advocating for the systematic preparation and management of hospitals and healthcare systems based on the DRRM framework. As such, this project is intended to strengthen the capacity of a hospital's health infrastructure to allow it to both respond effectively during disasters, as well as recover efficiently from the impact of extreme events.

The need for local innovation especially for decontamination units was identified in an action plan resulting from a workshop conducted with staff of Hospital Pulau Pinang and first responders from the wider hospital and civil society organisations in Penang. High cost, low mobility, storage, complex set up and operations are among the key barriers of currently available decontamination units products, making them less suitable for humanitarian settings. This led to a

collaborative and innovative partnership between local designer, Zull Design Autotronic and Dr. Teo of Hospital Pulau Pinang to produce affordable, scalable and minimal assemble/disassemble decontamination units. The purpose of a decontamination unit is to ensure that a person is sufficiently "cleansed" from contaminants within an environment, enabling them to safely resume to normal day-to-day activities.

#### OUTPUTS

Delivery and training for three (3) units of locally-made decontamination units to Hospital Pulau Pinang

#### WHO WE SERVE

Others

## PERAK

### TRAINING OF TRAINERS: PANDEMIC RISK REDUCTION AND PREPARATION WORKSHOP



Project Status **COMPLETED**

#### SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES SO4: ENHANCED LEADERSHIP AND ADVOCACY

TDRM - Preparedness  
BRC - Building Resilient Communities



Advocacy -  
Knowledge and  
Learning



National Disaster  
Management Agency  
(NADMA)  
Association of Banks  
Malaysia



Perak



June to September  
2020

#### PROJECT DESCRIPTION

Pandemic risk reduction and preparedness strategies require a whole-society approach to achieve reduction and mitigation of both the health impact (direct) and economic and societal impacts (indirect) of pandemics on communities. This workshop aims to engage and empower the local community and highlight the importance of instituting the bottom-up approach in ensuring the uptake of policies, guidelines and interventions by communities.

Training was provided to upskill and provide knowledge on DRRM to different parties in the local community.

#### OUTPUTS

Training on pandemic risk reduction conducted, attended by 35 community members and 60 members of MERCY Malaysia Perak Chapter volunteers, members of the Bandar Universiti Mosque, representatives from police and fire auxiliary bodies and NADMA.

#### WHO WE SERVE

Affected communities - Refugees (children and adults), migrants and B40 communities



## PERAK

## DISASTER RESILIENCE FORUM

## PROJECT DESCRIPTION

The Disaster Resilience Forum aims to provide a platform for financial actors and civil society organisations and government agencies to explore solutions for supporting students, their schools and their communities against disasters and its adverse impacts to education disruption.

## OUTPUTS

A 1-day virtual session conducted by FINCO in collaboration with NADMA, which resulted in the following activities to support the intended outputs:

- Mapping of individual and collaborative initiatives by financial institutions.
- Identification of at least one potential collaborative initiative and a working group for further discussions on coordination of a financial industry response.

The session was attended by representatives from financial institutions, civil society organisations and government agencies.

## WHO WE SERVE

Others

Project Status **COMPLETED**

**SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES**

**SO4: ENHANCED LEADERSHIP AND ADVOCACY**

TDRM - Preparedness

BRC - Building Resilient Communities



Advocacy - Knowledge and Learning



National Disaster Management Agency (NADMA)  
Financial Industry Collective Outreach (FINCO)



Perak



1 day  
(7 October 2020)

## SABAH AND SARAWAK

## WATER, SANITATION AND HYGIENE (WASH)



Project Status **ONGOING**

**SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES**

TDRM - Rehabilitation and Reconstruction



Humanitarian Aid - WASH



Maybank Islamic Berhad



Pulau Malawali, Kudat, Sabah



January 2020 - ongoing

## PROJECT DESCRIPTION

This island is inhabited by the Ubian community. The island typically experiences at least three months of dry season annually where water is scarce and villagers will have to purchase drinking water for their households. As such, clean and sustainability water supply, and ensuring a good and hygienic environment are constant issues. This project aims to assist the communities to acquire clean water and proper sanitation practices by building a rainwater harvesting system and sanitation areas to allow the islanders to enjoy this basic human right and better quality of life.

The project intended to install a centralised rainwater harvesting systems, and construct sanitation buildings.

## OUTPUTS

- 3 zones for centralised rainwater harvesting
- 2 zones for sanitation areas
- The construction of the outputs has been delayed due to pandemic and is planned to continue once the situation allows.

## WHO WE SERVE

Vulnerable communities - B40 community (rural poor)

# MALAYSIA

## SABAH AND SARAWAK

### WATER, SANITATION AND HYGIENE (WASH)



Project Status **ONGOING**

#### SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES

TDRM - Rehabilitation and Reconstruction



Humanitarian Aid -  
WASH



Maybank Islamic  
Berhad



Kampung Senah  
Rayang, Sarawak



August - March 2021  
(initially planned until  
December 2020, but  
extended due to MCO)

#### PROJECT DESCRIPTION

This project aims to improve the health and socioeconomic well-being of communities by reducing the incidence of water and sanitation related diseases through sustainable safe water, sanitation, and hygiene practices. The project aims to help the community obtain safe, effective and affordable clean water supply and sanitation services for daily consumption.

Among activities planned included:

1. Construction of clean water systems with pipe distribution networks
2. Community-Based Disaster Risk Management (CBDRM) training on water system management for local villagers' committees
3. Awareness promotion on the importance of water, sanitation, and hygiene for health

#### OUTPUTS

Upgrade the gravity feed system (water supply system) with a new dam, which includes pipe distribution network to 102 households (500 villagers) among the Asnaf Fakir\*, Asnaf Miskin and Asnaf Muallaf communities. The project was postponed due to MCO. Construction is planned to continue in 2021 led by MERCY Malaysia's technical team.

#### WHO WE SERVE

Vulnerable communities - Asnaf (fakir, miskin and muallaf)

\* By definition Asnaf Fakir is a Muslim who has neither material possession/property nor means of livelihood/income (one who suffers and has no means to sustain daily needs, group of people whose property is below the nisab threshold. They are poor, destitute and need other people's help to survive, either due to physical inability, old age, single parent, living with relatives or alone with no proper living accommodation.

## SABAH AND SARAWAK

### PSYCHOSOCIAL SUPPORT COVID-19 HOTLINE FOR SABAH



Project Status **ONGOING**

#### SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES

TDRM - Emergency Response



Humanitarian  
Aid - Healthcare  
(MHPSS)



Ministry of Health (MOH),  
Malaysia



Malaysia



74 days  
(19 October - 31  
December 2020)

#### PROJECT DESCRIPTION

The MCOs brought rise to feelings of anxiety and mental stress among members of the public, young and old. MERCY Malaysia took a critical initiative to provide all Malaysians access to emotional and psychosocial support to those impacted by the pandemic. The Helpline, manned by trained professionals, offers support in a safe and confidential setting, and emphasises providing psychological first aid to callers. After the nation witnessed an alarming hike of the COVID-19 cases in Sabah in October 2020, MERCY Malaysia stepped up efforts to promote and provide tele-consultation support by trained professionals as part of the psychological support specifically to all people living in Sabah.

The team of professionals who attended to the calls listened to the caller's concerns and issues, assessed their safety and needs, explored and provided information on coping techniques. This included information about common stress reactions, and simple strategies to manage them, as well as in some cases, extended links to collaborative services.

#### OUTPUTS

87 calls have been received by the helpline, and relevant support has been given.

#### WHO WE SERVE

Affected communities

## SABAH AND SARAWAK

## PANDEMIC RISK REDUCTION IN SCHOOLS PROGRAMME

Project Status **COMPLETED**SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES  
SO4: ENHANCED LEADERSHIP AND ADVOCACY

TDRM - Emergency Response

Advocacy -  
Knowledge and  
LearningNational Disaster  
Management Agency  
(NADMA)  
University Technology  
Malaysia, Kuala LumpurKampung Mesilau,  
Kundasang, Sabah3 days  
(14 - 16 August  
2020)

## PROJECT DESCRIPTION

With most COVID-19 community-based strategies and interventions targeted industries and adults, MERCY Malaysia acknowledged the silent impact of the pandemic on children and the education sector. As such, a pilot Pandemic Risk Reduction in Schools programme was conducted in SK Mesilau, aimed at easing the return of students and teachers to schools through raising awareness and education on the new norms, as well as enhancing the school's capacity to provide a safe environment. This High Impact Community Based Disaster Risk Management (CBDRM) programme was organised in commemoration of the 5th anniversary of the 2015 earthquake in Ranau, Sabah.

MERCY Malaysia developed a school-oriented workshop module that incorporates public health, mental health and awareness about pandemic risks with the aim of providing evidence-based knowledge and equipping schools with pandemic response tools. It's aid also included the provision of hand washing kiosks, and education on the importance of hand washing as a key public health intervention in curbing the spread of COVID-19 virus. This was especially crucial in rural areas.

## OUTPUTS

- Workshop, attended by 15 students
- Booth display for raising awareness
- Handover of one (1) hand washing kiosk to SK Mesilau

## WHO WE SERVE

Affected communities (children)

## SABAH AND SARAWAK

## SCHOOL PREPAREDNESS PROGRAMME (SPP): PHASE 1

Project Status **COMPLETED**SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES  
SO4: ENHANCED LEADERSHIP AND ADVOCACY

TDRM - Preparedness

BRC - Building Resilient Communities

Advocacy -  
Knowledge and  
Learning

UNICEF Malaysia

Matakana Learning  
Centre and CLC  
Grace, Sabah2 days  
(18 - 19 September  
2020)

## PROJECT DESCRIPTION

The half-day School Preparedness Workshop aims to increase the awareness on disaster risk reduction management (DRRM) among school students and teachers. Its modules focused on empowering the students from alternative learning centres (ALCs) with knowledge of disaster risk and preparedness through interactive presentations and group activities, including school watching.

## OUTPUTS

Workshop conducted, attended by 60 students and teachers  
School watching and Hazard, Vulnerability and Capability Assessment (HVCA) maps produced by students

## WHO WE SERVE

Vulnerable communities - Refugees and Stateless (children)



# MALAYSIA

## VIRTUAL, REMOTE, ONLINE

### MERCY MALAYSIA'S COVID-19 INFORMATION, EDUCATION AND COMMUNICATION (IEC) AND RISK COMMUNICATION AND COMMUNITY ENGAGEMENT (RCCE)



Project Status **COMPLETED**

SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES  
SO4: ENHANCED LEADERSHIP AND ADVOCACY

TDRM - Prevention and Mitigation



Humanitarian Aid -  
Healthcare



Throughout Malaysia,  
and on online platforms



12 months  
(January -  
December 2020)

#### PROJECT DESCRIPTION

Effective risk and information communication is crucial in managing and reducing the risk of COVID-19 infection. With the support from various media and communication partners, MERCY Malaysia undertook a content development and production of promotional materials resulting in the publication of a significant number of IEC and RCCE materials to help promote and ensure dissemination of accurate information in support of national solidarity to fight the outbreak.

#### OUTPUTS

The IEC and RCCE materials are available at:  
<http://mercyfightscovid19.com/awareness-campaign/>

#### WHO WE SERVE

General Public

## VIRTUAL, REMOTE, ONLINE

### MHPSS AWARENESS VIDEOS



Project Status **COMPLETED**

SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES

TDRM - Prevention and Mitigation



Humanitarian Aid -  
Healthcare (MHPSS)



Malaysia



3 months  
(October - December 2020)

#### PROJECT DESCRIPTION

This project intends to support MERCY Malaysia's MHPSS efforts by using videos as a medium to raise mental health awareness during the COVID-19 outbreak. Videos were chosen as it allows easy to digest, entertaining and engaging content, and is shown to be more effective for behavioral change.

Two videos were planned to be produced:

Video 1: to promote understanding on coping mechanisms for those with psychological issues during pandemic

Video 2: to promote better understanding on how to practice SOPs in the new normal, specifically for children with special needs

#### OUTPUTS

2 videos produced, and are available on MERCY Malaysia's website  
- Video 1 (1,800+ views) Video 2 (3,200+ views)

#### WHO WE SERVE

General Public

## VIRTUAL, REMOTE, ONLINE PSYCHOLOGICAL FIRST AID (PFA) TRAINING



Project Status **COMPLETED**

SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES

TDRM - Preparedness



Humanitarian Aid -  
Healthcare (MHPSS)



Online - Zoom sessions



10 months  
(March - December 2020)

### PROJECT DESCRIPTION

PFA is an evidence-based approach to help children, adolescents, adults, and families in the immediate aftermath of disaster and terrorism. It is designed to reduce the initial distress caused by traumatic events and to foster short- and long-term adaptive functioning and coping. PFA training is designed for delivery in diverse settings and can be conducted by anyone who has attended a proper training session. MERCY Malaysia continues to provide PFA training to instill this important and necessary skill and knowledge among the community in Malaysia, which is relevant especially in view of the current pandemic.

The one-day training sessions include the following modules – Introduction to Pandemic Response, Common Psychological Reaction During a Pandemic, Introduction to PFA and Preparation, 'Looking' in PFA, 'Listening' in PFA, 'Linking' in PFA, and Self-care During Mission. The interactive modules included lectures, group and simulation activities.

### OUTPUTS

20 PFA sessions were conducted, attended by 480 participants (March: 4 sessions, October: 4 sessions, November: 8 sessions, December: 4 sessions)

### WHO WE SERVE

Affected communities

## VIRTUAL, REMOTE, ONLINE TELE-PSYCHOLOGY



Project Status **COMPLETED**

SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES

TDRM - Emergency Response



Humanitarian Aid -  
Healthcare (MHPSS)



Online - Zoom sessions



10 months  
(March - December 2020)

### PROJECT DESCRIPTION

With the COVID-19 outbreak and implementation of the MCO throughout almost of 2020, MHPSS received feedback through the MERCY Helpline that more psychological support and counseling was required. Therefore, Tele-Psychology services were introduced to provide consultation to callers in need of further support. The aim was to help them cope with their issues while waiting for proper interventions such as full psychotherapy or counselling sessions at a hospital or clinic. The consultations were brief one-to-one online sessions by trained professionals.

### OUTPUTS

94 tele-psychology sessions conducted (including multiple sessions to 24 individuals)

### WHO WE SERVE

Affected communities

# MALAYSIA

## VIRTUAL, REMOTE, ONLINE PSYCHOSOCIAL HELPLINE



Project Status **ONGOING**

SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES

TDRM - Emergency Response



Humanitarian Aid -  
Healthcare (MHPSS)



7 months  
(June - December 2020).  
The helpline service has been extended to  
31 May 2021.

### PROJECT DESCRIPTION

The MCOs brought rise to feelings of anxiety and mental stress among members of the public, young and old. MERCY Malaysia took a critical initiative to provide all Malaysians access to emotional and psychosocial support to those impacted by the pandemic. The Helpline, offering tele-consultation support by trained professionals provides support in a safe and confidential setting, and emphasises providing PFA to callers.

### OUTPUTS

1654 calls have been received by the helpline (until end 2020), and relevant support has been given.

### WHO WE SERVE

Affected and vulnerable communities

## VIRTUAL, REMOTE, ONLINE MHPSS FACEBOOK LIVE AND ZOOM WEBINARS



Project Status **COMPLETED**

SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES

TDRM - Emergency Response



Humanitarian Aid -  
Healthcare (MHPSS)



Virtual, via Facebook  
and Zoom



10 months  
(March - December 2020)

### PROJECT DESCRIPTION

The MCOs brought rise to feelings of anxiety and mental stress among members of the public, young and old. The MHPSS Webinars were organised as an initiative to share inspirational stories and perspectives from real people – which aims to help reduce normal distress reactions to COVID-19 from exacerbating into more serious mental health issues such as anxiety, depression and post-traumatic stress disorder (PTSD). It also aims to educate viewers on mental health, stress management, and coping strategies. Its goal is to promote Mental Health Awareness and Well-being.

The 40 sharing sessions (webinars) were conducted via Webinars and Facebook Live platforms, covering different topics and issues. One series focused on self-care, including importance practising self-care during the MCO, and sharing of tips for caring of family members with chronic illnesses, disabilities, special needs, and dealing with anxiety and stress during the pandemic.

The second series addressed mental resilience for the new normal, where the topic covered life, family, and work balance, as well as ways to build a resilient workforce especially post-MCO. For the MHPSS sharing sessions, MERCY Malaysia invited both local and international NGOs and other MHPSS local response teams to share stories from the field with the viewers.

### OUTPUTS

40 sharing sessions on various themes and topics were conducted, accumulating over 63,000 views. The recordings are available on the MERCY Malaysia Facebook page.

### WHO WE SERVE

Affected and vulnerable communities



## VIRTUAL, REMOTE, ONLINE MENTAL HEALTH AND WELL-BEING WORKSHOPS



Project Status **COMPLETED**

**SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES**

TDRM – Emergency Response



Humanitarian Aid -  
Healthcare (MHPSS)



Virtual, via Facebook  
and Zoom



3 months  
(October - December 2020)

### PROJECT DESCRIPTION

The MCOs brought rise to feelings of anxiety and mental stress among members of the public, young and old. The Mental Health and Well-being Workshops were organised as an initiative to share inspirational stories and perspectives from real people – which aims to help reduce normal distress reactions to COVID-19 from exacerbating into more serious mental health issues such as anxiety, depression and post-traumatic stress disorder (PTSD). It also aims to educate viewers on mental health, stress management, and coping strategies.

### OUTPUTS

4 workshops conducted, attended by 240 participants

### WHO WE SERVE

Affected and vulnerable communities

## VIRTUAL, REMOTE, ONLINE DISASTER RISK REDUCTION MANAGEMENT (DRRM) TRAINING



Project Status **COMPLETED**

**SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES**  
**SO4: ENHANCED LEADERSHIP AND ADVOCACY**

TDRM – Prevention and Mitigation  
BRC – Building Resilient Communities



Advocacy - Knowledge  
and Learning



The Japan Foundation,  
Kuala Lumpur  
Malaysian Rare Disorders  
Society (MRDS)



Virtual



1 day  
(22 June 2020)

### PROJECT DESCRIPTION

Representation of the most vulnerable groups are often inadequate in current disaster risk reduction management systems, initiatives and policy-making. MERCY Malaysia practices an inclusive approach in all its programmes and initiatives to ensure that no one is left behind. With the support of The Japan Foundation, a one-day customised training was organised for the caregivers, parents and representatives of the Malaysian Rare Disorder Society (MRDS), giving them a valuable opportunity for both the MRDS and MERCY Malaysia to learn and understand disaster risk management and tools, as well as the unique needs and challenges faced by the MRDS community.

The training module was customised to cater to the specific community needs, which included introduction to disaster risk management concepts, and special tools such as packing of Grab bags.

### OUTPUTS

Training conducted on virtual platform, attended by 10 participants from among caregivers/parents and representatives of the Malaysian Rare Disorders Society

### WHO WE SERVE

Vulnerable communities

# MALAYSIA

VIRTUAL, REMOTE, ONLINE

## BUILDING RESILIENT COMMUNITIES: ONLINE TALK SERIES



Project Status **COMPLETED**

**SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES**  
**SO4: ENHANCED LEADERSHIP AND ADVOCACY**

TDRM - Preparedness  
BRC - Building Resilient Communities



Advocacy -  
Knowledge and  
Learning



Asian Disaster Reduction and  
Response Network (ADRRN)  
Maybank



Virtual



6 days  
(between June to  
September 2020)

### PROJECT DESCRIPTION

This online talk series was planned to consist six (6) webinars, featuring subject matter experts and practitioners from the humanitarian, civil society, urban planning, medical and financial management sectors in Malaysia and Asian region. While differences were seen in the COVID-19 response and recovery phases of countries in the Asian region, converging issues were also seen such as importance of mental health and well-being, social safety nets for the most vulnerable, dissemination of evidence-based information, transparency in communicating and integration of public health into urban planning and disaster risk reduction management framework. Understanding and learning from each countries' experiences is crucial to mitigate the lasting impacts of this pandemic.

Activities conducted were mainly centred around the coordination, management and communication for six virtual webinars.

### OUTPUTS

6 webinars conducted, which discussed, among others, strategies adopted by respective countries to reduce the transmission of COVID-19, diverse needs of the communities that arose due to the pandemic and the need for build back better concept to be inculcated in recovery and development process post-pandemic.

### WHO WE SERVE

Others - Humanitarian Community

VIRTUAL, REMOTE, ONLINE

## BUILDING ADOLESCENTS' RESILIENCE AND WELL-BEING WORKSHOPS



Project Status **ONGOING**

**SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES**

TDRM - Prevention and Mitigation  
BRC - Building Resilient Communities



Humanitarian Aid -  
Healthcare (MHPSS)



Online



9 months  
(February to October 2020).  
Due to the MCO, the project was  
extended to end May 2021

### PROJECT DESCRIPTION

The COVID-19 pandemic has affected all aspects of life, including adolescents in vulnerable communities, which may impact their state of education, employment and mental health. It is also assumed that prolonged exposure to the pandemic restrictions will contribute to high stress among adolescents. The project intends to conduct 40 online PFA workshops, which aim to promote awareness on mental health and well-being among adolescents and to support their resilience building.

### OUTPUTS

1 workshop conducted virtually, and 39 scheduled in 2021

## VIRTUAL, REMOTE, ONLINE

## VIRTUAL LAB: NOT RISKING IT: CHILDREN AND YOUTH IN CLIMATE ADAPTATION AND DISASTER RISK REDUCTION IN EDUCATION SECTOR

Project Status **COMPLETED**

**SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES**  
**SO4: ENHANCED LEADERSHIP AND ADVOCACY**

TDRM – Preparedness  
 BRC – Building Resilient Communities



Advocacy - Knowledge  
 and Learning



UNICEF Malaysia



Virtual



2 days  
 (17 – 18 November  
 2020)

## PROJECT DESCRIPTION

MERCY Malaysia and UNICEF Malaysia are partners in advocating stronger climate change adaptation (CCA) and disaster risk reduction (DRR) efforts, especially for children and youth in the country. This partnership and its objectives are consistent with the Paris Agreement on Climate Change and the Sendai Framework for Disaster Risk Reduction that broadly articulate intensified actions on CCA and DRR respectively in the education sector. This Virtual Lab, which is oriented towards policy making, aims to:

1. Form an overall understanding of the country's response to the climate crisis status quo through dialogue mapping towards establishing some concrete outcomes
2. Heighten policy and practice action through inclusive transformative CCA and DRR processes to support existing local and regional initiatives (e.g. NADMA Strategic Plan 2019 – 2023, AADMER Work Programme and the Asia-Pacific Action Plan).
3. Amplify the voice of children and youth, as well as other stakeholders, in an integrative CCA and DRR policy process
4. Establish an action plan on the expansion and next course of action from this event and its partners.

## OUTPUTS

By implementing a trans-disciplinary approach in the design of this Lab, diverse stakeholders including governmental agencies/ministries, private sectors, academicians, civil society organisations and youth representatives identified, explored and dissected key issues and ideas through 3 thematic sessions:

- Exploring DRR and CCA measures through a child-centric approach.
- Voice of children and youth in DRR and CCA policies and measures.
- Defining actions, roles and responsibilities

A lab, which was coordinated and organised as a two-day event, saw the attendance of about 100 participants, and a summary report consisting of the consolidated discussion points and ideas put forward was published and is available at:

<https://www.preventionweb.net/publications/view/75956>

UNICEF Malaysia and MERCY Malaysia will continue to engage with the stakeholders from this lab and other relevant sectors through the formation of a national working group to design and implement the actions/ideas proposed in this Lab. The working group will continue to empower and strengthen the role of children and youth in disaster preparedness and climate adaptation in the education sector.

## VIRTUAL, REMOTE, ONLINE

## INTERNATIONAL FORUM ON DISASTER RISK REDUCTION 2020

Project Status **COMPLETED**

**SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES**  
**SO4: ENHANCED LEADERSHIP AND ADVOCACY**

TDRM – Preparedness  
 BRC – Building Resilient Communities



Advocacy -  
 Knowledge and  
 Learning



Malaysia-Japan International  
 Institute of Technology (MJIT)  
 Universiti Teknologi MARA  
 (UiTM)



Virtual,  
 via Zoom,  
 Facebook Live  
 and Microsoft  
 Teams



1 day  
 (13 October  
 2020)

## PROJECT DESCRIPTION

This theme for 2020's International Day for Disaster Risk Reduction (DRR) was governance – where good disaster risk governance is measured in lives saved, reduced numbers of disaster-affected people and reduced economic losses. From this standpoint, the emergence of the COVID-19 and the climate emergencies have highlighted the need to put in place a clear vision, supported by action plans and competent, empowered institutions acting on scientific evidence for the overall good of the public.

## OUTPUTS

- Knowledge transfer, experience sharing, and updates on the latest in DRR among researchers, NGOs, academics, and other stakeholders
- Dialogue and way forward for strengthening of DRR in Malaysia



# MALAYSIA

## VIRTUAL, REMOTE, ONLINE

### DISASTER PREPAREDNESS HUB: PREPAREDNESS AND RESPONSE PLANNING IN REDUCING VULNERABILITY AND IMPROVING HUMANITARIAN ASSISTANCE



Project Status **COMPLETED**

SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES  
SO4: ENHANCED LEADERSHIP AND ADVOCACY

TDRM - Preparedness  
BRC - Building Resilient Communities



Advocacy -  
Knowledge and  
Learning



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



Virtual,  
via Zoom,  
Facebook Live  
and Microsoft  
Teams



1 day  
(19  
November  
2020)

#### PROJECT DESCRIPTION

This collaboration intended to bring key humanitarian and development actors for a focused discussion to share their perspectives on how DRR, emergency preparedness and humanitarian response should transform in this changing context, especially due to the COVID-19 pandemic.

This project is part of the 2020 Regional Humanitarian Partnership Events - a three-month online journey comprising a series of consultations and webinars.

#### OUTPUTS

A webinar hosted by ADRRN's Disaster Preparedness Hub on "Preparedness and Response Planning in Reducing Vulnerability and Improving Humanitarian Assistance" was organised, which provided a platform for knowledge transfer, experience sharing, and updates on the latest in DRR among government bodies and agencies, researchers, NGOs, academics, and climate change stakeholders.

There was also a dialogue and way forward for strengthening of DRR in Malaysia.

## VIRTUAL, REMOTE, ONLINE

### ONLINE TRAINING: INTRODUCTION TO HUMANITARIAN SUPPLY CHAIN



Project Status **COMPLETED**

SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES  
SO4: ENHANCED LEADERSHIP AND ADVOCACY

TDRM - Preparedness  
BRC - Building Resilient Communities



Advocacy -  
Knowledge and  
Learning



United Nations  
Humanitarian Response  
Depot (UNHRD)



Virtual, via  
Microsoft Teams



4 days  
(27- 30 June  
2020)

#### PROJECT DESCRIPTION

This training intends to provide an overview of the Humanitarian Supply Chain to those potentially part of the chain. Understanding the complexities of the supply chain and related issues is important, especially in pandemic response. The Humanitarian Supply Chain Management encompasses the planning and management of all activities involved in sourcing and procurement, conversion, and all logistics management activities. More importantly, it also includes coordination and collaboration with channel partners, ranging from suppliers, intermediaries, third party service providers to customers. In essence, supply chain management integrates supply and demand management within and across humanitarian agencies and actors.

#### OUTPUTS

A 4-day online training on "Introduction of Humanitarian Supply Chain" was conducted, attended by 100 participants from among the Malaysian Civil Defence Force, Crisis Preparedness and Response Centre (CPRC), Ministry of Health Malaysia, NGOs and private sector individuals.

## VIRTUAL, REMOTE, ONLINE CONTINUOUS HUMANITARIAN EDUCATION (CHE)



Project Status **COMPLETED**

**SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES**  
**SO4: ENHANCED LEADERSHIP AND ADVOCACY**

TDRM - Preparedness  
BRC - Building Resilient Communities



Advocacy -  
Knowledge and  
Learning



Office of Industry,  
Community and Alumni  
Network (ICAN),  
Universiti Teknologi  
MARA (UiTM)



Virtual,  
via Zoom,  
Facebook Live  
and Microsoft  
Teams



10 months  
(March -  
December 2020)

### PROJECT DESCRIPTION

Continuous Humanitarian Education (CHE) is MERCY Malaysia's initiative to document, maintain and develop processes related to the professional skills, knowledge and learning of the humanitarian and development practice. The CHE programme is important to ensure that staff capabilities are relevant and are constantly being developed to keep pace with the current standards of others in the field. It helps to improve and enhance MERCY Malaysia's skills and knowledge base services in a systematic and continuous manner, to ensure that it is well-equipped to deliver professional humanitarian and development aid. The CHE programme is designed as a continuous knowledge transfer and experience sharing to promote self development among staff members. It comprises 'elective units' where participants are free to choose units they are interested in. A point system mechanism is used in to ensure participants attend and benefit from the programmes through which they can improve self-awareness and identity, develop talents and potential, build human capital and facilitate capacity building and enhancement. The point system includes participation in external learning events to encourage participation and provide members of the staff exposure in both internal and external humanitarian issues.

The CHE programmes were fixed bi-weekly sessions on Friday afternoon. The programme focuses on two segments areas – reinforcing and developing existing knowledge, skill sets and common practices in the sector, and acquiring new and relevant knowledge and skill sets. The sessions adopted various approaches including refresher courses, learning and case studies, reflective studies and supervision, or coaching and mentoring.

### OUTPUTS

The CHE modules provide continuous dissemination of knowledge and information of the changing trends and directions in the humanitarian and development profession. It also helps to ensure that the profession remains interesting to staff members through the discussion and exploration of new possibilities, knowledge and skill areas within the sector.

A total of 24 CHE sessions were conducted in 2020, attended by MERCY Malaysia staff members, volunteers, partners and academics.

# INTERNATIONAL

## BANGLADESH

MERCY Malaysia and its implementing partners, Dhaka Community Hospital Trust (DCHT) and Community Initiative Society (Bangladesh) have been supporting the country's Health Cluster to improve the health condition in the largest refugee camp in the world for the past three years. The responses range from the initial emergency response, and have expanded to reproductive health.

The Comprehensive Primary Health Care Centre (CPHCC) started operating in Camp-15, Jamtoli – Cox's Bazar two years ago. In the course of providing its services, MERCY Malaysia has learnt that 17% of mothers receive ANC services from different organisations, 94% pregnant women deliver their babies at home only supported by relatives or neighbours known as traditional birth attendants, thus only 6% of deliveries are attended by medical doctors and trained nurses from NGOs health care facilities.

According to the 2020 (Inter Sector Coordinator Group (ISCG) report, 55,470 refugees are living in Camp-15 (Jamtoli). Due to the congestion and substandard living conditions in the camp, pregnant mothers and children face a multitude of health problems. The pregnant mothers do not have access to ante-natal (ANC) and prenatal (PNC) services, nor proper home delivery service. Children, on the other hand, risk suffering from pneumonia, asthma, measles, diarrhea, skin diseases, diphtheria, common cold, viral fever, etc.

## OPERATING COMPREHENSIVE PRIMARY HEALTH CARE CENTRE (CPHCC) IN ROHINGYA REFUGEE CAMP, COX'S BAZAR



Project Status **COMPLETED**

**SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES**

TDRM - Emergency Response



Humanitarian Aid -  
Healthcare, Livelihood  
and Food Security



Community  
Initiative Society  
(CIS), Bangladesh



Jamtoli Camp-  
15 Cox's Bazar,  
Bangladesh



12 months  
(January -  
December 2020)

### PROJECT DESCRIPTION

MERCY Malaysia aims to, through the CPHCC, provide the Rohingya refugee community access to basic primary healthcare as well as mother and child health services, with the intention to reduce their risks to contracting common health problems and improve the community's health conditions.

The CPHCC operates around the clock 24/7 for the community in Jamtoli Camp-15. Besides primary healthcare, it also offers family planning services including consultation, family planning kits and contraceptives. The CPHCC team also conducts continuous outreach activities to encourage pregnant mothers in the camp to come to the facility and provides incentives such as nutritious food packs for those who deliver their babies in the facility.

### OUTPUTS

62,355 patients visited CPHCC  
2,223 received ANC service  
186 received PNC service  
107 babies delivered and provided with nutritious food packs  
2,566 family planning kits distributed, along with consultation sessions

### WHO WE SERVE

Affected and vulnerable communities - Refugees (women and children)



International Initiative – Regional Ramadhan Relief is an initiative by Maybank Islamic Berhad, MERCY Malaysia, Islamic Aid Malaysia (AIM) and Islamic Relief Malaysia (IRM) to support families through the provision of food assistance to identified beneficiaries during the month of Ramadhan in 2020. The project aimed to distribute food packs to households in targeted areas in Malaysia (Kuala Lumpur, Selangor, Johor, Kelantan, Terengganu, Sabah and Sarawak), Cambodia (Kg. Chhnang) and Bangladesh (Jamtoli Camp 15 Cox's Bazar). RRR's targeted beneficiaries are Asnaf Muslim families, who fall under the category of Fakir, Miskin and Muallaf (those who qualify as recipients of the Zakah Fund from MIB).

## BANGLADESH

### REGIONAL RAMADHAN RELIEF (RRR) 2020



Project Status **COMPLETED**

#### SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES

TDRM – Emergency Response



Humanitarian Aid -  
Livelihood and Food  
Security



Dhaka Community Hospital  
(DCH) Trust, Bangladesh  
Community Initiative Society  
(CIS), Bangladesh  
Maybank Islamic Berhad  
Islamic Aid Malaysia (AIM)  
Islamic Relief Malaysia (IRM)



Jamtoli  
Camp-15  
Cox's Bazar,  
Bangladesh



4 days  
(20 - 23  
April 2020)

#### PROJECT DESCRIPTION

RRR 2020 is in its third year of implementation in Bangladesh. MERCY Malaysia and its partner Community Initiative Society (CIS), Bangladesh, also run a primary, maternal and childcare clinic in the area. RRR 2020 aimed to provide food aid to targeted populations, and simultaneously raise awareness among the community, specifically pregnant women on the CHPCC services. The targeted populations for the food distribution are families who were forcibly displaced Myanmar people residing in Ukhiya, pregnant women who are underweight, children who are underweight and malnourished, single mothers, persons with disabilities and orphans. MERCY Malaysia's role was the coordination and distribution of food aid to the identified families.

Note: Due to the shutdown that was put into effect by the Bangladesh government, the distribution had to be conducted by clinic's team without the presence of team from CIS and Dhaka Community Hospital (DCH) Trust. Assistance was extended by the forcibly displaced Myanmar community leader and volunteers, Refugee Relief and Repatriation Commission (RRRC), the local government administration including Camp-In Charge (CiC) and some local community members.

#### OUTPUTS

600 food packs were distributed to families from the Rohingya refugee community in Jamtoli Camp-15 (assistance covered Blocks 1 to 18)

#### WHO WE SERVE

Vulnerable communities - Refugees

# INTERNATIONAL

## CAMBODIA

### REGIONAL RAMADHAN RELIEF (RRR) 2020



Project Status **COMPLETED**

**SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES**

TDRM – Emergency Response



Humanitarian Aid -  
Livelihood and Food  
Security



Highest Council for Islamic  
Religious Affairs Cambodia  
(HICIRAC)  
Cambodian Muslim Youth  
Alliance (CMYA)  
Maybank Islamic Berhad  
Islamic Aid Malaysia (AIM)  
Islamic Relief Malaysia (IRM)



Kampong  
Chhnang,  
Cambodia



2 days  
(18 - 19  
April 2020)

#### PROJECT DESCRIPTION

The project intended to distribute food packs to targeted populations in Kampong Chhnang, providing food supplies for families in need during the fasting month of Ramadhan.

#### OUTPUTS

300 food packs were distributed to 12 villages

#### WHO WE SERVE

Vulnerable communities

## JAPAN

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



Project Status **COMPLETED**

**SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES**  
**SO4: ENHANCED LEADERSHIP AND ADVOCACY**

TDRM – Preparedness

BRC – Building Resilient Communities



Advocacy -  
Knowledge and  
Learning



Kobe University,  
Japan



Kobe University and Kobe  
University International  
High School, Japan



4 days  
(9 - 12 January  
2020)

#### PROJECT DESCRIPTION

The UNESCO Chair initiative looks at cases from different countries, illustrating issues shared globally as well as those specific to particular regions. It integrates not only areas traditionally central to DRR such as environmental sciences, urban governance and engineering, but also disciplines such as health science, peace studies, economics and law - making recommendations to the international fora and disseminating its findings. This initiative and partnership is endorsed by the United Nations Educational, Scientific and Cultural Organisation (UNESCO). MERCY Malaysia is the only civil society organisation in the partnership and creates value by sharing concrete examples in leveraging gender sensitive DRR and development efforts for vulnerable communities across the Asia-Pacific region.

The partnership will see MERCY Malaysia delivering lectures to high school as well as university students to increase their awareness and understanding of DRR.

#### OUTPUTS

Inclusive DRR education and awareness building activities to high school and university students, scholars, professionals, policy makers, including:

1. Lecture, group discussions and activities for Kobe High School students
2. Lecture to Kobe University students had to be cancelled due to storm alerts, but the presentation was shared.
3. Activities to increase awareness of inclusive DRR for local residents.

The booklet from this project is available at:

[http://www.office.kobe-u.ac.jp/opge-kyodo-sankaku/project/unesco/en/deliverables\\_list/2020/images/2020\\_report.pdf](http://www.office.kobe-u.ac.jp/opge-kyodo-sankaku/project/unesco/en/deliverables_list/2020/images/2020_report.pdf)

## LEBANON

On 4 August 2020, a massive explosion near the main port in Beirut caused widespread damage and resulted in scores dead and over 6,000 injured. These casualties significantly overwhelmed the health system of the country that was already reeling from an ongoing socio-economic crisis and the COVID-19 pandemic. At the same time, the warehouse which housed the WHO-supported essential medical supplies was severely damaged, necessitating immediate relocation. Worse still, the shipment of PPE stored at the warehouse was completely destroyed. The challenge of the economic crises together with pandemic made the tens of thousands of Palestinian refugees living in the camps near the explosion site reach critical conditions.

An initial assessment from MERCY Malaysia's partner, Al Shifaa for Medical and Humanitarian Services based in Beirut indicated that three major hospitals were non-functioning and two others were functioning well below capacity. Early reports indicate that many health centres and primary care facilities were also damaged and/or out of action.

## BEIRUT EMERGENCY RELIEF



Project Status **COMPLETED**

SOI: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES

TDRM - Emergency Response



Humanitarian Aid -  
Healthcare



Al Shifaa for Medical  
and Humanitarian  
Services



3 locations - Burj  
al-Barajneh, Mar Elias,  
Shatilla



3 months  
(August -  
October 2020)

### PROJECT DESCRIPTION

The project intends to support the health system by providing interventions of continuous primary care services and attending to injured refugees.

MERCY Malaysia together with Al Shifaa for Medical and Humanitarian Services provided mobile clinic service in three major refugees camps affected by the incident. MERCY Malaysia through its partners continuously worked on the ground and continued to monitor and provide support to Lebanese people and the refugee community in Beirut.

### OUTPUTS

Initial response:

- 4 ambulances and paramedic teams dispatched to attend to the injured on-site.
- Replenishment of medical equipment and first aid bags

Emergency relief:

- 3 mobile clinics were set up in 3 different areas
- 300 patients with injuries treated
- Over 500 patients received treatment
- 245 patients received medicines

### WHO WE SERVE

Affected and vulnerable communities - Refugees



# INTERNATIONAL

## MYANMAR

MERCY Malaysia's operations in Sittwe, Myanmar started in 2012 after communal violence broke out between the local Rakhine and Rohingya communities. Today, it is estimated that there are 95,000 refugees living in the Sittwe IDP camps, and due to their restricted movement, are dependent on agencies and actors on the ground for healthcare, education and even shelter, food and WASH.

MERCY Malaysia has several established ongoing initiatives in the country.

- Primary healthcare services to the vulnerable populations via mobile and static clinics has been offered since 2013. With the generous support of the Myanmar Humanitarian Fund, these lifesaving activities could continue in 2020.
- Afternoon, weekend and night shift services in Thet Kel Pyin - Sub Rural Health Centre (TKP-SRHC) was moved to the Thet Kel Pyin Station Hospital in February 2020.
- MERCY Malaysia's Mother and Child Health services and Menstrual Hygiene Management training for women and girls, funded by the Myanmar Humanitarian Fund were also established.

Despite COVID-19 regulations banning group activities, and other new pandemic regulations pandemic bringing new challenges in the provision of safe health services to the communities, MERCY Malaysia's efforts continued, predominantly focusing on:

- Continuation of safe medical and healthcare services to those in need in the community
- Putting in additional measures to manage safe operations due to COVID-19
- Treatment and management of positive COVID-19 patients

## INCREASING ACCESSIBILITY TO PRIMARY, SECONDARY, MATERNAL AND CHILD HEALTH CARE AND MENSTRUAL HYGIENE MANAGEMENT SERVICES IN THE SITTWE CAMPS



Project Status **COMPLETED**

### SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES

TDRM - Prevention and Mitigation



Humanitarian Aid -  
Healthcare



Rakhine State Health  
Department  
World Health  
Organization (WHO)  
Myanmar  
Humanitarian Fund



Sittwe, Rakhine  
State, Myanmar



12 months  
(September 2019  
- September  
2020)

### PROJECT DESCRIPTION

The project intends to ensure that safe medical and healthcare services continue to be accessible to the community despite the challenges of the new COVID-19 regulations and restrictions.

### OUTPUTS

MERCY Malaysia continued to provide safe medical and healthcare services throughout the project period. With additional support from the Myanmar Humanitarian Fund, PPEs were provided for all medical teams along with sanitisation and disinfection of the facility. With these adequate preparations, the facility was also used for the treatment of several positive patients, and in late 2020, the facility also started conducting minor operations. These and other measures are still being taken to ensure that services can still be accessed by communities with confidence and to be able to detect any cases in the community early on to prevent potential outbreaks in the camps.

The clinic provided the following:

- Menstrual hygiene management training to 900 women and girls
- 994 antenatal care consultations
- 4,499 paediatric care patients
- 747 referrals to Sittwe General Hospital

### WHO WE SERVE

Affected and vulnerable communities - Internally Displaced Persons (women and children)

## MYANMAR

## PROVISION OF ACCESS TO PRIMARY HEALTHCARE SERVICES FOR DISPLACED VULNERABLE COMMUNITIES IN SITTWE

Project Status **COMPLETED**

## SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES

TDRM – Prevention and Mitigation

Humanitarian Aid -  
HealthcareRakhine State Health  
Department  
World Health  
Organization (WHO)  
Myanmar  
Humanitarian FundSittwe, Rakhine  
State, Myanmar12 months  
(February 2020  
- January 2021)

## PROJECT DESCRIPTION

The project intends to ensure that safe medical and healthcare services continue to be accessible to the community despite the challenges of the new COVID-19 regulations and restrictions.

## OUTPUTS

The COVID-19 Pandemic brought new challenges in the provision of safe health services for communities. The medical team rose to the occasion, implementing preventative measures such as social distancing, health education sessions of COVID-19 and preventive measures, different clinic timings for different groups of patients and (with additional support from the Myanmar Humanitarian Fund) PPEs for all medical teams along with sanitisation and disinfection of the clinics after clinic hours. These and other measures are still being taken to ensure that services can still be accessed by communities with confidence and to be able to detect any cases in the community early on to prevent potential outbreaks in the camps.

The clinic provided the following:

- Provided primary healthcare for vulnerable IDP communities in Sittwe, Rakhine state
- Conducted health awareness (including COVID-19 awareness and prevention) and trainings for community before every clinic
- Continued safe provision of services in the midst of COVID-19 Pandemic
- Provided services to a total of 58,189 patients

## WHO WE SERVE

Affected and vulnerable communities - Internally Displaced Persons (women and children)

# INTERNATIONAL

## PALESTINE

Being in a siege for almost 11 years, the population of Gaza people remain steadfast despite the daily challenges. Hardships faced on a daily basis include restrictions on travelling, importing and exporting goods, and basic needs such as electricity and water supply. In 2020, these were further exacerbated as the onset of the pandemic resulted in major disruptions in aid and assistance. The imposed MCO instituted in Gaza by the government as a COVID-19 preventive measure also heavily impacted the local economy and incomes, and consequently, the ones suffering the most are the extreme poor in the community.

## PROVISION OF EMERGENCY FOOD PACKS



Project Status **COMPLETED**

### SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES

TDRM - Emergency Response



Humanitarian Aid  
- Livelihood and  
Food Security



EMAAR Association  
for Development and  
Rehabilitation, Gaza,  
Palestine  
AusRelief, Australia



Khanyounis, Gaza



1 month  
(April - May  
2020)

### PROJECT DESCRIPTION

The food packs intended to provide some relief to the extreme poor in the community whose incomes were affected by the movement control. It aims to provide the relevant assistance according to the needs of the people and in a timely manner with the hope that the people of Gaza would be able to brace this pandemic with minimum damage, loss and suffering.

With the support from AusRelief from Australia, MERCY Malaysia and its implementing partner in Gaza, EMAAR Association for Development and Rehabilitation has been working to provide 400 families from the extremely poor community with a month-worth supplies of food packs. It was distributed timely during the month of Ramadan.

### OUTPUTS

1 month food supply distributed to 400 families (over 2000 individuals)

### WHO WE SERVE

Affected and vulnerable communities



## PHILIPPINES

MERCY Malaysia engaged with the Kiwanis Club of Geo Ormoc to identify areas and communities in need as they were also partners in previous project initiatives in the country such as the Leyte Earthquake response in 2017.

In 2020, MERCY Malaysia continued this partnership to provide COVID-19 and Taal Volcano eruption response, where they were instrumental especially in area identification, logistical arrangements, and safety and security in the distribution of relief goods.

The activities carried out in the country were predominantly focused on:

- Conducting assessment on areas and types of response needed.
- COVID-19 mitigation interventions
- Distribution of relief goods to remote evacuation centres

## COVID-19 RESPONSE



Project Status **COMPLETED**

### SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES

TDRM – Prevention and Mitigation



Humanitarian  
Aid -  
Livelihood and  
Food Security



Kiwanis Club  
of Geo Ormoc



- Rural Health Unit, Albuera, Leyte
- Nasunogan Elementary School, Brgy. Nasunogan, Ormoc City
- Ormoc Doctors Hospital, Ormoc City
- Our Lady of Immaculate Conception Elementary School, Brgy. Milagro, Ormoc City



2 months,  
including  
procurement (16  
March - 9 June  
2020)

### PROJECT DESCRIPTION

MERCY Malaysia response aimed to help mitigate the spread of COVID-19 virus in the province of Leyte by equipping medical frontliners and elementary school teachers adequate protection through the provision of necessary protection gear, disinfectants, and thermal devices.

### OUTPUTS

- Distribution of personal protective equipment (PPE), gallons of 70% isopropyl alcohol as well as spray bottles, face masks, face shields, and thermal scanners to medical health workers / frontliners at the health centres across the province of Leyte.
- Distribution of gallons of 70% isopropyl alcohol plus spray bottles, face masks, thermal scanners and foot bath sets to elementary school teachers in two strategic schools within Ormoc City.

### WHO WE SERVE

Affected communities

# INTERNATIONAL

## PHILIPPINES

### EMERGENCY RELIEF TO THOSE AFFECTED BY THE TAAL VOLCANO ERUPTION



Project Status **COMPLETED**

#### SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES

TDRM - Prevention and Mitigation



Humanitarian Aid  
- Livelihood and  
Food Security



Kiwanis Club  
of Geo Ormoc



Evacuation camps in  
Tagaytay City, and the  
Cavite and Batangas  
areas



14 days,  
including travel  
time (January  
2020)

#### PROJECT DESCRIPTION

MERCY Malaysia's response aimed to help displaced families and those affected by the eruption of Taal Volcano, one of the most active volcanoes in the Philippines, by providing food and supplies relief packs.

#### OUTPUTS

- Distribution of essential household items, hygiene kits, grocery items, drinking water and other relief goods to hundreds of households in evacuation centres within Tagaytay City, as well as in areas around the provinces of Cavite and Batangas.
- Engagement session on sustainable farming options by the team to the affected farmers as part of psycho-social debriefing opportunity to help motivate them.

A special appreciation to Maj. Siegfried Encarnado of the Armed Forces of the Philippines, who played a vital role in facilitating the distribution.

#### WHO WE SERVE

Affected communities

## SYRIA

The crisis in Syria has been globally recognised as one of the worst humanitarian crises of our time. Over 11.2 million people inside Syria are in need, while close to 5.6 million have taken refuge in neighbouring countries throughout the region. They continue to suffer the effects of nearly a decade of conflict, including disruption of community networks, safety nets, and rule of law.

Women and girls continue to face challenges related to access to sexual and reproductive healthcare (SRH) and other critical needs on a daily basis. Moreover, as the COVID-19 pandemic continues to impact communities throughout the region, women and girls also face the ever-growing risk of gender-based violence.

## MIDWIFERY TRAINING PROGRAMME



Project Status **ONGOING**

### SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES

TDRM - Preparedness  
BRC - Building Resilient Communities



Humanitarian  
Aid -  
Healthcare



Medical Education  
Council (MEC) Institute  
of Midwifery, Syria



Atma, Idlib, Syria



3 months  
(April - May  
2020)

### PROJECT DESCRIPTION

The Institute aims to equip and empower Syrian women and girls to develop the knowledge and skills needed for the midwifery and SRH during emergency situations. It also aims to fill the gap in health facilities in the Northwest region of Syria, particularly in Idlib governorates, where the population has reached more than 600,000 people.

MERCY Malaysia and its local partner Medical Education Council (MEC) established the Institute of Midwifery located in Idlib, Syria in 2017. This initiative was a response to the data (obtained in prior years) on high maternal mortality rate which was a consequence of health workers and health facilities being the main target of violence, leading to the massive gaps in expertise and manpower in the health sector.

### OUTPUTS

2020 saw the first batch of students graduate from the Institute, and the students are currently serving Obstetrics and Gynaecology departments as trained and professional midwives.

- The first batch of 39 students graduated the 3-year programme in 2020
- 30 students are currently their second year
- 43 students are currently in their first year

### WHO WE SERVE

Syrian refugees in Idlib (Turkey)

Since the crisis in Syria erupted in 2011, MERCY Malaysia has worked consistently to ensure Syrian women and girls have access to sexual and reproductive healthcare (SRH) and other critical needs. MERCY Malaysia and its local partner are scaling up efforts to empower and improve the lives of Syrian women, youth, and impacted communities inside Syria and in host countries such as in Turkey, Lebanon and Jordan to better equip individuals and communities to cope with the far-reaching ramifications of this protracted crises.

# INTERNATIONAL

## YEMEN

The humanitarian crisis in Yemen remains the worst in the world. Nearly four years of conflict and severe economic decline are driving the country to the brink of famine and exacerbating needs in all sectors. An estimated 80 per cent of the population – 24 million people – require some form of humanitarian or protection assistance, including 14.4 million in acute need, an increase of 27 per cent from the previous year. The severity of needs is also deepening, with two-thirds of the country's districts in pre-famine, and one-third facing a convergence of multiple acute vulnerabilities.

The disruption of public services, especially in the health and WASH sectors, large scale displacement and the wide spread of deadly diseases, such as cholera, has made the population more vulnerable. Overall, only one third of Yemen's population is connected to a piped network which made the IDPs settled in Aden have to walk for kilometres to find clean water access.

## PROVISION OF CLEAN WATER TO IDP CAMP



Project Status **COMPLETED**

**SO1: IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES**

**TDRM** - Rehabilitation and Reconstruction



Humanitarian Aid -  
WASH



Field Medical  
Foundation (FMF),  
Yemen



Othoman IDP  
Camp, Dar Sa'ad,  
Aden



3 months  
(January - March  
2020)

### PROJECT DESCRIPTION

The project intends to ensure the provision of clean water supply to the Internally Displaced Communities (IDCs) in Aden, which has been in the frontlines since the beginning of the crisis, and is currently struggling with the influx of Internally Displaced Persons (IDPs) from the war-torn areas.

MERCY Malaysia deployed its team to assess the situation in Aden in early 2020, and managed to engage with a local partner, Field Medical Foundation (FMF). MERCY Malaysia and FMF worked together to set up access to clean water supplies to the new batch of IDPs in the Othoman Camp located in Dar Sa'ad, North of Aden.

### OUTPUTS

Water tank bases constructed at camp entrances, providing continuous access to clean water.

6 units of water tanks installed (capacity 2,000 litres/tank)

720,000 litres of clean water supply (allocated for 2 months)

154 families (800 individuals) received clean water, hygiene kits and jerry cans.

### WHO WE SERVE

Affected and vulnerable communities





DELIVERING MEANINGFUL HUMANITARIAN ACTION

**COMMITTED TEAM**  
**ACKNOWLEDGEMENTS**

# COMMITTED TEAM

## OUR COMMUNITY

Secretariat,  
Field Offices,  
State Chapters

Society  
Members

## COMMITTED TEAM

Collaborations  
Donors &  
Partners

Volunteers

“

*A small team,  
committed to  
a cause bigger  
than themselves,  
can achieve  
absolutely  
anything.*

”

SIMON SINEK



# ACKNOWLEDGEMENTS

## SECRETARIAT

The Management Team and the Secretariat is responsible to execute all the decisions of the Executive Council, as well as manage and implement its activities. This can include, but not limited to, the creation of strategic, tactical and financial plans, developing goals and its measures, organisational development, as well as act as a liaison to governments, authorities, and affiliated parties as well as members and staff.

MERCY Malaysia is headquartered in Kuala Lumpur, Malaysia, with chapters in Johor, Kelantan, Perak, Sabah, Sarawak and Terengganu. It also has field offices in Myanmar, Palestine and the Philippines.

### ED OFFICE



**ZURAIDAH BINTI MIAN**  
Integrity, Empathy,  
Reliable



**MOHD HAFIZ  
BIN MOHD AMIRROL**  
Hard, Day, Night



**YESOTHA A/P  
BALAKRISHNAN**  
Cheerful, Accommodative,  
Responsible



**NORMALIZA BINTI MOHD  
NASIR**  
Conscientious, Humble, Ethical

### ACCOUNTABILITY, KNOWLEDGE, ADVOCACY & LEARNING



**NAQUIDDIN IMRAN  
BIN ABD RAZAK**  
Outspoken, Unique, Realist



**ALYA IMAN BINTI  
MOHAMED ROSLAN**  
Sarcastic, Detailed, Funny

### FINANCE



**NOORAZILA BINTI  
AHMAD**  
Adventurous, Passionate,  
Reserved



**NOR ZURI AZIELA  
BINTI JAMALUDDIN**  
Simple, Friendly, Cheerful



**HAMIZAH BINTI MD.  
RITHZA**  
Cheerful, Cool, Simple



**ADI SAFIUDDIN BIN  
AHMAD SUFI**  
Athletic, Calm,  
Detail-Oriented



**NOR ANIS BINTI  
ABDUL HAMID**  
Cheerful, Polite, Positive



**ZUL HAIRI AMIRO BIN  
ZAKARIA**  
Diligent, Reliable, Visionary

# SECRETARIAT

## HUMAN RESOURCE & ADMINISTRATION SERVICES



SYED REZA HELMY  
AL ATTAS  
Blessed. Blessed. Blessed



FAZRIN SUZAIN  
BIN SUPIAN  
The Best, The Rare, The Rest



SITI ZALEHA BINTI  
ABDULLAH  
Motherly, Firm, Leader



NUR BADLIZAN  
ZAHIRA BINTI JUHARI  
Humble, Strict, Honest



WAN SHAZANA BINTI  
AB AZIZ  
Curious, Forecast/Predict,  
Observe



SH. SHAFIQA BINTI SYED  
TOKO KHAIRUDDIN  
Cooperative, Friendship,  
Hardworking



HASNIZAN BIN HASHIM  
Integrity, Passion, Humanity



MOHAMAD HERMAN BIN  
ABDULLAH  
Rooted, Adventurous,  
Philosopher



NUR NABILAH HUDA  
BINTI NASARUDDIN  
Highly Caffeinated  
Globetrotter



AZIZAH BINTI MOHD  
NASIR  
Meditative, Forward,  
Courageous



NUR FARAH ILYANA  
BINTI IDROS  
The Sleeping Queen

## ISLAMIC SOCIAL FINANCE

## VOLUNTEER MANAGEMENT



AMRUL HAZARIN BIN  
HAMIDON  
Manliness Through Wisdom



MUHAMMAD ASYRAF  
FITRI BIN KASSIM  
Veni, Vidi, Vici



AHADDHANIAH CHAN  
BINTI ABDULLAH  
Creative, Adventurous,  
Inspirational



NOOR AIN ZAIRA  
BINTI HASNAN  
Calm, Cool, Relaxed



AZIZAN BIN ZAMBRI  
Firm, Vigilant, Flexible



# SECRETARIAT

## PROGRAMME DEVELOPMENT & OPERATIONS



MOHAMMAD SAID  
ALHUDZARI BIN IBRAHIM  
Calm, Adaptable,  
Problem-solver



CHAN VISAN  
Real, Quirky, Mindful



MUHAMMAD ABDULLAH  
BIN ABD WAHAB ISHARI  
O.M.G. ج.م.ا



MUTTAQQIN BIN  
ESHAMUDDIN  
Outgoing, Passionate,  
Ambitious



MOHD NASHRIQ BIN  
NIZAM  
Be The Best



KHAIRUR RIJAL BIN  
JAMALUDDIN  
Resilient, Shy,  
Unphotogenic



LANUSHA A/P KRISHNAN  
Foodie, Hardworking, Active

## LOGISTICS, SAFETY & SECURITY



MOHD RADZI BIN  
MOHD REDZUAN  
Strict, Honest, Calm



FAISAL AZHAR  
BIN BADLY  
Kind, Humble, Respectful



MOHD SHAHFIQ  
BIN MANSOR  
Responsible, Confident,  
Macho

## BUILDING RESILIENT COMMUNITIES (BRC)



WAN ANIS AFEEQA  
BINTI WAN MOHAMAD  
AZHAR  
Calm. Positive. Unique



SHAHRIL BIN IDRIS  
Happy, Humble,  
Amiable



AISHAH SABRINA  
ABDUL JALAL  
Ambitious, Confident,  
Persistent



PAVITHIRA A/P SELVARAS  
Reliable, Understanding,  
Introvert

# SECRETARIAT

## HEALTH UNIT



**YE HTUT @ MOHAMMAD  
IQBAL BIN OMAR**  
Humble, Honest, Humility



**MASNIZA BINTI  
MUSTAFA**  
Ambivert, Diligent, Smart



**NABILAH BINTI YAZID**  
Caring, Responsible,  
Photogenic

## MERCY MALAYSIA FIELD OFFICES

### SABAH



**EDNA BINTI SALUMBI**  
Passionate, Pleasant,  
Hardworking

### SABAH



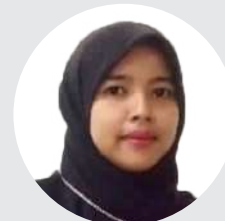
**IVY LINUS GIBUN**  
Trustworthy, Humble,  
Reliable

### SARAWAK



**FAZRIN MUNIRAH  
BINTI ATAN**  
Independent, Hardworking,  
Dependable

### KELANTAN



**MAZNAH BINTI  
MOH ADENAN**  
Calm, Supportive,  
Friendly

## MERCY MALAYSIA REGIONAL OFFICES

### MERCY MALAYSIA MYANMAR COUNTRY OFFICE



**SHAH FIESAL BIN HUSSAIN**  
Bold, Confident, Friendly

### MERCY MALAYSIA MYANMAR COUNTRY OFFICE



**YAO RACHEL**  
Curious, Adventurous,  
Blessed

### MERCY MALAYSIA PHILIPPINES BRANCH OFFICE



**ARACELI C. VIQUIERA**  
Loving, Responsible, Sweet

### MERCY MALAYSIA PHILIPPINES BRANCH OFFICE



**MAFEL FELQUITA  
TAGALOG**  
Creative, Adventurous,  
Fun-loving

### MERCY MALAYSIA PHILIPPINES BRANCH OFFICE



**ELMER PALAJOREN**  
Hardworking, Reliable,  
Funny

### MERCY MALAYSIA PALESTINE COUNTRY FIELD OFFICE



**DR. KHAMIS ELESSI**  
Intelligent, Humble,  
Charming

# SECRETARIAT

## ED OFFICE

**ZURAIDAH BINTI MIAN**  
ACTING EXECUTIVE DIRECTOR

**MOHD HAFIZ BIN MOHD AMIRROL**  
HEAD OF STRATEGIC PLANNING

**YESOTHA A/P BALAKRISHNAN**  
COMPLIANCE OFFICER (SECRETARIAT MATTERS)

**NORMALIZA BINTI MOHD NASIR**  
M&E OFFICER

## ACCOUNTABILITY, KNOWLEDGE, ADVOCACY & LEARNING (AKAL)

**NAQUIDDIN IMRAN BIN ABD RAZAK**  
AKAL OFFICER

**ALYA IMAN BINTI MOHAMED ROSLAN**  
POLICY & ADVOCACY OFFICER

## FINANCE

**NOORAZILA BINTI AHMAD**  
DEPUTY HEAD, FINANCE

**NOR ZURI AZIELA BINTI JAMALUDDIN**  
FINANCE OFFICER

**HAMIZAH BINTI MD. RITHZA**  
FINANCE OFFICER

**ADI SAFIUDDIN BIN AHMAD SUFI**  
FINANCE OFFICER

**NOR ANIS BINTI ABDUL HAMID**  
FINANCE ASSISTANT

**ZUL HAIRI AMIRO BIN ZAKARIA**  
FINANCE ASSISTANT

**MUHAMMAD KHAIRUL AMIN BIN SAMION**  
FINANCE ASSISTANT (PT)

## HUMAN RESOURCES & ADMINISTRATION SERVICES

**SYED REZA HELMY AL ATTAS**  
HEAD

**FAZRIN SUZAIN BIN SUPIAN**  
SENIOR PROCUREMENT OFFICER

**SITI ZALEHA BINTI ABDULLAH**  
SENIOR ADMIN & TRAINING OFFICER

**NUR BADLIZAN ZAHIRA BINTI JUHARI**  
SENIOR HR OFFICER

**WAN SHAZANA BINTI AB AZIZ**  
PROCUREMENT OFFICER

**SH. SHAFIQA BINTI SYED TOKO KHAIRUDDIN**  
ADMIN ASSISTANT

**HASNIZAN BIN HASHIM**  
DISPATCH CUM OFFICE SUPPORT

## COMMUNICATIONS & STRATEGIC ENGAGEMENT

**MOHAMAD HERMAN BIN ABDULLAH**  
SENIOR FIELD COMMUNICATIONS OFFICER

**NUR NABILAH HUDA BINTI NASARUDDIN**  
COMMUNICATIONS OFFICER

## FUNDRAISING & EVENT

**AZIZAH BINTI MOHD NASIR**  
DEPUTY HEAD, FUNDRAISING & EVENT

**NUR FARAH ILYANA BINTI IDROS**  
FUNDRAISING & EVENT OFFICER

**NUR ADIBAH ADRIANA BINTI ZU**  
DONOR MANAGEMENT & FUNDRAISING ASSISTANT

## ISLAMIC SOCIAL FINANCE

**AMRUL HAZARIN BIN HAMIDON**  
HEAD, ISLAMIC SOCIAL FINANCE

**MUHAMMAD ASYRAF FITRI BIN KASSIM**  
ISF FUNDRAISING OFFICER

## VOLUNTEER MANAGEMENT

**AHADDHANIAH CHAN BINTI ABDULLAH**  
HEAD

**NOOR AIN ZAIRA BINTI HASNAN**  
SENIOR VOLUNTEER MANAGEMENT OFFICER

**AZIZAN BIN ZAMBRI**  
VOLUNTEER MANAGEMENT ASSISTANT

## PROGRAMME DEVELOPMENT & OPERATIONS

**MOHAMMAD SAID ALHUDZARI BIN IBRAHIM**  
GENERAL MANAGER, PROGRAMME OPERATIONS

**CHAN VISAN**  
HEAD

**MUHAMMAD ABDULLAH BIN ABD WAHAB ISHARI**  
SENIOR PROGRAMME OFFICER

**MUTTAQQIN BIN ESHAMUDDIN**  
PROGRAMME OFFICER

**MOHD NASHRIQ BIN NIZAM**  
PROGRAMME OFFICER

**KHAIRUR RIJAL BIN JAMALUDDIN**  
PROGRAMME OFFICER

**LANUSHA A/P KRISHNAN**  
DESK RESEARCH ASSISTANT

# SECRETARIAT

## LOGISTICS, SAFETY & SECURITY

**MOHD RADZI BIN MOHD REDZUAN**  
SENIOR LOGISTICS OFFICER

**FAISAL AZHAR BIN BADLY**  
LOGISTICS ASSISTANT

**MOHD SHAHFIQ BIN MANSOR**  
LOGISTICS ASSISTANT

## BUILDING RESILIENT COMMUNITIES

**WAN ANIS AFEEQA BINTI WAN MOHAMAD AZHAR**  
PROGRAMME OFFICER (PT)

**SHAHRIIL BIN IDRIS**  
PROGRAMME OFFICER

**AISHAH SABRINA BINTI ABDUL JALAL**  
PROGRAMME OFFICER

**PAVITHIRA A/P SELVARAS**  
PROGRAMME ASSISTANT

## HEALTH

**YE HTUT @ MOHAMMAD IQBAL BIN OMAR**  
HEAD

**MASNIZA BINTI MUSTAFFA**  
HEALTH COORDINATOR

**NABILAH BINTI YAZID**  
HEALTH PROGRAMME OFFICER

**MAZNAH BINTI MOH ADENAN**  
PROGRAM SUPPORT & FINANCE  
ADMINISTRATOR  
(KELANTAN)

## MERCY MALAYSIA REGIONAL OFFICES

### MERCY MALAYSIA MYANMAR COUNTRY OFFICE

**SHAH FIESAL BIN HUSSAIN**  
REGIONAL DIRECTOR MYANMAR,  
BANGLADESH & PHILIPPINES COUNTRY  
OFFICE

**YAO RACHEL**  
ACTING SENIOR PROGRAMME OFFICER

### MERCY MALAYSIA PHILIPPINES BRANCH OFFICE

**ARACELI C. VIQUIERA**  
OPERATIONS MANAGER,  
ORMOC OFFICE

**MAFEL FELQUITA TAGALOG**  
PROGRAMME OFFICER

**ELMER PALAJOREN**  
DRIVER

### MERCY MALAYSIA PALESTINE COUNTRY FIELD OFFICE

**DR. KHAMIS ELESSI**  
SENIOR HEALTH & HUMANITARIAN  
ADVISER

## MERCY MALAYSIA FIELD OFFICES

**EDNA BINTI SALUMBI**  
SENIOR PROGRAMME OFFICER  
(SABAH)

**IVY LINUS GIBUN** PROGRAMME  
ASSISTANT  
(SABAH)

**FAZRIN MUNIRAH ATAN**  
PROGRAMME OFFICER  
(SARAWAK)



“ There is no such thing as a small act of kindness, because all kindness is big. ”

## PROJECT PARTNERS

MERCY Malaysia recognises the value of working with partners in our projects. Every partnership is appreciated and valued. Thank you to our supporters for both their generous contributions and collaborations in our humanitarian work, and their continued support and trust in our team.



## SOCIETY MEMBERS

As a non-profit organisation, MERCY Malaysia upholds good governance in ensuring transparency and accountability. As a registered society, we are governed by the Societies Act (1966) and the Constitution of MERCY Malaysia. In compliance with the Act, our financial statements are made public and tabled at our Annual General Meeting (AGM). The AGM is held on the final Saturday of June every year, where all members are invited to attend to examine the financial statements, vote on matters arising, and vote for or stand as a candidate for the Executive Council.

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

### LIFE MEMBERS

Abd Aziz, Dr.  
 Abd Rani Osman, Dr. Hj.  
 Abdul Latiff Mohamed, Dr.  
 Abdul Malik Bin Abdul Gaffor, Dr.  
 Abdul Muin Ishak, Dr.  
 Abdul Rahim Abdul Majid  
 Abdul Rashid Mahmud, Major (R)  
 Abdul Razak K.V. Koya Kutty, Dr.  
 Abdul Wahab Bin Tan Sri Khalid Osman, Dr.  
 Abu Aswad Alhaji Joned  
 Afidalina Tumian  
 Ahmad Faezal Bin Mohamed  
 Ahmad Faizal Mohd. Perdaus, Prof. Dato' Dr.  
 Ahmad Ismail  
 Ahmad Zaidi Ahmad Samsudin  
 Aishah Ali, Prof. Madya Datin Dr.  
 Aishah Binti N. Abu Bakar  
 Aiza Aryati Kasim  
 Al-Amin Mohamad Daud, Dr.  
 Alex Lai  
 Aminudin Rahman Mohd. Mydin, Dr.  
 Amir Adham Bin Ahmad, Dr.  
 Amran Mahzan, Ir.  
 Anas Hafiz Mustaffa  
 Anbarasu Ramalingam, Dr.  
 Anita @Ani Binti Abdul Malek  
 Anuar Abdul Hamid, Major (R) Hj.  
 Ashar Abdullah, Dato' Dr.  
 Ayu Akida Binti Abd Rashid  
 Azah Harun  
 Azizah Arshad, Dr.  
 Azlin Hashima Mt. Husin  
 Azman Bin Zainonabidin, Ar.  
 Azmil Hj. Mohd. Daud, Tn. Hj.  
 Azry Mohd Ali  
 Azura Binti Ibrahim  
 Badorul Hisham Bin Abu Bakar  
 Balakrishnan A/L Amathelingam  
 Balvinder Kaur Kler  
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 Benjamin Chai Phin Ngit  
 Bilkis Abd Aziz, Dr.  
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 Chai Chin Pee

Che Tah Hanafi  
 Cheong Yee Tsing, Dr.  
 Damina Khaira  
 Dilshaad Ali Hj. Abas Ali, Dr.  
 Dzulkarnaen Bin Ismail, Dr.  
 Edward Hew Cheong Yew  
 Ehfa Bujang Safawi, Dr.  
 Fairrul Bin Masnah Kadir  
 Fairuz Ashikin  
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 Faridah Osman  
 Fatimah Mahmood  
 Fauziah Hj. Mohd. Hassan, Dr.  
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 Habibah @ Norehan Haron  
 Hairol Azrin Othman  
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 Hanita Ramuy  
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 Harlina Mohamed Lani  
 Harmandar Singh Naranjan Singh  
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 Humairah Samad Cheung, Prof. Dr.  
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 Jemilah Mahmood, Tan Sri Dr.  
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 K. Sockalingam  
 Kamariah Mohamad Kontol  
 Kamarul Azahar Mohd Razali  
 Kamaruzaman Abdullah

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 Khairul Azman Md. Khalid, Dr.  
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 Kursiah M. Razali  
 Lai Fui Boon  
 Lau Seth Kiong  
 Liaw Yun Haw, Dr.  
 Liew Kiew Lian  
 Lili Suriani Hj Mi'an  
 Lily Kartina Karim  
 Lim Eng Pitt  
 Loh Sit Fong  
 Lok Shui Fen @ Adrian Lok  
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 Mahani Idris Daim, Toh Puan  
 Mahdzir Md. Isa  
 Margaret Chin Pau Jin  
 Mariah Zainatul Maknun A. Zahidin  
 Martin Anak Jandom  
 Megawati Binti Md Rashidi  
 Mimi Iznita Mohamed Iqbal  
 Mohamed Ashraff Bin Mohd Ariff, Dr.  
 Mohamad Ayof Bin Bajuri, Ar.  
 Mohamad Ismail Ali, Dr.  
 Mohamed Hanafi Ramli, Ir.  
 Mohamed Hatta Shaharom  
 Mohamed Ikram Mohd Salleh, Assoc. Prof. Dr.  
 Mohamed Noor Suleiman  
 Mohd Hamzah Kamarulzaman, Dato Dr.  
 Mohd Khalit Bin Othman  
 Mohd Nazrine Arias  
 Mohd Rafee Md. Aris  
 Mohd Rohisham Zainal, Dr.  
 Mohd Shah Awaluddin  
 Mohd Shahrudin Asmani  
 Mohd. Ali Md.  
 Mohd. Azman Sulaiman  
 Mohd. Nazli Mohd Zahid @ Kamarul Zaman, Dr.  
 Mohd. Suhaimi@Sam Sulong, Major  
 Mohtar Ibrahim, Dr.  
 Muhammad Azrin B Mohd Asihin  
 Muhammad Hapis Bin Jamil  
 Muhammed Faisal Abdul Wahab  
 Musa Bin Mohd Noor

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 Nasaruddin Abdul Aziz, Dr.  
 Nasuha Yaacob, Dr.  
 Nazimah Binti Idris, Dr.  
 Noor Filzah Binti Zubir  
 Noor Janah Abdullah  
 Noor Siah Idris, Dr.  
 Nooraini Mohamed Ismail, Dr.  
 Nor Halimahtun Hassan Maasom  
 Nor Hazla Mohamed Hafiah, Dr.  
 Nor Idawaty Ibrahim, Dr.  
 Nor Khairiah Md. Kenali, Dr.  
 Nora Azizi Uzir  
 Noraini Md. Desa  
 Norazam Ab. Samah, Hj.  
 Norfaiezah Arshad  
 Norhairani Abdul Wahab  
 Norherah Syed Omar, Datin Dr.  
 Norizan Rajak  
 Norli Binti Othman  
 Norly Ismail, Dr.  
 Norzila Mohamed Zainudin, Dr.  
 Nur Farinda Ibrahim  
 Nurahan Maning, Dr.  
 Ong Cheong Beng  
 Peter Gan Kim Soon, Dr.  
 Puteri Rohayu Megat M Yusof  
 Puziah Md. Zain  
 Raja Abdul Aziz Raja Musa  
 Raja Riza Shazmin Raja Badrul  
 Shah, Y.M. Datin  
 Rakiah Ahmad  
 Rasheedah Abu Bakar  
 Razali Bin Kamisan  
 Razali Idris, Ir.  
 Razi Pahlavi Abdul Aziz  
 Risnawati Yassin  
 Roslan Harun, Dr.  
 Rosleena Anin Rozalee @ Zahari, Dr.  
 Rosnah Abdul Aziz  
 Rowani Mohd Rawi, Dr.  
 Rugayah Mohamed, Prof. Dr.  
 Safarina Joblee, Dr.  
 Saiah Abdullah  
 Salina Umar  
 Sam Tee Kam Bee  
 Sarah Haniza Abdul Ghani, Dr.  
 Sarudin Bin Rohseli  
 Segaran, Dr.  
 Sejahratul Dursina @ Chomel Mohamad  
 Shaharudin Saamin, Dr.  
 Shahridan Mohd Fathil, Dr.  
 Shahrir Hashim  
 Shaik Taufik Shaik Yusoff  
 Shalimar Abdullah, Assoc. Prof. Dr.  
 Shanmuhasuntharam P., Assoc. Prof. Dr.  
 Shareen Shariza Dato' Abdul Ghani  
 Sharida Suhaila Abdul Shukor

Sharifah Norashikin Binti Syed  
 Ahmad Kamal  
 Sharifah Sakinah Syed Hassan  
 Sharima Ruwaida Abbas  
 Sharizad Hj. Shamsuddin  
 Sharlina Binti Adnan  
 Siti Noraishah Sheikh Salim  
 Siti Sarah Md. Zhahir  
 Siti Zainab Ibrahim  
 Sri Kumar, Datuk Dr.  
 Soh Yih Harng, Dr.  
 Suhaireen Suhaiza Abdul Ghani  
 Susan Binti Abdullah @ Susan  
 Shamin, Datin  
 Suzain Datuk Hj. Suhaimi, Dr. Hjh.  
 Syed Abdul Haris Bin Syed Mustapa  
 Syed Hashim Tuan Long  
 Syed Mohd. Adeeb Syed Jalil Jalaludin,  
 Tajul Edrus Nordin  
 Tan Choi Wah  
 Tan Hooi Chien, Dr.  
 Tan Sim Hwee  
 Tunku Azela Tunku Aziz  
 Tunku Sara Tunku Ahmad Yahaya  
 Tye Sue Kiat @ Keith, Dr.  
 Usmirah Ahmad  
 Wan Adleen Shahril Wan Hanafi  
 Wan Badrul Shah Wan Husain  
 Wan Fadhilah Wan Ismail, Dr.  
 Wan Hazmy Che Hon  
 Wan Mohd Hafidz Bin Wan Hisham, Dr.  
 Wan Nik Wan Ismail, Dato'  
 Wan Nurdiana Zaireen Wan Zainal Abidin  
 Wan Raimah Wan Abdul Kadir  
 Yang Wai Wai  
 Yazid Bin Zahid  
 Ye Htut @ Mohammad Iqbal Omar, Dr.  
 Yusof Hassim  
 Zabidi Azhar Mohd Hussin, Prof.  
 Zainab Kassim  
 Zainal Mohamed  
 Zakinah Zainuddin  
 Zaleha Abdullah Mahdy, Prof. Dr.  
 Zamaliah Md. Juah  
 Zamzam Zainuddin  
 Zariahah Mohd Zain, Dr.  
 Zool Raimy Bin Abdul Ghaffar, Dr.  
 Zubidhah Binti. Ab. Hamid  
 Zullaili Zainal Abidin  
 Zuraidah Mian  
 Zurina Ismail

## ORDINARY MEMBERS\*

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 Baba Md. Deni, Datuk Dr.  
 Hanis Hidayu Binti Kasim  
 Mohamad Don Cheang  
 Mohd Nazlee Bin Sabran, Dr.  
 Muhammad Ridwan Bin Roslan  
 Muhammad Tauffik, Prof. Dr.  
 R. Remakantan Ramachandran  
 Rosdi Mohammad  
 Shanti A/P Palanisamy  
 Timothy Cheng Tsin Jien, Dr.  
 Viveganathan Rajangam  
 Wan Muliyadi Bin Wan Sulaiman  
 Wan Nurdiyana Wan Mahyuddin  
 Yanti Mohd Yasim  
 Zainudin Hj. Ahmad

*\*Care as been taken to publish the names of ordinary members whose annual subscriptions are up-to-date. Please inform us if your name is missing.*

## VOLUNTEERS

Volunteers are the backbone of MERCY Malaysia. Volunteers are individuals that go beyond the call of duty to contribute their time and expertise to support our humanitarian work. Their passion, drive and professionalism are critical for us to continue delivering aid, relief and support to the vulnerable and those in need.

Abd Jalil Abd Razak  
 Abdul Azeem Azinudin  
 Abdul Azim Khamidon  
 Abdul Hamid Ahmad Maulana  
 Abdul Mohsin Aminuddin  
 Abdul Muhaimin Azinudin  
 Abdul Rahman Ahmad Badayai  
 Abdul Razak Yusof  
 Abu Zar Kalam  
 Adam Amani Mohd Hamidi  
 Addy Yusof  
 Adi Muizzuddin Addy Mulia  
 Ahmad Fadzil Misuan  
 Ahmad Fairuz Long  
 Ahmad Faisol Yusuf  
 Ahmad Khushairi  
 Ahmad Naqiyuddin Hishamudin  
 Aiman Alias  
 Aiman Anuar  
 Aina Nur Azmi  
 Airen Chittu  
 Aisya Zafirah Serajdeen  
 Aisyah Abdul Rahim  
 Al Malek Hussien Ahmad  
 Alagi Selvy Perumal  
 Alia Abdul Aziz  
 Alice Chin Chiet Ying  
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 Alif Syahmi Tajul Edrus  
 Alvin Chia  
 Amalia Mahamud  
 Amani Al-Ezzi Ali Al-Sablani  
 Amimah A Rahim  
 Aminah Fatanah Zaidi  
 Amir Sohail, Dr.  
 Amizah Malip, Dr.  
 Amni Nadiyah Mohd Shukor  
 Ananthan Raveendran  
 Anas Khairul Fazian  
 Angel Jahrin Jeneweine  
 Angela Low Hui Qi  
 Aria Sabiding  
 Aron Ang Tee Chim  
 Arwa M. Haider  
 Arziah Apandi  
 Ashraf Saharudin  
 Asmih Asim  
 Atiq Afira Ismail  
 Awang Abdul Malik Awang Abdillah, Dr.  
 Aziha Abdul Karim  
 Azlina Othman  
 Azlinawati Nik Mat  
 Azlinda Othman

Azliza othman  
 Azman Zainonabidin, Ar.  
 Balqis Noramlan  
 Bilkis Abd Aziz, Dr.  
 Capriole Choy  
 Chai Sze Wei  
 Chan Li Peng  
 Charlie Payun  
 Chee Fook Wah  
 Chew Lay Peng  
 Chin Shiau Weai  
 Choo Siew Ling  
 Chow Wei Heng  
 Chuang Jia Yun  
 Chung Han Yang  
 Cyrinus Mosoom  
 Dahlina Daut Mohmud  
 Darlina Hani  
 Debby Flynn Anak Denney  
 Dineshraj Tangarasu  
 Ding Siew Jim  
 Dinon Mohd, Dr.  
 Divya Rubini Subramaniam  
 Doris Ng Sin Wen, Dr.  
 Dzulkarnaen Ismail, Dr.  
 Eidi Arif Tajul Edrus  
 Elleen Mariana Zu Yakob  
 Elok Vradizza Feni Abdul Wahdi  
 Elsie Liaw Sze Ying  
 Emir Aizat Abd Rashid  
 Emy Shahida Zulkifli  
 Esme Khairiah, Dr.  
 Evelyn Wong Tze Li  
 Ezzat Fahmi Ahmad  
 Faisal Ariff  
 Farah Harhanah Hashim  
 Farah Ibrahim  
 Farah Natasha Zulkifli  
 Farhana Shukor  
 Faridah Kamarudin  
 Farihin Hazrin  
 Faris Al Hakeem Yusseri  
 Fathin Husna Mohd Fuad  
 Fatimah Salwa  
 Fatin Fariyah Wan Ahmad Nasir  
 Fauziana Abd Jabar, Dr.  
 Fazamal Md Kasim  
 Frances Lim Chin Pei  
 Fu Yik Lyn  
 Gangathevi A/P Narayanan  
 Golnaz Nikboresh  
 Gunasegaran Doraisamy  
 Halimaatun Syakirah Omar

Halimatul Saadiah Abdul Razak  
 Halimatus Saadiah Ibrahim  
 Hallida Ramli  
 Hamidah Abu Hasan  
 Hamira Samsudin  
 Hanitah Harun  
 Harizah Hatim, Dr.  
 Harun Din Hairuddin  
 Hedaya Abo Al Naga  
 Helmi Johan Mohd Zaidun  
 Hia Hong Teik  
 Hilman Raimie  
 Hilmi Abdullah  
 Husna Hassan Basri  
 Irene Yee  
 Irwan Mohammad Ali  
 Ismaniza Amad Bahri  
 Izzah Nahdirah Mohd Shahuddin  
 Jameyah Sheriff  
 Jaya Ganesh  
 Jene Martin  
 Jiwon Lee  
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 Kaarthikk Gaanth Kanniah, Dr.  
 Kamarul Bahrin Abdullah  
 Kamarunneesa Pulicharam Veetil  
 Karen Morgan  
 Kathreena Kadir, Dr.  
 Kavinaath Vijaya Velan  
 Kavitha Sathasivan  
 Keith Tye Sue Kiat, Dr.  
 Kelvin Anak Sirom  
 Khadijah Raihani Ghadzali  
 Khairul Azahari  
 Khairul Azmi A Rahman  
 Khairunizam  
 Khairunnisa Khairiah Hairudin  
 Khairunnisa Makmon, Dr.  
 Khairunnisa Zuki  
 Khirul Falisa Mustafa  
 Khoo Er Hau  
 Khor Swee Kheng, Dr.  
 Kinilius Sadampal  
 Koh Ee Yin  
 Kong Ying Zhi  
 Laila Abu  
 Lailatul Norleen Md Noordin  
 Law Ah Hoon  
 Lee Chen Ying  
 Lee Kok Hon (Raymond)  
 Leong Kah Chun  
 Leong Tuck Cheong



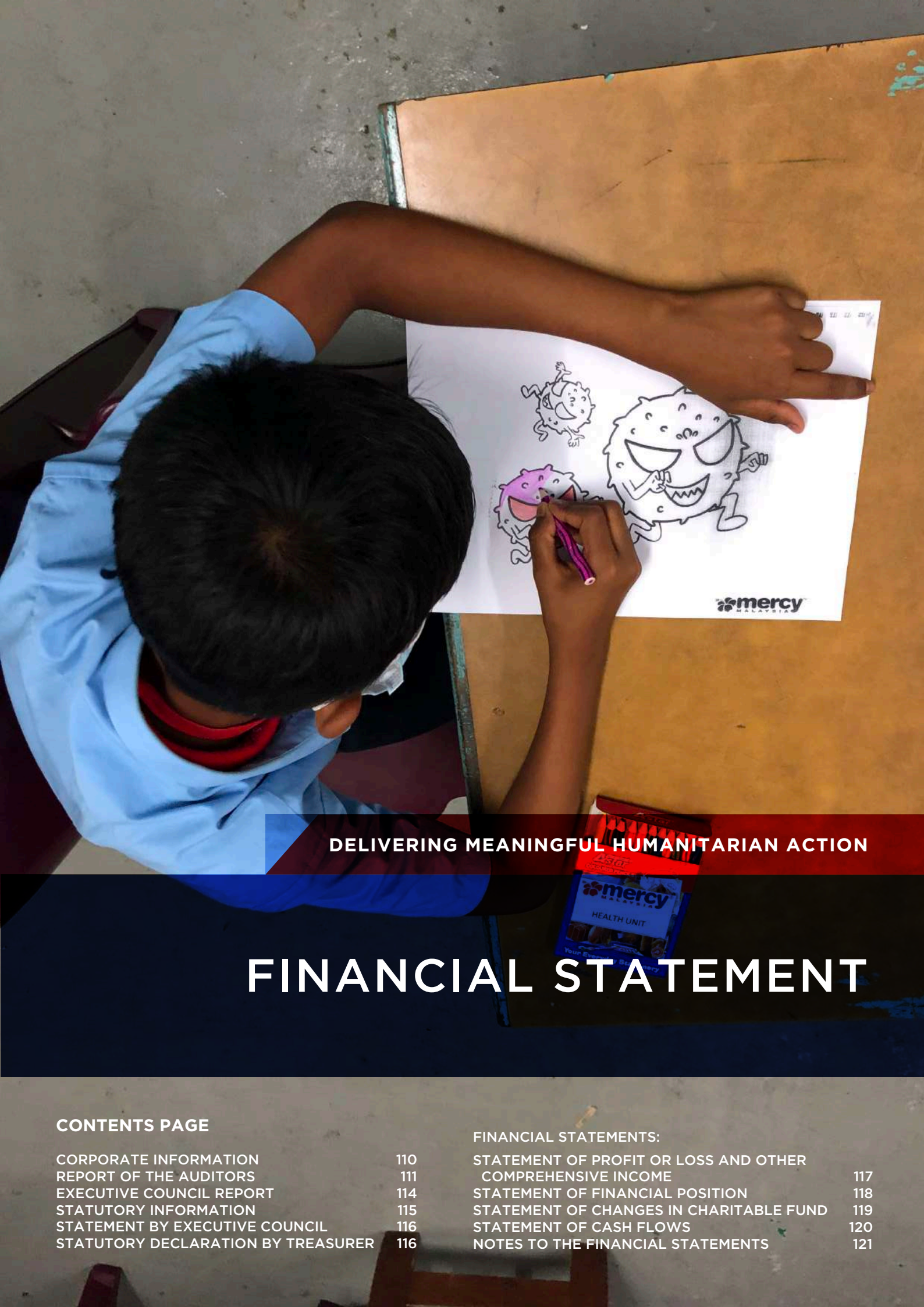
- Liah Hui Xuan  
 Liew Carmen  
 Liew Jia Shian, Dr.  
 Lim Guan Phiaw  
 Lim Jean-Li, Dr.  
 Lim Peng Heng  
 Lim Zhao Zhao  
 Liyana Faiza  
 Loh Sit Fong  
 Loo Jia Cheng  
 Low Tze Ken  
 Lynne Yong Ee Lin  
 Maaruf Ismail  
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 Mah Peik Joo  
 Maheswari Suppiah  
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 Mas Hani Hazwani Alwee  
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 Mohammad Husainie Khairi  
 Mohammad Izhan Syahmi  
 Mohammad Rasydan Abd Hamid  
 Mohan Palanie  
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 Mohd Aizuddin Jaafar  
 Mohd Akmal Mohd Zin  
 Mohd Daud Ishak  
 Mohd Fadhil Agil  
 Mohd Hafidz Ithnin  
 Mohd Hafiz Jaafar  
 Mohd Hafizil Izuan Mohamad Nazir  
 Mohd Hairy Omar  
 Mohd Hazwan Mohd Johari  
 Mohd Nadzri Wahidon  
 Mohd Najib Abd Rashid  
 Mohd Nasurudin Hasbullah  
 Mohd Nazrul Nasaruddin  
 Mohd Norhisam Mohd Ismail  
 Mohd Nurfaizal Baharuddin  
 Mohd Radzi Jamaludin  
 Mohd Rahman Omar  
 Mohd Saiful Azly Aziz  
 Mohd Saiful Lizam  
 Mohd Salleh Mohd Zain  
 Mohd Shafi'e  
 Mohd Shahdeq M Yusof  
 Mohd Syafri Mohd Daud  
 Mohd Zahrin Hashim  
 Mohd Zikri Mohd Zaki  
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 Muhammad Faizal Bahtiar  
 Muhammad Hafizzuddin Kamarulzaman  
 Muhammad Nazmi Mohd Shahuddin  
 Muhammad Suhaimi Musa  
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 Muhammad Amran Shahril  
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 Muhammad Azfar Omar  
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 Muhammad Danish Ashrafy Mohd Kamal  
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 Nawfal Mohd Zamri  
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 Nazirul Mubin Mat Termizam  
 Nazmi Mohd Zamri  
 Nazrul Helmy Jamaludin  
 Nelmond Anak Wura  
 Ng Li Shan  
 Ng Pey Luen  
 Nik Ahmad Faiz Abdul Aziz  
 Nik Nasrullah Nik Kamaruddin  
 Nik Tik Hajar Aisyah  
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 Noor Hidayah Abdul Halim Chua  
 Noor Syafiqah binti Dimyati  
 Nor Adriana Muhd Ridzuan Tan  
 Nor Azreen Salim  
 Nor Hannah Diyana Ahmad Kasim  
 Nor Hazwani Zenol Ariffin, Dr.  
 Nor Saadah Abdul Shukor  
 Nor Shilawati Omar  
 Nor Syazwani Azmee  
 Nora Azian Zainal  
 Norain Abdul Rahim  
 Noraini Abdul Ghani  
 Noraini Arshad  
 Noraini Masri  
 Norazrine Azahri  
 Nordiyana Yusoff  
 Norfarhana Mizan  
 Norhayati Japar  
 Norhayati Paraman  
 Norherah Syed Omar, Dr.  
 Norshaziera Ezianti Mohd Salim  
 Norul Najwa Arshad  
 Nozrumaayati Goloi  
 Nugraheni Emawati  
 Nur Adilah Salleh  
 Nur Ain Noor Azman  
 Nur Akmar Rosman  
 Nur Alifah Abdul Rahman  
 Nur Amanina Mat Najib  
 Nur Anisah Mohamed  
 Nur Arfah Zaini  
 Nur Asyiqin Kamal  
 Nur Azlin Mohyar  
 Nur Aznonne Kimus  
 Nur Balqis Noramlan  
 Nur Ezzati Aiza Mahat  
 Nur Farhana Abdul Hadi  
 Nur Fatehah Mohamad Puzi  
 Nur Fitryqarsharry Morshidi  
 Nur Hasanah Abu Bakar  
 Nur Husna Ahamad Suhim  
 Nur Ida Syafiqah Sulaiman  
 Nur Iffah Huda Ahmad Fauzi  
 Nur Izza Izzati Mohamed Ibrahim  
 Nur Izzatul Hidayah Mohd Rusaimi  
 Nur Khairani Izzaty Roslani  
 Nur Liyana Hamid  
 Nur Liyana Qamariah Leman  
 Nur Maechea Avelino  
 Nur Najihah Md Abas  
 Nur Nazrah Abd Shukor  
 Nur Shahidah Muhammad Hapis  
 Nur Shakirah Muhammad Hapis  
 Nur Syahindah Hairul Mizan  
 Nur Syazerin Adia  
 Nur Zakiah Md Sallehuddin, Dr.  
 Nur Zalikha Abdul Hamid, Dr.  
 Nur Zulaikha Valiney Jain

# VOLUNTEERS

Nurdiyanah Mohd Firdaus Aloysius  
 Nurfaiezah Chabas  
 Nurfarahin Ibrahim  
 Nurfarahin Mohamad Salim  
 Nurfarhana Azmi  
 Nurhazatul Nabella Razali  
 Nurhidayah Nadila Maulad Daud  
 Nurshuhada Abdul Samat  
 Nursyaheda Mohd Kassim  
 Nurul Ain Jamaluddin  
 Nurul Akhmar Abd Latib  
 Nurul Atikah Roshan  
 Nurul Balqis Mohamad Adib  
 Nurul Hafizah Kasem  
 Nurul Hayyum Hamdan  
 Nurul Haziqah  
 Nurul Haziqah Mohd Hagidzuddin Raja  
 Nurul Nurain Osman  
 Nurul Rabitah Daud  
 Nurul-Hani' Mohamad Shofi  
 Nurzeira Hani Karim Jelani  
 Ogy Shanas Nasrip  
 Omar Budin  
 Pamela Yap Phui Har  
 Parveen Sidhu  
 Paul Birlly  
 Perumal Naidu Ramiah  
 Pheh Kai Shuen  
 Prakash Teoh  
 Praveen Kumar  
 Puteri Syahirah Syamsuddin  
 Rabiatal adawiyah hasnan  
 Raffiza Rusdy  
 Raihan Afiqah Abdul Halim  
 Raja Muhammad Harith Mohd Hafidzuddin  
 Rande John @ Juhimin  
 Rashyid Hakiemie Rosdian  
 Ratnadewi Lim Sani Sukiman Lim  
 Ratnah Thevi Subramaniam  
 Raven Lee Kean Leong  
 Ravindran Subramaniam  
 Razali Kamisan  
 Raziz Abd Rahman  
 Reena Rao  
 Richard Ngu Ping Hoe  
 Rifhan Abdul Ghafir  
 Rohayah Abdul  
 Rosmawati Yaacob  
 Rowena Shahfinas Abdul Rahman  
 Rusli Leman  
 Rusyanti Abdul Ghani  
 Ryan Roger  
 S M Mahmudul Haq Masum  
 Sabarudin Sahlan  
 Saffina Sulaiman  
 Saidatul Huda Hamzah  
 Sallehan Din  
 Sancta Helena H Martin

Saravanan Kasinathan @ Timothy  
 Sathees A/L Nadaraja  
 Selvi Narayanan  
 Seri Haidah Jaapar  
 Sh. Halira Uzzahra  
 Sh. Nurhidayati Sy. NorAzahar  
 Sh. Nurulsyafira Habit Noh  
 Shahera Abdul Majid  
 Shahirah Abu Hassan  
 Shahrir Ali  
 Shamsul Bahrain Md Yusuf  
 Shamsulbahrim Hashim  
 Sharifah Solehah Syed Mohd Famy  
 Sharima Ruwaida Abbas  
 Sharmeni Devi Rajasekharan  
 Shawn Shim Tet Chon  
 Shazlina Ahmad Zainuddin  
 Shazreen Ahmad Puad  
 Simpson Khoo  
 Sindhu Nair  
 Siow Li Fong (Fiona)  
 Siti Hadijah Mohamad Zain  
 Siti Haida A Rahman  
 Siti Maryam Rifka  
 Siti Mastura Abd. Jalil  
 Siti Nadiyah Mohd Faizal  
 Siti Noor Haryani Ismail  
 Siti Nur Diana Ahmad Kamal  
 Siti Nurul Atikah Jamal Nasir  
 Siti Raihanah Zainal Abidin  
 Siti Royany Ariff  
 Siti Sara Hamidin  
 Siti Suraya Daud  
 Siti Syahada Arsad  
 Sockalingam Thanimalay  
 Sofiah Muhamed  
 Soleha Hamdan  
 Stephanie Lim  
 Suganya Devi  
 Suganya Murugaiah  
 Suhaila Suparlan  
 Suhaina Yaakub  
 Suiabatul Aslamiah  
 Sujatha Balakrishnan  
 Sunny Lim Chee Choong  
 Suzzheruz Shahidan  
 Syafiqah Salleh  
 Syaheema Hamidon  
 Syahirah Hamdan  
 Syaiditina Aisyah Ahmad Nawawi  
 Syainoor Nadiyah Mohd Sharif  
 Syarifah Juraini Syed Ahmad  
 Syed Abdul Haris Syed Mustapa, Dr.  
 Syed Izan Rizal  
 Tajul Edrus Nordin  
 Tan Huia Lee  
 Tan Hwee Niu  
 Tan Ru Yuan, Dr.

Tan Sue Ern  
 Tan Sze Mun ( racheal)  
 Teratai Edithy Pahamin, Dr.  
 Tg Putri Zaharah Tg Bahanuddin, Dr.  
 Theresa Chan Siew Yoong  
 Theventhran Thedsinamoothi  
 Thynissha A/P Subramaniam  
 V. Kanitha Rao  
 Vamini a/p Marimuthu  
 Vaniraj Thangavello  
 Vanitha a/p Hong Wee Liang  
 Venusya a/p Ganesh  
 Viven Rao A/L Krishna Moorthi  
 Vivian Tan Yi Yan  
 Wan Azhar Wan Hussien  
 Wan Nurain Najihah Wan Tagiman  
 Wan Sabrina Wan Dahlan  
 Wan Syazwan bin Wan Mokhtar  
 Wang Liew Yuan  
 Wildani Mohd Zamri  
 Wong Kel Li  
 Yang Wai Wai  
 Yanti Yasim  
 Yeo Kian Kok  
 Ying Ci Wee  
 Yosevine  
 Youn Jin Lee  
 Yuki Julius Ng We Yong  
 Zackry Zulkarnain Zahedi  
 Zahir Naim Munir  
 Zaleha Syaaban, Dr.  
 Zarif Amirah Haziqah Zukarnain  
 ZariKh Hafizah Saqina Zaber  
 Zita Zain  
 Zool Raimy Bin Abdul Ghaffar, Dr.  
 Zu Jamil Osman  
 Zubiah johari  
 Zulia Johari  
 Zulizzi Muhammad Suffian Nagoor  
 Zuraidah Md Daud  
 Zuraidah Othman  
 Zuriani Basri



DELIVERING MEANINGFUL HUMANITARIAN ACTION

# FINANCIAL STATEMENT

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## PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)

(Society No.: PPM-020-14-16091999) (Incorporated in Malaysia)

### CORPORATE INFORMATION

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	Ir. Mohamad Hanafi Bin Ramli
HONORARY TREASURER	Ar. Mohamad Ayof Bin Bajuri
COMMITTEE MEMBERS	Prof. Dr. Nazimah Binti Idris Dr. Norzila Binti Mohamed Zainudin Ahmad Faezal Bin Mohamed Hj. Norazam Ab Samah
CO-OPTED MEMBERS	Assoc. Prof. Dato' Dr. Hanafiah Bin Harunarashid Dr. Peter Gan Kim Soon Dr. Mohamed Ashraff Bin Mohd Ariff Dr. Nasuha Binti Yaacob Dr. Jitendra Kumar S.N. Tejani Dr. Abdul Rahman Bin Ahmad Badayai Dr. Keith Tye Sue Kiat
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



## **PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)**

(Society No.: PPM-020-14-16091999) (Incorporated in Malaysia)

### **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 2020, 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 2020, 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.

## PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)

(Society No.: PPM-020-14-16091999) (Incorporated in Malaysia)

### 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.

**PERSATUAN BANTUAN PERUBATAN MALAYSIA  
(MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)**

(Society No.: PPM-020-14-16091999) (Incorporated in Malaysia)

**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.*

**AZUDDIN & CO.**  
AF 1452  
Chartered Accountants

Kuala Lumpur,  
Date: 31 May 2021

  
**AZUDDIN BIN DAUD**  
Partner  
2290/07/2022(J)

## PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)

(Society No.: PPM-020-14-16091999) (Incorporated in Malaysia)

### EXECUTIVE COUNCIL'S REPORT FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2020

The Executive Council have pleasure in submitting their report and the audited financial statements of the Society for the financial year ended 31 December 2020.

### PRINCIPAL ACTIVITIES

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.

### RESULTS

**RM**

Surplus for the financial year	<u>14,644,439</u>
--------------------------------	-------------------

### 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	Ir. Mohamad Hanafi Bin Ramli
HONORARY TREASURER	Ar. Mohamad Ayof Bin Bajuri
COMMITTEE MEMBERS	Prof. Dr. Nazimah Binti Idris Dr. Norzila Binti Mohamed Zainudin Ahmad Faezal Bin Mohamed Hj. Norazam Ab Samah
CO-OPTED MEMBERS	Assoc. Prof. Dato' Dr. Hanafiah Bin Harunarashid Dr. Peter Gan Kim Soon Dr. Mohamed Ashraff Bin Mohd Ariff Dr. Nasuha Binti Yaacob Dr. Jitendra Kumar S.N. Tejani Dr. Abdul Rahman Bin Ahmad Badayai Dr. Keith Tye Sue Kiat



**PERSATUAN BANTUAN PERUBATAN MALAYSIA  
(MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)**  
(Society No.: PPM-020-14-16091999) (Incorporated in Malaysia)

**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; and
- (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.

**SUBSEQUENT EVENTS**

Details of subsequent events are disclosed in Note 23 to the financial statement.

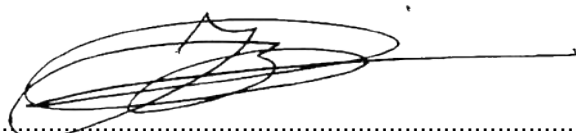
# PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)

(Society No.: PPM-020-14-16091999) (Incorporated in Malaysia)

## 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 2020 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: 31 May 2021

## STATUTORY DECLARATION BY TREASURER

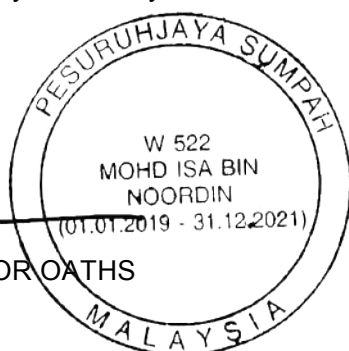
I, AR. MOHAMAD AYOF BIN BAJURI, being the Honorary Treasurer primarily responsible for the financial management of Persatuan Bantuan Perubatan Malaysia (Malaysian Medical Relief Society) (Mercy Malaysia), do solemnly and sincerely declare that the financial statements set out on the following pages are, 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 31 May 2021

)  
)  
)  
AR. MOHAMAD AYOF BIN BAJURI

Before me,

COMMISSIONER FOR OATHS



NO. 57-2, JALAN WANGSA DELIMA 5  
PUSAT BANDAR WANGSA MAJU (KLSC)  
53300 KUALA LUMPUR

**PERSATUAN BANTUAN PERUBATAN MALAYSIA  
(MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)**

(Society No.: PPM-020-14-16091999) (Incorporated in Malaysia)

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME  
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2020**

		<b>2020</b>	<b>2019</b>
	<b>Note</b>	<b>RM</b>	<b>RM</b>
<b>INCOME</b>			
Donations	5	59,066,442	11,071,247
Membership fee	6	290	1,910
Other income	7	386,240	349,514
		<u>59,452,972</u>	<u>11,422,671</u>
<b>LESS: EXPENSES</b>			
Charitable expenditure	8	(42,871,127)	(11,343,264)
Communication and fundraising expenses	9	(494,426)	(711,594)
Operating expenses	10	(1,442,980)	(1,078,326)
		<u>(44,808,533)</u>	<u>(13,133,184)</u>
<b>SURPLUS/ (DEFICIT) FOR THE FINANCIAL YEAR</b>		<u>14,644,439</u>	<u>(1,710,513)</u>

The accompanying notes form an integral part of the financial statements.

**PERSATUAN BANTUAN PERUBATAN MALAYSIA  
(MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)**

(Society No.: PPM-020-14-16091999) (Incorporated in Malaysia)

**STATEMENT OF FINANCIAL POSITION AS AT 31 DECEMBER 2020**

	<b>Note</b>	<b>2020 RM</b>	<b>2019 RM</b>
<b>ASSETS</b>			
<b>NON-CURRENT ASSET</b>			
Property, plant and equipment	11	304,630	290,803
<b>CURRENT ASSETS</b>			
Inventories	12	31,154	32,624
Other receivables	13	569,327	628,822
Cash and cash equivalents	14	<u>21,208,732</u>	<u>5,588,567</u>
		<u>21,809,213</u>	<u>6,250,013</u>
<b>CURRENT LIABILITY</b>			
Other payables	15	<u>1,520,934</u>	<u>592,346</u>
		<u>1,520,934</u>	<u>592,346</u>
<b>NET CURRENT ASSETS</b>		<u>20,288,279</u>	<u>5,657,667</u>
<b>NET ASSETS</b>		<u>20,592,909</u>	<u>5,948,470</u>
<b>FINANCED BY:</b>			
Charitable funds		<u>20,592,909</u>	<u>5,948,470</u>
<b>MEMBERS FUND</b>		<u>20,592,909</u>	<u>5,948,470</u>

The accompanying notes form an integral part of the financial statements.



**PERSATUAN BANTUAN PERUBATAN MALAYSIA  
(MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)**

(Society No.: PPM-020-14-16091999) (Incorporated in Malaysia)

**STATEMENT OF CHANGES IN CHARITABLE FUND  
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2020**

	<b>Note</b>	<b>2020 RM</b>	<b>2019 RM</b>
Balance as at 1 January		5,948,470	7,658,983
Surplus/(Deficit) for the year		<u>14,644,439</u>	<u>(1,710,513)</u>
Balance as at 31 December		<u>20,592,909</u>	<u>5,948,470</u>
<b>Charitable funds consist of:</b>			
Unrestricted funds		198,118	618,996
Reserved and sustainability fund		1,140,296	-
Restricted funds/(deficit):			
Bangladesh		778,726	1,071,227
Cambodia		8,393	4,072
Lebanon		82,286	-
Indonesia	16	437,500	(446,504)
Malaysia		12,401,319	1,464,306
Myanmar	16	400,545	(1,421,129)
Palestine		3,952,294	3,967,554
Philippines		739,354	-
Syria		206,698	519,038
Yemen		<u>247,380</u>	<u>170,910</u>
		<u>19,254,494</u>	<u>5,329,474</u>
		<u>20,592,909</u>	<u>5,948,470</u>

The accompanying notes form an integral part of the financial statements.

**PERSATUAN BANTUAN PERUBATAN MALAYSIA  
(MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)**

(Society No.: PPM-020-14-16091999) (Incorporated in Malaysia)

**CASH FLOW STATEMENT  
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2020**

	<b>Note</b>	<b>2020 RM</b>	<b>2019 RM</b>
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Surplus/(Deficit) for the year		14,644,439	(1,710,513)
Adjustments for:			
Depreciation of property, plant and equipment		83,516	86,539
Government subsidy		(151,200)	-
Interest income		<u>(50,989)</u>	<u>(54,383)</u>
Surplus/(Deficit) before working capital changes		14,525,766	(1,678,357)
Changes in working capital:			
Decrease in inventories		1,470	122,017
Decrease in other receivables		59,495	252,349
Increase/(Decrease) in other payables		<u>928,588</u>	<u>(567,335)</u>
Cash from/(used in) operating activities		15,515,319	(1,871,326)
Interest received		<u>50,989</u>	<u>54,383</u>
Net cash from/(used in) operating activities		<u>15,566,308</u>	<u>(1,816,943)</u>
<b>CASH FLOWS FROM INVESTING ACTIVITY</b>			
Purchase of property, plant and equipment	20	<u>(97,343)</u>	<u>(24,202)</u>
Net cash used in investing activity		<u>(97,343)</u>	<u>(24,202)</u>
<b>CASH FLOWS FROM FINANCING ACTIVITY</b>			
Proceeds from government subsidy		<u>151,200</u>	-
Net cash used in financing activity		<u>151,200</u>	-
Net increase/(decrease) in cash and cash equivalents		15,620,165	(1,841,145)
Cash and cash equivalents at beginning of the year		5,588,567	7,429,712
Cash and cash equivalents at end of the year	14	<u><u>21,208,732</u></u>	<u><u>5,588,567</u></u>

The accompanying notes form an integral part of the financial statements.

# PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)

(Society No.: PPM-020-14-16091999) (Incorporated in Malaysia)

## NOTES TO THE FINANCIAL STATEMENTS FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2020

### 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:

- i) 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	Reference to the Conceptual Framework (Amendments to MFRS 3 Business Combinations)	1 January 2022
MFRS 101	Classification of Liabilities as Current or Non-current (Amendments to MFRS 101)	1 January 2023
MFRS 116	Property, plant and equipment – Proceeds before Intended Use (Amendments to MFRS 116 property, plant and equipment)	1 January 2022

\* 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.

The accompanying notes form an integral part of the financial statements.

## PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)

(Society No.: PPM-020-14-16091999) (Incorporated in Malaysia)

### 3 SIGNIFICANT ACCOUNTING POLICIES

#### BASIS OF PREPARATION

The financial statements have been prepared on the historical cost basis, except for the revaluation of certain assets and liabilities.

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 it 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:-

	<b>Rate</b>
Air conditioner	20%
Computer and electronic data processing (EDP)	20%
Equipment	20%
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.



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**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);
- ii) Financial assets at fair value through other comprehensive income (FVOCI); and
- iii) Financial assets at fair value through profit or loss (FVPL).

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### 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
  - b) 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:
  - a) 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
  - b) 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.

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**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.

**3.3.1 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.

**3.3.2 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.

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### 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.

***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.



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**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.

**3.7.1 *Donation***

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

**3.7.2 *Interest income***

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

**3.8 FUND ALLOCATED AND USAGE**

As stated in Mercy Malaysia Constitution, the Society may utilize up to 30% of funds collected up to the first date of the financial year to run the Secretariat. Nevertheless, as a matter of practice, Mercy Malaysia as a non-profit organization will obtain an agreement with potential donors or sponsors to allow for a certain percentage to recover its core operating cost.

**3.9 SUSTAINABILITY RESERVE FUND**

The sustainability reserve fund is a designated fund set aside to support the organization's day to day operations in the event of unforeseen shortfalls that could impair Mercy Malaysia ability in managing the operations.

The fund will be build-up to an adequate level, ensuring that it is sufficient to sustain certain operating components of Mercy Malaysia towards a certain period.

The sustainability reserve fund is not intended to replace a permanent loss of funds or to support an ongoing budget gap.

The sustainability reserve fund serves as a dynamic role and will be viewed and adjusted in response to internal and external changes, subject to the review and approval by the committee overseeing and administering the fund.

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## 3 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

### 3.10 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.

### 3.11 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.

### 3.12 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:

	31 December 2020 RM	31 December 2019 RM
<b>Foreign currency:</b>		
1 US Dollar	4.0285	4.0995
1 Sri Lanka Rupee	0.0217	0.1005
1 Australian Dollar	3.1023	2.8709
1 Euro	4.9557	4.5929
100 Myanmar	0.3038	0.2785
1 Japanese Yen	0.0391	0.0377
100 Indonesian Rupiah	0.0287	0.0294
1 Philippine Peso	0.0839	0.0807
1 Singapore Dollar	3.0467	3.0407
1 Swiss Franc	4.5719	4.2320
1 Pound Sterling	5.4969	5.3763
1 Thai Bhat	0.1345	0.1371
1 India Rupee	0.0550	0.1364
1 Bangladesh Taka	0.0475	0.0517

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## 3 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

### 3.13 EMPLOYEE BENEFITS

#### 3.13.1 *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.

#### 3.13.2 *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**

	<b>2020 RM</b>	<b>2019 RM</b>
Unrestricted funds:-		
General Donation	5,351,774	1,838,283
Yasmin Ahmad fund	12,364	50,090
Zakat – Amil Fund	484,892	398,035
	<u>5,849,030</u>	<u>2,286,408</u>
Restricted funds:-		
Afghanistan	-	1,120
Bangladesh	807,598	1,180,453
Cambodia	48,000	11,735
Indonesia	442,945	296,710
Lebanon	167,001	-
Palestine	125,717	105,463
Philippines	759,306	201,365
Malaysia	46,228,288	4,176,635
Myanmar	3,235,361	2,352,877
Syria	164,868	159,446
Yemen	98,032	299,035
	<u>52,077,116</u>	<u>8,784,839</u>
Sustainability Reserve Fund	1,140,296	-
Total donation	<u>59,066,442</u>	<u>11,071,247</u>

**6 MEMBERSHIP FEE**

	<b>2020 RM</b>	<b>2019 RM</b>
Entrance fee	50	250
Life membership	-	1,000
Ordinary membership	240	660
	<u>290</u>	<u>1,910</u>



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## 7 OTHER INCOME

	2020 RM	2019 RM
Event	-	51,248
Government subsidy	151,200	-
Training fee	8,939	119,090
Internal project	135,236	74,989
Interest received	54,201	57,685
Sale of merchandise	245	428
Other	36,419	46,074
	<u>386,240</u>	<u>349,514</u>

## 8 CHARITABLE EXPENDITURE

	2020 RM	2019 RM
Afghanistan	7,216	28,893
Bangladesh	1,100,099	1,492,686
Cambodia	43,680	7,663
Indonesia	-	928,395
Laos	-	2,651
Lebanon	84,715	-
Malaysia	35,790,368	4,368,285
Myanmar	5,033,424	3,774,006
Palestine	140,979	218,087
Philippines	171,876	331,371
Syria	477,208	62,612
Yemen	21,562	128,615
	<u>42,871,127</u>	<u>11,343,264</u>

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**9 COMMUNICATION AND FUND RAISING EXPENSES**

	<b>2020 RM</b>	<b>2019 RM</b>
Accommodation	84	4,918
Advertisement and promotion	5,454	4,036
Air fare	346	4,626
Allowance (Note 19)	63,651	8,899
Bank charges	69,168	33,107
Disposal of fixed asset/stock	-	2,199
EPF (Note 19)	26,430	55,498
Food and beverages	209	3,278
Gift and souvenir	5,041	3,582
Loss on foreign exchange	-	1
License for commercial rental	-	122
Medical (Note 19)	2,189	5,639
Membership fee	904	856
Mission volunteer pack	-	9,988
Other expenses	-	294
Postage and courier	554	1,035
Printing and stationeries	20,805	11,669
Professional fee	68,249	35,014
Publication expenses	6,083	6,650
Repair and maintenance - IT maintenance	6,026	26,980
Salaries, allowances and wages (Note 19)	212,546	473,970
SOCSSO (Note 19)	2,831	5,295
Small equipment	1,940	5,151
Sales and service tax	1,541	1,436
Training	-	1,085
Travelling and transportation	375	6,266
	<u>494,426</u>	<u>711,594</u>

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**10 OPERATING EXPENSES**

	<b>2020 RM</b>	<b>2019 RM</b>
Accommodation	3,392	20,189
Advertisement and promotion	2,730	6,000
Air fare	5,040	25,978
Audit fee	16,000	14,400
Allowance (Note 19)	20,831	42,778
Bank charges	10,693	6,966
Depreciation of property, plant and equipment	44,122	49,698
EPF (Note 19)	60,044	25,330
Food and beverages	8,124	15,122
Gift and souvenir	100	957
Grant for Mercy Malaysia United Kingdom	-	60,307
Hotel ballroom/Venue expense	1,200	2,000
Insurances	118,719	122,100
Medical (Note 19)	7,061	5,203
Membership fee	20,401	19,697
Mission volunteer pack	-	228
Office rental	101,158	122,148
Photocopy machine rental	5,300	5,700
Postage and courier	1,225	731
Printing and stationeries	7,953	23,633
Professional fee	2,238	180
Repair and maintenance - IT maintenance	32,273	1,446
Repair and maintenance - motor vehicle	2,837	1,308
Repair and maintenance - office	6,631	2,738
Repair and maintenance - office equipment	409	602
Realised loss on foreign exchange	403,315	197,875
Road tax and insurance	2,488	209
Small equipment	1,446	264
Salaries, allowances and wages (Note 19)	494,799	227,957
SOCSSO (Note 19)	6,183	2,913
Sales and service tax	1,265	756
Staff uniform	-	546
Staff welfare	159	6,860
Telephone, fax and internet	31,528	35,172
Training	4,826	6,322
Travelling and transportation	3,513	6,228
Utilities	14,977	17,724
Visa	-	61
	<b>1,442,980</b>	<b>1,078,326</b>

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**11 PROPERTY, PLANT AND EQUIPMENT**

	<b>As at 1 January 2020 RM</b>	<b>Additions RM</b>	<b>Disposals RM</b>	<b>As at 31 December 2020 RM</b>
<b><u>Cost</u></b>				
Air conditioner	9,295	-	-	9,295
Computer and EDP	961,467	73,519	-	1,034,986
Equipment	8,000	-	-	8,000
ERU - Asset equipment	317,336	20,593	-	337,929
Furniture and fittings	37,296	-	-	37,296
Medical equipment	88,853	-	-	88,853
Motor vehicle	554,182	-	-	554,182
Office equipment	96,518	3,231	-	99,749
Renovation	10,884	-	-	10,884
Security equipment	9,000	-	-	9,000
	<b>2,092,831</b>	<b>97,343</b>	<b>-</b>	<b>2,190,174</b>

	<b>As at 1 January 2020 RM</b>	<b>Charges for the financial year RM</b>	<b>Disposals RM</b>	<b>As at 31 December 2020 RM</b>
<b><u>Accumulated Depreciation</u></b>				
Air conditioner	9,291	-	-	9,291
Computer and EDP	927,520	25,774	-	953,294
Equipment	7,982	16	-	7,998
ERU - Asset equipment	139,526	34,455	-	173,981
Furniture and fittings	37,250	-	-	37,250
Medical equipment	73,025	2,400	-	75,425
Motor vehicle	527,355	11,389	-	538,744
Office equipment	60,202	9,482	-	69,684
Renovation	10,879	-	-	10,879
Security equipment	8,998	-	-	8,998
	<b>1,802,028</b>	<b>83,516</b>	<b>-</b>	<b>1,885,544</b>



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**11 PROPERTY, PLANT AND EQUIPMENT (CONTINUED)**

	<b>2020</b>	<b>2019</b>	<b>Depreciation charge 2019</b>
	<b>RM</b>	<b>RM</b>	<b>RM</b>
Carrying Amounts			
Air conditioner	4	4	109
Computer and EDP	81,692	33,947	27,772
Equipment	2	19	1,600
ERU - Asset equipment	163,948	177,809	32,623
Furniture and fittings	46	46	-
Medical equipment	13,428	15,828	174
Motor vehicle	15,438	26,827	14,780
Office equipment	30,065	36,316	9,481
Renovation	5	5	-
Security equipment	2	2	-
	<u>304,630</u>	<u>290,803</u>	<u>86,539</u>

Cost of net book value assets RM 1 still in use at year end:

	<b>2020</b>	<b>2019</b>
	<b>RM</b>	<b>RM</b>
Air conditioner	9,295	9,295
Computer and EDP	894,901	812,726
Furniture and fittings	37,296	37,296
Medical equipment	72,853	72,853
Motor vehicle	497,239	497,239
Office equipment	19,215	18,306
Renovation	10,884	10,884
Security equipment	9,000	9,000
	<u>1,550,683</u>	<u>1,467,599</u>

**12 INVENTORIES**

	<b>2020</b>	<b>2019</b>
	<b>RM</b>	<b>RM</b>
At cost:		
Merchandise	17,550	19,020
Mobile clinic	13,604	13,604
	<u>31,154</u>	<u>32,624</u>

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**13 OTHER RECEIVABLES**

	<b>2020 RM</b>	<b>2019 RM</b>
Other receivables	102,200	155,929
Deposit	163,851	89,819
Prepayment	156,612	249,396
Advance to mission members and basecamp	146,664	133,678
	<u>569,327</u>	<u>628,822</u>

**14 CASH AND CASH EQUIVALENTS**

	<b>2020 RM</b>	<b>2019 RM</b>
Cash in hand	303,660	347,736
Cash at bank	19,470,226	3,856,974
Deposits with licensed banks	1,434,846	1,383,857
	<u>21,208,732</u>	<u>5,588,567</u>

**15 OTHER PAYABLES**

	<b>2019 RM</b>	<b>2019 RM</b>
Other payables	154,997	147,752
Accruals	1,365,937	444,594
	<u>1,520,934</u>	<u>592,346</u>

**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.

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**17 SUSTAINABILITY RESERVE FUND**

	<b>2020 RM</b>	<b>2019 RM</b>
Balance as at 1 January	-	-
Addition during the year	1,140,296	-
Utilisation during the year	-	-
Balance as at 31 December	<u>1,140,296</u>	<u>-</u>

**18 INCOME TAX EXPENSE**

The Society has been granted approval for tax exemption under Section 44(6) of the Income Tax Act, 1967.

**19 STAFF COSTS (NOTE 9 & 10)**

	<b>2020 RM</b>	<b>2019 RM</b>
EPF and SOCSO	95,488	89,036
Medical	9,250	10,842
Salaries and allowances	<u>791,827</u>	<u>753,604</u>
	<u>896,565</u>	<u>853,482</u>
Number of employees (excluding Executive Council) at the end of financial year	<u>49</u>	<u>46</u>

**20 PURCHASE OF PROPERTY, PLANT AND EQUIPMENT**

	<b>2020 RM</b>	<b>2019 RM</b>
Purchases of property, plant and equipment	97,343	24,202
Less: Purchases made directly by finance lease	-	-
Purchases of property, plant and equipment by cash	<u>97,343</u>	<u>24,202</u>

**PERSATUAN BANTUAN PERUBATAN MALAYSIA  
(MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)**

(Society No.: PPM-020-14-16091999) (Incorporated in Malaysia)

**21 FINANCIAL INSTRUMENTS**

**21.1 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.

**21.2 NET GAINS AND LOSSES ARISING FROM FINANCIAL INSTRUMENT**

	<b>2020 RM</b>	<b>2019 RM</b>
Deposits placed in a licensed bank	50,989	54,383
Cash and cash equivalent	<u>3,200</u>	<u>3,241</u>
	<u><u>54,189</u></u>	<u><u>57,624</u></u>

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

	<b>Carrying amount RM</b>	<b>AC RM</b>
<b><u>2020</u></b>		
<b>Financial assets</b>		
Other receivables	412,715	412,715
Cash at bank	19,773,886	19,773,886
Fixed deposit	<u>1,434,846</u>	<u>1,434,846</u>
	<u><u>21,621,447</u></u>	<u><u>21,621,447</u></u>
<b>Financial liabilities</b>		
Other payables	<u>1,520,934</u>	<u>1,520,934</u>
<b><u>2019</u></b>		
<b>Financial assets</b>		
Other receivables	379,426	379,426
Cash at bank	4,204,710	4,204,710
Fixed deposit	<u>1,383,857</u>	<u>1,383,857</u>
	<u><u>5,967,993</u></u>	<u><u>5,967,993</u></u>
<b>Financial liabilities</b>		
Other payables	<u>592,346</u>	<u>592,346</u>



## PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)

(Society No.: PPM-020-14-16091999) (Incorporated in Malaysia)

### 22 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:

#### 22.1 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.

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.

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

#### 22.2 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 charitable and operating activities. Prudent liquidity risk management implies maintaining sufficient cash flow and the availability of continuous funding from corporate and public according to the Society's charitable projects. Due to the dynamic nature of the underlying operation, the Society aims at maintaining sufficient unrestricted funds.

	Note later than 1 year or on demand RM	1 - 5 year RM	Over 5 year RM	Total RM
<b>2020</b>				
Other payables	<u>1,520,934</u>	<u>-</u>	<u>-</u>	<u>1,520,934</u>
<b>2019</b>				
Other payables	<u>592,346</u>	<u>-</u>	<u>-</u>	<u>592,346</u>

## PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)

(Society No.: PPM-020-14-16091999) (Incorporated in Malaysia)

### 22 FINANCIAL RISK MANAGEMENT OBJECTIVES AND POLICIES (CONTINUED)

#### 22.3 MARKET PRICE RISK (CONTINUED)

##### 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:

	<b>Note</b>
Other receivables	13
Other payables	15

#### 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.

### 23 SUBSEQUENT EVENTS

On 13 January 2021, due to the developing pandemic situation of the Covid-19, the Government of Malaysia has imposed a layered Movement Control Order nationwide that significantly impacted the business and economic activities varied between states. Further, the Government of Malaysia has been granted a consent from the Ruler of Malaysia and declared that the country is in the state of emergency until 1 August 2021.

As at the date of authorisation of the financial statements, the Society is unable to reasonably estimate the financial impact of these events on their financial position, results of operations of cash flows in the next financial period due to the uncertainty of the future outcome of the current events. It is however certain that the worldwide measures against the spread of the Covid-19 will have direct and indirect effects on its operations.

The Society will continuously monitor the impact of Covid-19 on its operations and financial performance and will be taking appropriate and timely measures to minimise the impact of the outbreak on the Society's operations.



DELIVERING MEANINGFUL HUMANITARIAN ACTION

*Get Involved*

WE CAN'T DO THIS WITHOUT YOU



“

You give but little when you give of  
your possessions. It is when you give of  
yourself that you truly give.

KAHLIL GIBRAN

”

Every year, over 62 million people across the world provide nonprofits their time in the form of volunteerism. These volunteers provide on average 8 billion hours of service. How Super!

*Why?* Simply because... we cannot do this without you!

At the same time, there's something truly special about being able to contribute to the greater good. Volunteerism has been shown to improve a volunteer's mood, decrease stress, and increase strength.

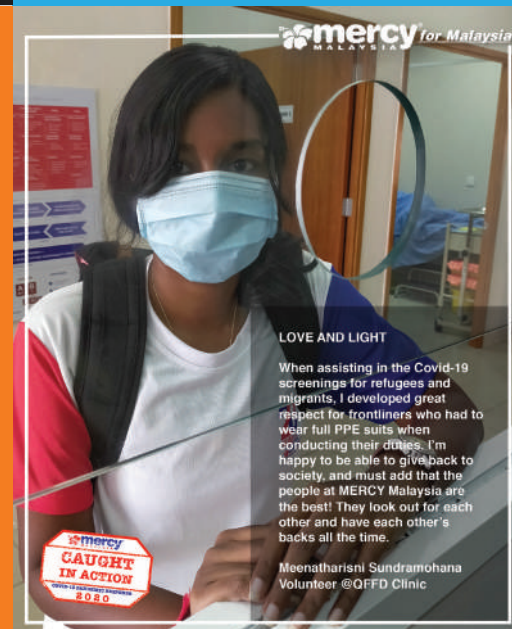
*What?* You must be eighteen (18) years or above, and abide by MERCY Malaysia's vision and mission.

Whatever your skills, we need you. Volunteers assist MERCY Malaysia in various ways - you can be helping out in administrative work at the Headquarters and during events, or be assigned on field missions to disaster-affected areas. Volunteers deployed for missions on the field will need to undergo training to equip themselves with the necessary skills to stay safe and maximise their contribution to the mission.

*How?* Scan to embark on your journey to make a difference, or simply to find out more.







# Get Involved

## VOLUNTEERS

### Priceless!

**Name** : Rowena Rahman  
**What you do** : Account Manager  
**Volunteer since** : August 2020  
**Mission/s** : COVID-19 Response, PPE Sewing, Mobile Clinics, ToT School Preparedness, PFA, Climate Change Programme (with UNICEF), Mental Health Programmes, etc.  
**Impactful memory** : Witnessing the moving and heart-warming responses of gratitude response from immediate beneficiaries - something that money or power cannot buy.

**Why others should do it too**: Help make the world a better place, sleep better at night, good example to children to do things without expecting returns and is good for your social and mental health. MERCY Malaysia has beautiful people and environment, and they take amazing care of their volunteers (food and well-being). I learnt a lot of new skills, experienced amazing teamwork, and totally enjoyed the experience.



### Personal growth!

**Name** : Nordiyana Yusoff  
**What you do** : Registered Nurse  
**Volunteer since** : 2020  
**Mission/s** : PPE Sewing, Flood Response  
**Impactful memory** : Help B40 generate income and help frontliners get crucial supply of PPE during the COVID-19 pandemic.

**Why others should do it too**: Volunteering helps us learn different things about people and cultures which contributes to both our personal and professional growth.



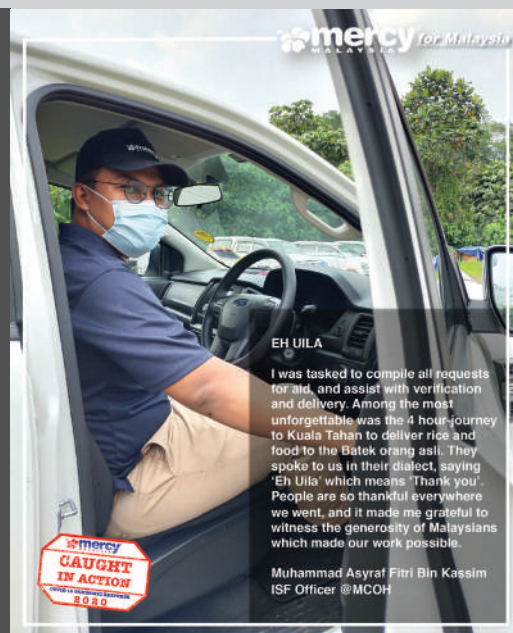
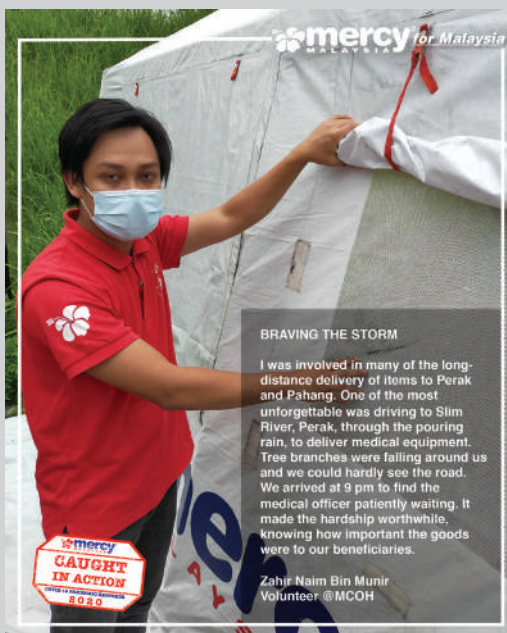
### Got my life back!

**Name** : Nur Shahidah Muhammad Hapis  
**What you do** : Full-time student  
**Volunteer since** : 2020  
**Mission/s** : HSA & OSCAC Bukit Indah COVID-19 Response, Flood Response  
**Impactful memory** : Volunteering has given me my life back. The feeling of giving back and contributing to the community is unparalleled. It made me realise that the purpose of living is not just for myself, but also for others. Little did I know, getting myself involved in volunteering has brought new light into my life, where I made new circles of friends and gained back my confidence. I feel like I can finally fit in. Volunteering has given me a chance to achieve goals, have something to look forward to and the most important part, it has given me back a sense of achievement.

**Why others should do it too**: To give something back to the community that has an impact on a person's life either direct or indirectly.







Knowing that the little we have done  
has made a difference to someone's  
life is worth more than anything  
money can buy.

TAN SRI DR. JEMILAH MAHMOOD

## Fulfilling!

**Name** : Halimatul Sa'adiah Abdul Razak  
**What you do** : Teacher  
**Volunteer since** : 2014  
**Mission/s** : COVID-19 Response (including swabbing with MOH), PPE Sewing, Mobile Clinics

**Impactful memory** : Driving and delivering food packs.

**Why others should do it too** : It forces you to step outside of your comfort zone and learn new skills. More importantly, it expands your networking and you end up making lifelong like-minded friends. It's such a fulfilling experience to know that our small contribution actually impacts others in a big way.



## Pure Satisfaction!

**Name** : Siti Royany Ariff  
**What you do** : Staff Nurse  
**Volunteer since** : 2005  
**Mission/s** : COVID-19 Response, Mobile Clinics, Flood Response, International Missions, WASH Projects

**Impactful memory** : Earthquake response at Pariaman, Indonesia.

**Why others should do it too**: Volunteering is something that cannot be forced. It really depends on the individual self, intention, and will. I personally volunteer out of interest and self-satisfaction. I like to see my efforts impact someone else's quality of life - that is real satisfaction. Helping without expecting anything in return is SATISFACTION.



## Being human!

**Name** : Airen Chittu  
**What you do** : Online business  
**Volunteer since** : 2018  
**Mission/s** : Flood Response, COVID-19 Response HSA March 2020 till now.

**Impactful memory** : I understand clearly the feeling of being hopeless and submitting ourselves to fate, and how meaningful it is when help comes. Offering aid and helping those in need may seem difficult, but I have learnt that even a small giving hand can help to ease a burden. It really does mean a lot and brings an abundance of hope to the people who need it. When we give help to a person it is like giving them light in darkness - and to be the one who is helping makes my life more meaningful.

**Why others should do it too**: To become human for another human.






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MALAYSIA

## CAPTURING THE ACTION

My camera lens allowed me to capture hidden beauty behind the Covid-19 pandemic. Social distancing kept people apart physically, but bound our hearts closer together like never before. Photos of our colleagues and volunteers working hand-in-hand with government agencies to assist affected communities portrayed the strength and solidarity of Malaysians from all walks of life.

Herman Abdullah  
Senior Field Communications Officer  
@HQ



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## KEEP CALM AND HAVE FAITH

The Malaysian Ministry of Health  
has done an awesome job  
curbing the spread of COVID-19.  
Let's play our part in spreading only  
MOH updates


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## NO CONTRIBUTION IS TOO SMALL

Spending so much time and effort sewing a 'disposable' item which is used just for a few hours and discarded seems like a senseless activity. But it reaffirms the fact that everyone can and should contribute so that society can continue to thrive. Together we can, and we will, win this battle against Covid-19.

Anas Khairul Fazlan  
Volunteer @PPE sewing project



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## DUDUK RUMAH DAN JAGA JARAK

Jaga jarak (social distancing)  
dengan orang di sekeliling jika perlu  
keluar atas urusan membeli barang  
keperluan dan lain-lain


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## CHANGING PERSPECTIVES

The Covid-19 pandemic made me see life differently. In my practice as an esthetic doctor, ringgit and sen are always a priority. As a volunteer for the Covid-19 screenings for migrant populations, there is no revenue but the satisfaction is immense. Nobody judges anyone by their clothes or car, and there is no competition except with our own selves. Everyone takes care of each other, and we all feel at home with MERCY Malaysia.

Dr Julie Tang  
Volunteer @QFFD Clinic



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## DUDUK RUMAH DAN JANGAN PANIK

Dapatkan info yang sahih dari  
sumber yang betul dan elakkan  
kongsi berita palsu daripada  
WhatsApp dan media sosial


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## AGE DOES NOT MATTER

In a way, Covid-19 is a blessing because it gave people the chance to reflect on their lives. At 58, I would never have guessed that I would learn to sew using an industrial machine, taught by someone 30 years younger than me! I'm grateful for the opportunity to be involved in this response, and had so much fun with people from all kinds of age and backgrounds in the sewing team.

D.Gunasegaran  
Volunteer @PPE sewing project



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## DUDUK RUMAH DAN JANGAN BALIK KAMPUNG

Telefon saudara mara dan keluarga  
anda untuk bertanya khabar


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## USAHA ITU IBADAH

Saya melakukan kerja bersama MERCY Malaysia ikhlas kerana Tuhan. Kami tidak mengharapkan sebarang balasan kerana saya berjuang demi negara dan rakyat Malaysia yang tercinta. Saya gembira melihat semua yang terlibat dalam projek ini sama-sama bangkit dan bersatu hati memerangi pandemik Covid-19 dengan apa sahaja cara yang mereka mampu.

Abdul Muhaimin Bin Azinudin  
Volunteer @PPE sewing project



“

“Services to others is the rent you pay for your room here on Earth.”

MUHAMMAD ALI

”

## Expand horizons!

**Name** : Alia Emira Ismail  
**What you do** : PR and Digital Marketing  
**Volunteer since** : 2020  
**Mission/s** : COVID-19 Response, Mobile Clinics  
**Impactful memory** : Developing a friendship with the Afghan community.  
**Why others should do it too**: To give back to the society.



## Altruism!

**Name** : Dahlina Daut Mohmud  
**What you do** : Senior Editor  
**Volunteer since** : 2020  
**Mission/s** : COVID-19 Response, Mobile Clinics  
**Impactful memory** : Witnessing the numbers of young people selflessly volunteering and distributing aid during a time of crisis.  
**Why others should do it too**: It allows you to give something of yourself towards the betterment of others - it's the most honourable act.

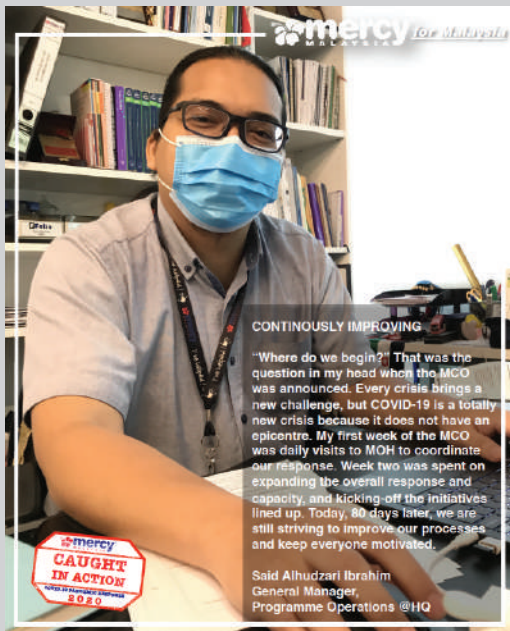


## Many doors open when you say Yes!

**Name** : Carmen Liew  
**What you do** : Pharmacist  
**Volunteer since** : 2019  
**Mission/s** : PPE Sewing, Mobile Clinics, Vaccination Clinic for Refugees, QFFD Mobile Clinic  
**Impactful memory** : There was a father who kept thanking me when I dispensed the medicine for his child. His humble gesture and the look in his eyes was full of gratitude, and my belief in “kindness is free for all beings” was once again being strengthened. The law of life is “we sow and we get”. In volunteerism, we don't cant get any material gain when helping others who need us, but we definitely receive heartfelt “rewards” which will forever be etched in our hearts and minds.  
**Why others should do it too**: One should never say no to joining a good cause. All doors shut when we say no. On the flip side, when one says YES to volunteering, a door or many doors will open. What I mean is that volunteering exposes you to different colours of life, and you learn many meaningful lessons throughout the journey.







# Get Involved

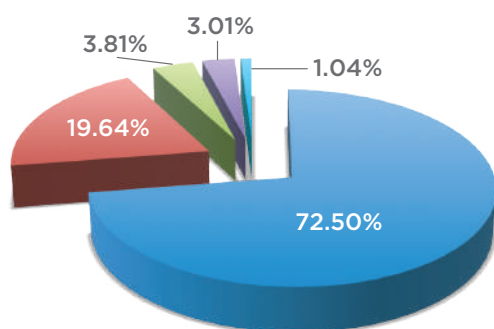
## BE A MEMBER, DONATE OR FUNDRAISE

As a non-profit and non-governmental organisation, MERCY Malaysia relies solely on funding and donations from organisations, corporations and individuals to continue our work. No matter how big or small, your contribution can make a difference in someone's life.

We welcome partnerships and collaborations with individuals or corporations who share our vision and commitment to humanitarian work. Fundraising is conducted throughout the year to support our emergency relief and other developmental programmes, not only when a disaster takes place.

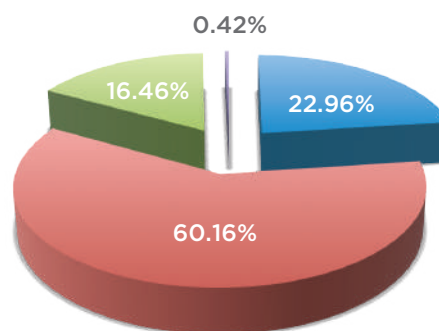
As part of our Humanitarian Accountability Framework, MERCY Malaysia subscribes to the principles of financial transparency. Our audited financial statements are published in our Annual Report (available on the website), and we hold ourselves accountable to our donors and beneficiaries.

## WHERE DO THE FUNDS COME FROM



- Medical & Health Related (RM31 mil)
- Food Security & Nutrition (RM8.4 mil)
- Disaster Preparedness (RM1.6 mil)
- Water, Sanitation & Hygiene - WASH (RM1.2 mil)
- Livelihood (RM0.4 mil)

Source: Financial Review 2020



- International Organisation (RM13.5 mil)
- Private Sector (RM35.5 mil)
- Public (RM9.7 mil)
- Others (RM0.2 mil)

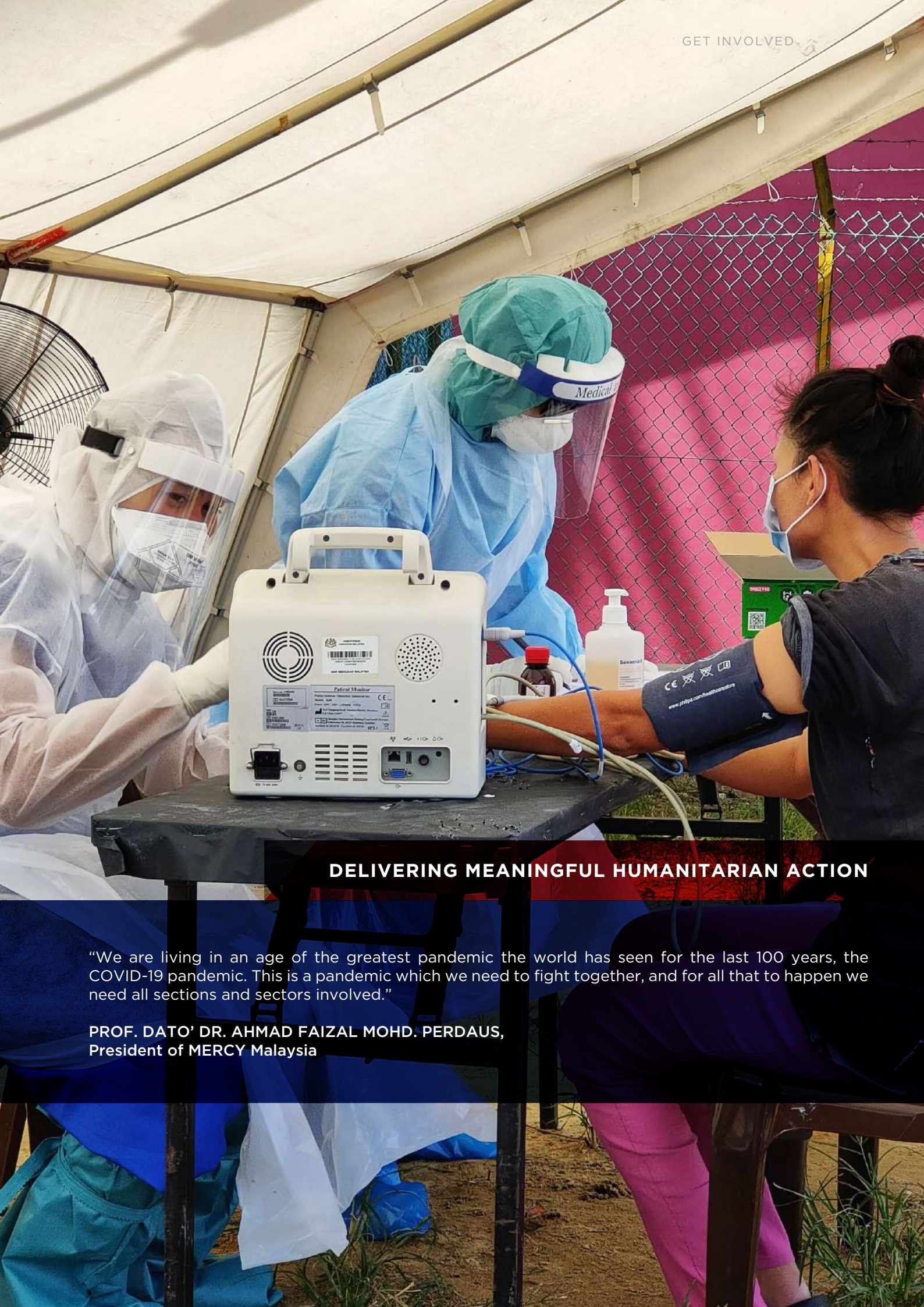
Source: Financial Review 2020

## WHERE DOES THE MONEY GO

One cannot separate the health of the individual, from the health of the community, from the health of the world.

PATCH ADAMS





## DELIVERING MEANINGFUL HUMANITARIAN ACTION

“We are living in an age of the greatest pandemic the world has seen for the last 100 years, the COVID-19 pandemic. This is a pandemic which we need to fight together, and for all that to happen we need all sections and sectors involved.”

**PROF. DATO' DR. AHMAD FAIZAL MOHD. PERDAUS,**  
President of MERCY Malaysia



## ***SINCERE THANKS***

MERCY Malaysia's Annual Report 2020 was prepared by the Communications and Strategic Engagement Department based on the overall guidance of the Executive Committee with inputs from the various departments, chapters and offices of MERCY Malaysia.

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# READ THE FULL ANNUAL REPORT AND FINANCIAL STATEMENTS 2020

As a registered society, we are governed by the Societies Act and the Constitution of MERCY Malaysia. The Annual Report of MERCY Malaysia fulfils the requirement of the Societies Act (1966) for a report from the operations and financial statements to be made public and tabled at our Annual General Meeting (AGM). This Annual Report covers the period January to December 2020 to align with the financial statements for the same period.

The full version of the Annual Report and Financial Statements 2020 is available on MERCY Malaysia's website: <https://www.mercy.org.my/annual-reports/>

Read the Annual Report on your smart device or screen  
by scanning the QR code.





# SERINGGIT SEHARI

a donation drive by MERCY Malaysia

**Support our work  
with just RM1 a day!**  
*#mercymalaysia #seringgitsehari*

***Disaster response • Emergency medical aid  
Recovery after disaster • Developmental aid  
Disaster preparedness • Refugee aid programmes  
Water, Sanitation Hygiene (W.A.S.H.)  
Urban poor programmes***

***All donations are tax-exempt.***

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