



Cover rationale:

MERCY Malaysia mobilised emergency ICU assets and expertise to alleviate acute shortages in COVID-19 ICU care at several main public hospitals around Malaysia under the Hospital Surge Capacity Support Project.

Cover shows our people setting up the Labuan Field Hospital in June 2021, (the first NGO to construct a field hospital in Malaysia), aimed at augmenting critical care facilities in the management of category 3, 4 and 5 COVID-19 patients. To further accelerate the preparation of the field hospital to be COVID-19 ICU-ready, MERCY Malaysia also deployed an Emergency Medical Team (EMT) to provide non-intensivist training on the management of critically-ill patients for the Labuan Hospital medical personnel.

"Multi-dimensional collaboration is the key to success...
The future of integration is the only way to go for humanity."

- Professor Dato' Dr. Ahmad Faizal Mohd Perdaus -

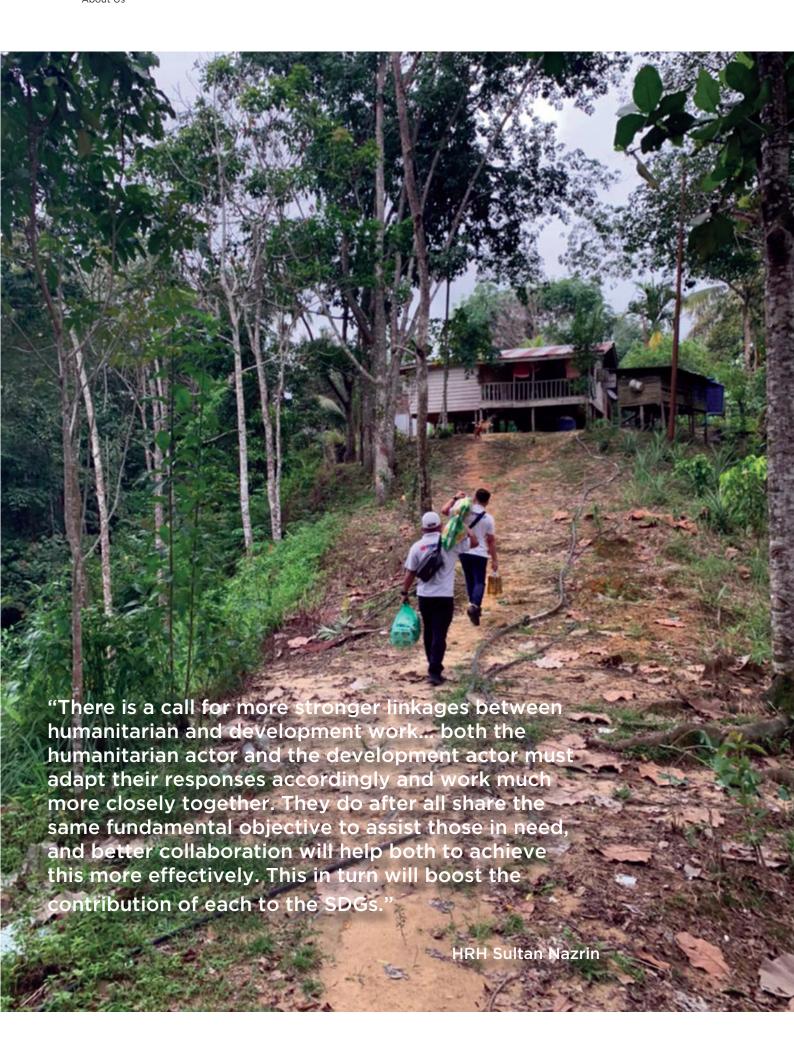








01	About Us	
	Royal Patron	3
	President's Message	5
	Executive Director's Message	7
	Board of Trustees	8
	Executive Council	10
02	Strategic	
	Commitments	
	Strategic Commitments	14
	Geographical Presence	16
	Strategic Framework	18
	Affiliations	19
	Approach	21
	Strategic Objectives	22
03	2021: Year in	
	Review	
	Executive Summary	24
	Financial Summary	36
	Year in Review: Highlights	40
	Year in Review: Operational Framework	52
	Our Work: Malaysia	54
	Our Work: International	82
	Donors and partners	91
04	Our People	
	MERCY Malaysia Team	94
	Society Members	102
	Volunteers	106
05	Financial Statements	110
06	Get Involved	138





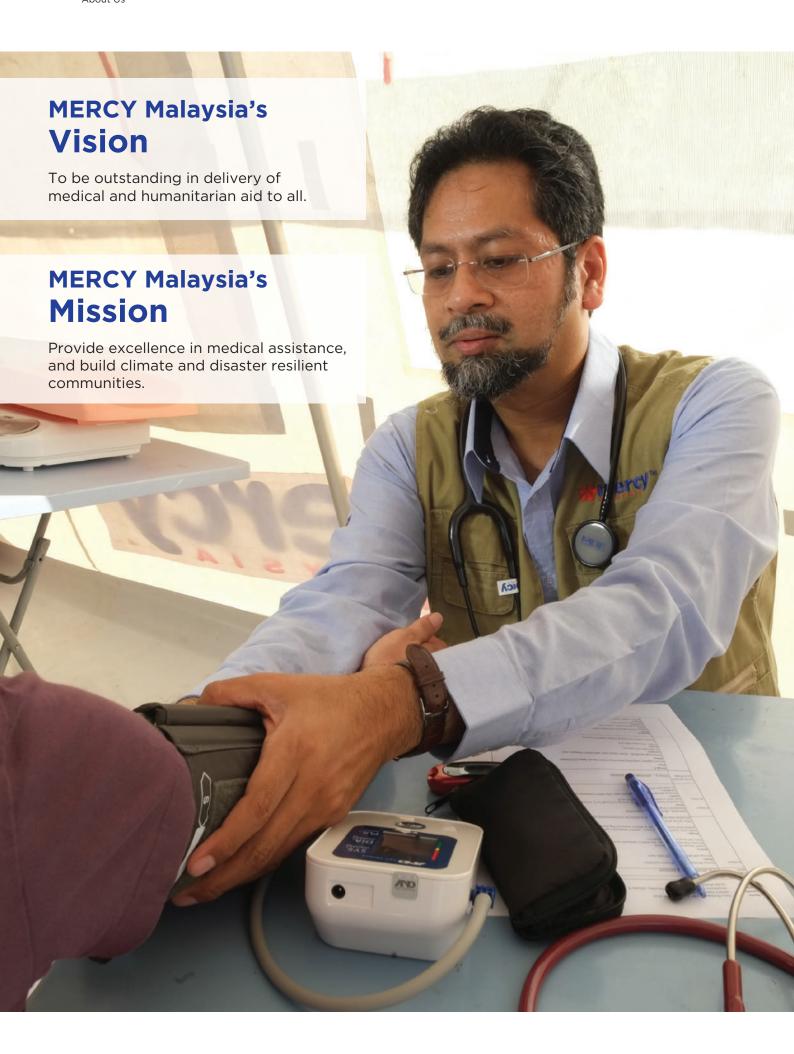
Royal Patron

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 from the President

The year in review has brought to the fore critical global concerns. Protracted health issues due to the COVID-19 pandemic, socio-economic instabilities and conflicts, as well as intensified climate-related shocks, have deepened vulnerabilities around the world. As if communities are not already in dire situation and suffering, the price of inaction is paid with lives and livelihoods.

Each disaster presents a unique lesson to MERCY Malaysia that requires careful evaluation and lessons learned. We realise that there are coordination gaps between project-based development and humanitarian interventions, resulting in unmet needs for the most vulnerable people.

As previously reported, we embarked on a new blueprint in the form of the MERCY Malaysia Strategic Plan 2021-2030, creating a bridge to a bigger and bolder mission. This involves establishing holistic strategic objectives encompassing (i) Impactful Humanitarian and Development Programmes, (ii) Resource Optimisation, (iii) Sustainable and Diversified Financing, and (iv) Leadership and Advocacy. 2021 marks the first year of its implementation.

As part of the Strategic Plan, we began to adopt the Humanitarian-Development Nexus (HDN) framework that focuses on solutions needed to coherently address community's vulnerability before, during and after crises. This is done through three key pillars – emergency health, humanitarian health and developmental health.

Operations-wise, 2021 was an extremely busy year for MERCY Malaysia - rendering integrated services on health and medical relief as well as building resilient communities.

Undoubtedly, everyone wishes to see the end of the COVID-19. Unfortunately, the virus continues to spread and mutate, and the world faces a prolonged pandemic. MERCY Malaysia stepped up support in COVID-19 case management not only through the COVID-19 Assessment Centres (CACs) and Quarantine and Treatment Centre (PKRCs), but in devising the Hospital Surge Capacity Support Plan to mitigate COVID-19 patient overload at public hospitals.

As the COVID-19 vaccination programme began to roll out in Malaysia, MERCY Malaysia participated in multilateral channels to help the nation control and prevent the spread of the virus, providing access to vaccines especially to vulnerable and out of reach groups, thus accelerating the National Recovery Plan.

Towards the end of 2021, the nation was tested by the tropical depression rainfall causing one of the worst floods to ever hit Peninsular Malaysia. Despite MERCY Malaysia being ready for the Northeast Monsoon (MTL), nothing prepared us for the impact severity and its causes. This serves as a harsh reminder that climate crisis cannot be ignored, as disaster after disaster wreak havoc at a scale that the frontliners and humanitarian community grapple to manage.

On a positive note, the year in review has seen a powerful coming-together of actors in the humanitarian space, very much in line with the HDN approach of collaboration, coherence and complementarity. In efforts to continue serving those in need, MERCY Malaysia's role as a leading humanitarian organisation in Malaysia and the region has seen us tapping into our strong affiliations and networks that have been honed over years of community service and nation building. In the course of delivering critical humanitarian aid and medical assistance, we continue to work with regional aid organisations and partners to provide safe access to at-risk, vulnerable and hardto-reach communities. We also work with the local government units and private sector to provide solutions and proactive actions to combat social and climate challenges.

Moving forward, MERCY Malaysia is exploring the use of technology such as the Geographic Information System, Remote Sensing, Internet of Things and Big Data to provide comprehensive and effective relief and assistance. In addition, one welcome trend observed in the humanitarian space is the development of tech-driven innovations in the financing of humanitarian projects, including the use of fintech, insurance and blockchain, as well as emphasising more on Islamic Social Financing. These innovations can bring positive benefits and impact on MERCY Malaysia's work. Our Board of Trustees and EXCO members are among those who call for MERCY Malaysia to embrace the use and expand the potential of technology to help enhance the organisation's operational excellence and financial sustainability.

On the subject of sustainable funding, it empowers us to be the first to respond to emergencies in Malaysia and the region as well as enable us to provide long-term and impactful aid. Sustainable funding encourages us to be proactive in promoting preparedness and building resilience of vulnerable and at-risk communities. Hence, inspiring support for sustainable funding will be an important focus for MERCY Malaysia.

The support from donors and partners who share our mission and aspirations have been overwhelming. Thank you for your generosity and solidarity.

MERCY Malaysia aims to solidify our stewardship in humanitarian response and sustainable development action especially in the Global South. We strongly believe that leveraging our strengths and experience, as well as astute collaboration and innovation, we are on course in improving the lives of communities affected by humanitarian crises. We will **Recover Better, Together.**

Professor Dato' Dr. Ahmad Faizal Mohd Perdaus President



Message from the Acting Executive Director

When push comes to shove, I am proud to say that MERCY Malaysia delivers and lives up to its name as a leading humanitarian organisation in the region.

Looking back, the COVID-19 pandemic has again challenged global humanitarian needs in 2021, further amplified by climate crises and conflicts. Nonetheless, despite the stresses and challenges of coordinating emergency and humanitarian assistance with minimal physical interaction and navigating restricted environment due to movement control orders, border closures and tight SOPs, MERCY Malaysia staff and volunteers still provided unwavering responses. All in all, we delivered over 50 projects, encompassing 40 in Malaysia and 12 Internationally reaching out to over hundreds of thousands of beneficiaries.

MERCY Malaysia's achievements are only possible with the support of our donors, funders, and partners - corporate, individuals, institutions and government. Thus, this Annual Report acknowledges the important role played by our strategic partners who have provided crucial funding and guidance, allowing MERCY Malaysia to continue doing our work, delivering impact, and helping to build sustainable development especially for at-risk and vulnerable communities. We would also like to share the 2021 financial statement, being our accountability towards the utilisation and governance of funds.

Aligning our mandate on health, MERCY Malaysia's tireless teams has helped increase the country's health care capability to manage and treat the stark increases in the number of COVID-19 cases across the country. Using funds contributed by generous corporate supporters, MERCY Malaysia's Hospital Surge Capacity programme was able to procure and deliver millions of ringgit worth of medical equipment to hospitals and healthcare facilities in around Malaysia. Combined with experiences and expertise of medical and non-medical personnel, field hospitals were set up, existing hospitals wards were converted and upgraded to COVID-19 ICU wards, training and awareness campaigns

Supporting the country's vaccination efforts formed a significant part of MERCY Malaysia's 2021 work agenda. Our dedicated teams of medical and non-medical volunteers were mobilised to serve at vaccination centres and conduct door-to-door vaccination outreach. This provided the much-needed support to the COVID-19 Immunisation Task Force and helped increase the country's resilience and achieve herd immunity. By the end of 2021, concerted efforts of many parties resulted in over 90% of the country's adult population being vaccinated, and the transition into the endemic phase.

The COVID-19 pandemic has had many knock-on effects, especially mental health and psychosocial. Calls made to the MERCY Malaysia's Psychosocial Helpline increased by a massive 346% from 1,954 calls in 2020 to 8,710 in 2021. Equally alarming is the finding that younger people and healthcare workers are at high risk for mental illness. To this, MERCY Malaysia came up with several interventions, such as providing an MHPSS safe space for frontliners where our field hospitals are located, training various groups and communities on Psychological First Aid using both online and physical platforms as well as providing MHPSS workshops for students.

It was not all about COVID-19 and pandemic response. Malaysia unfortunately faced devastating floods in certain

areas of the country at the beginning and end of 2021 and MERCY Malaysia immediately mobilised flood response efforts to provide healthcare and humanitarian relief to those affected. Several water, sanitation and hygiene infrastructure projects were also successfully completed in 2021.

Despite having prepared the MERCY Malaysia Flood Response and Recovery Plan 2021 as early as October that provides a complete and comprehensive action plan to support anticipated major floods in Malaysia, mother nature "side-tracked" the nation which on a positive note served valuable experiences and lessons to MERCY Malaysia as an emergency responder. Hence, MERCY Malaysia ensures that new information is picked up, and our Emergency Response and Recovery Plan is updated for relevant interventions benefitting the communities.

One of the immediate action plans is the need for Humanitarian and Development Health solutions which are more community-centric, impactful, sustainable, and long-term. This is on top of the Emergency Health response which MERCY Malaysia has mastered over more than 20 years of experience.

On the international front, 12 projects were completed in eight countries. Existing long-term interventions to provide primary health care to displaced and refugee communities, women and children continued in Bangladesh and Myanmar amidst COVID-19 challenges. Emergency aid was mobilised to provide relief to the people of Palestine and Afghanistan as the countries faced escalating tensions. MERCY Malaysia together with the business fraternity also united in solidarity for the India COVID-19 emergency by sending respiratory apparatus and medical equipment.

The world's attention is now on post-pandemic recovery. The aim is to stimulate socio-economic development and rebuild infrastructures and communities that have been crippled by lockdowns, conflicts and natural as well as man-made disasters.

We are aware that the ride ahead will be bumpy and unconventional. Therefore, MERCY Malaysia believes that change must start from within. With this in mind, we will be embarking on a holistic Transformation Programme that inspires a high-performance and agile culture focused on providing excellence in health services, building resilient communities and sustainable development. It aims to accelerate our growth as a global Humanitarian-Development Nexus organisation, with priorities on sustainable financing, succession planning, knowledge and learning and innovative programming. Ultimately, delivering meaningful actions that have been co-created together with communities and other stakeholders with the aim of building communities' resilience to shocks and future disasters.

With support from our communities, donors, partners, volunteers and the general public, we step into the next phase of our journey with humility, vigour and determination.

Thank you.

Zuraidah Mian Acting Executive Director

About Us

MERCY Malaysia's 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 comprises leading humanitarians at heart, with extensive knowledge and practical know-how in diverse areas and disciplines. They each bring an invaluable wealth of experience to MERCY Malavsia. The Board's role is not limited to matters pertaining to governance, but may also include the financial health, audit and asset management of the organisation.



PROF. EMERITUS TAN SRI DATO' DZULKIFLI BIN ABDUL RAZAK

Duration on the Board: Since 2011

Kev Roles:

- · Rector, International Islamic University Malaysia (IIUM)
- Chairman, Productivity Culture Committee, Malaysia Productivity Corporation
- · Member of Board of Directors, Malaysia Productivity Corporation
- Member of Board of Trustees, National Cancer Council (MAKNA)
- Member of Board of Trustees, Razak School of Government (RSOG)
- Member of Board of Trustees, World Islamic Economic Forum (WIEF)
- · Member of Board of Trustees. Yavasan Hasanah
- Member of Board of Trustees, PADU
- · Member of Board of Directors, METEOR Sdn. Bhd.
- · Member of Board of Directors, IIUM Holdings Sdn. Bhd.
- 2016-present Immediate Past President of the International Association of Universities (IAU), a UNESCOaffiliated organisation, based in Paris
- · 2018-present Ambassador of COMMEET, a Netherland-based foundation for Community Empowerment
- 2019-present Advisory Board Member, Institute of Sustainable Development and Learning at Leuphana University of Luneburg
- · 2021-present Expert for the Futures of Higher Education Project at UNESCO's Institute for Higher Education (IESALC) based in Caracas

Highlights:

• 1999 Recipient of the Olle Hanson International Award for his contribution in healthcare sector to the community in the Asia-Pacific

- 2004 First Recipient of the Southeast Asia Tobacco Control Alliance (SEASTCA) prize for his outstanding and dedication to tobacco control.
- 2014 Received Gold Medal Award from Al-Farabi Kazakh National University in conjunction with the 80th Anniversary of the University.
- 2017 Recognised by Universitas 21, an eminent group of research-intensive universities worldwide, with the prestigious Gilbert Award as "he has been distinctive in his willingness to challenge western knowledge systems and to support the development and dissemination of alternative views on science, philosophy and education through his work on decolonising universities". He is the first Asian to be accorded the Award and the seventh internationally.
- · 2017 Received the Asia HRD Award for Contribution to Society Award "for his transformational work in the field of education" and in recognition of his people's development in the education sector.
- · 2017 Awarded National Academic Laureate (Tokoh Akademik Negara) by the Malaysia's government.
- 2019 Conferred The Order of the Rising Sun, Gold Rays with Neck Ribbon from the Government of Japan in recognition of his contribution to the academic collaboration and exchanges between the two nations.



TAN SRI JOHAN BIN JAAFFAR

Duration on the Board: Since 2011

Key Roles:

- · Chairman, Sanctuary Billboards Sdn Bhd (Current)
- Chairman, Sri Nobel International
- · Chairman, Sara Corp Resources Berhad

Highlights:

- Tokoh Wartawan Negara (Eminent Journalist Award) at the MPI-PETRONAS Malaysian Journalism Awards in 2019
- Published a book entitled Jejak Seni Johan Jaaffar: Dari Pentas Bangsawan ke Media Prima Berhad (DBP, 2017)

MERCY Malaysia's Board of Trustees



TAN SRI DATUK WIRA AZMAN HJ. MOKHTAR

Duration on the Board: Since 2021

Key Roles:

- Chairman of the Board of Directors, Lembaga Tabung Haji (Hajj Pilgrims Funds Board)
- Chairman of the Board of Directors, International Centre for Education in Islamic Finance (INCEIF)
- Chairman of the Board of Directors, Universiti Teknologi Malaysia, Johor Bharu
- Advisor, The Hive IV LLC, Palo Alto CA. United States
- Board member, VB Asset Management LLC, Hartford CT, United States
- Founder, Fitrah Capital Associates, United Arab Emirates
- Managing Director, CEO, Member of the Board of Directors, Khazanah Nasional Berhad (June 2004 to July 2018)
- Adjunct Professor, Universiti Teknologi Malaysia
- Distinguished Visiting Fellow, Centre of Development Studies (2019-2021), Bye-Fellow, Darwin College (2019-2022), University of Cambridge
- Board of Governors, The Malay College Kuala Kangsar
- Member, Finance and Investment Advisory Committee, Oxford Centre of Islamic Studies
- Member, Steering Committee, Global Ethical Finance Initiative, Scotland
- Member, Board of Trustees, Wawasan Education Foundation, Penang
- Member, Majlis Pemulihan Negara (National Recovery Council for COVID-19), Malaysia
- Member, Global Future Council for Investing, World Economic Forum (Davos)

Highlights:

- 2018 Honorary Doctor of Letters, Conferred by Wawasan Open University, Penang, Malaysia
- 2017 Chairman of the Year, Conferred by Minority Shareholder Watchdog Group (MSWG) and ASEAN Corporate Governance for the Chairmanship of Axiata Berhad
- 2016 Value Creator Outstanding CEO of the Year, Conferred by The Edge Billion Ringgit Club
- 2011 Most Outstanding Individual for Contribution to Islamic Finance, Conferred by Kuala Lumpur Islamic Finance Forum

- 2005 2015 Secretariat and main driver of the Government-Linked Companies (GLC) Transformation Program
- 2000 2001 Chevening Award, Awarded by the British government, a full scholarship to study at the Masters level at Cambridge University
- CFA Charter Holder and a Fellow of the Association of Chartered and Certified Accountants (ACCA)
- Founder, Founding director or chairman of various entities including Axiata Berhad, Iskandar Investment Berhad, Pemandu, Yayasan Hasanah, Yayasan Khazanah, Yayasan Amir, Think City and Taman Tugu Park



TOH PUAN DATO' SERI HJH DR. AISHAH ONG

Duration on the Board: Since 2009

Key Roles:

- Pro Chancellor of University of Malaya Since 2003
- Chairman of IJN Foundation Since 2007
- Founding Trustee of Alzheimer's Disease Foundation Malaysia Since 1997
- Founding Trustee of Cancer Research Malaysia Since 2000
- Board of Trustees In The Joseph Eu Foundation Since 2009
- Board of Trustees In Dewan Filharmonik Petronas Since 2013
- Board of Trustees In Media Prima Charity Fund Since 2014
- Board of Trustees In Jeffry Cheah Foundation Since 2019
- Board of Trustees In The National Council of Women's Organization (NCWO) Since 1996
- Board of Trustees In IMU Foundation Since 2010
- Director of Malaysian Philharmonic Orchestra (MPO) Since 2013
- Patron of Arthritis Foundation of Malaysia Since 1999
- Patron of Mental Health Association of Malaysia Since 2003
- Patron of National Stroke Association of Malaysia (NASAM) Since 2009
- Honorary Member of The Inner Wheel Club of Kuala Lumpur Since 1998

Highlights:

 SPMP, PJN, DGPN, DPMS, DMPN, JMN, in recognition of her deeds and service to the country.



PROF. ELIZABETH LEE

Duration on the Board: Since 2011

Key Roles:

- Trustee Committee of The Chair of Women Leadership, University Kebangsaan Malaysia
- Permanent Member, Special Task Force National Education (STFNE), National Employment Council (NEC)
- SDG Academy Academic Advisory Committee

Highlights:

- Leadership Commitment for Malaysia

 awarded by UN Women Regional
 Office for Asia and the Pacific

 Women's Empowerment Principles

 (WEP) 2021
- Inaugural Educationist of the Year

 awarded by Sin Chew Education
 Awards 2019
- Education Leadership Award awarded by the World Education Congress Awards in Mumbai – 2018
- Malaysian Chinese Women of Excellence Award – awarded by Wanita MCA in celebration of National Women's Day – 2017
- Women Entrepreneur in Canadian Education – awarded by the Malaysia Canada Business Council (MCBC) 25th Anniversary Business Excellence Award Ceremony 2017
- Honorary Doctorate awarded by Victoria University. The Doctorate of the University award in recognition of her role as a distinguished educator, for her work in promoting international education and issues relating to the education of women – 2016
- Visionary Women Leadership Award

 awarded at the 2nd World Women
 Leadership Congress and Award
 (WWLCA) 2015
- Malaysia Most Impactful Leadership Contribution Award – awarded by the Asia Success Inc. – 2014
- Doctor of Laws (Honoris Causa)
 awarded by the University of Nottingham - 2014
- Outstanding Asian Women Community Contribution Award – awarded by the Malaysia Women's Career Building Association – 2011

About Us

MERCY Malaysia's Executive Council



PROF. DATO' DR. AHMAD FAIZAL **MOHD PERDAUS**

Council Member Since: 2004 (President since August 2009)

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

Participation in Missions:

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



DATUK DR. HENG AIK CHENG Vice President I

Council Member Since: 2002

Occupation:

Consultant Orthopedic Surgeon and Traumatologist, Sabah Medical

Participation in Missions:

Various local missions and international missions to Afghanistan, Cambodia, Chile, Gaza, India, Indonesia, Iraq, Myanmar, Nepal, North Korea, Pakistan, Philippines, and Sudan



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

Council Member Since: 2006

Occupation:

Director of Philanthropy, Sunway Education Group until 31st December

Participation in Missions:

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

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.



ASSOCIATE PROF. DR. SHALIMAR ABDULLAH

Vice President III

Council Member Since: 2005

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, Prof. Shalimar played a key coordinating role in the deployment of volunteers, settingup of temporary screening facilities, guidance for the PPE (Personal Protective Equipment) Project



MR. RAZI PAHLAVI ABDUL AZIZ **Honorary Secretary**

Council Member Since: 2016

Occupation:

Managing Director, Amanie Holdings Limited and CEO, Amanie Media

Participation in Missions:

Various local missions and international missions to Iraq, Indonesia, Jordan, Pakistan, Palestine and the Philippines

MERCY Malaysia's Executive Council



IR. MOHAMAD HANAFI RAMLI Assistant Honorary Secretary

Council Member Since: 2017

Occupation:

Electrical Engineer, registered with Board of Engineers and Institution of Engineers, Malaysia

Participation in Missions:

Local missions: Flood responses in Kelantan, Pahang and Terengganu. WASH, Health & BRC Programs in Kedah, Sabah, Sarawak, Penang, Johor & Perak.

International missions: Bangladesh, Bosnia, Indonesia, Myanmar, Pakistan, the Philippines, Cambodia and Sri Lanka. He has been predominantly involved in the technical teams for the rehabilitation and reconstruction of schools, higher learning institutions, orphanages homes and healthcare projects.



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



AR. MOHAMAD AYOF BIN BAJURI Honorary Treasurer

Council Member Since: 2014

Occupation:

Professional Architect, Board of Architect Malaysia (LAM), and Board of Director, RMA Design Team Sdn. Bhd

Participation in Missions:

Various local missions and international missions to Indonesia, Myanmar, Pakistan, the Philippines and Sri Lanka. He has been 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.



PROF. DR NAZIMAH IDRIS

Committee Member

Council Member Since: 2020

Occupation:

Professor and Consultant, Obstetrics and Gynaecology and Medical Director of IMU Healthcare



HJ. NORAZAM AB SAMAH Committee Member

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 including contributions to the Buidling Resilient Communities training modules and improving Disaster Risk Reduction initiatives.



MR. AHMAD FAEZAL MOHAMAD Committee Member

Council Member Since: 2017

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

MERCY Malaysia's Executive Council Ex-Officio



DR. MOHAMED ASHRAFF BIN MOHD ARIFF

Council Member Since: 2014

Occupation:

Consultant Orthopaedic Surgeon, Pantai Hospital Kuala Lumpur

Participation in Missions:

Various local missions and international missions to Afghanistan, Bangladesh, Nepal, the Philippines and Thailand



DR. NASUHA YAACOB

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 Turkey, Syria, Bangladesh and the Philippines



DR. KEITH TYE SUE KIAT

Council Member Since: 2020

Occupation:

Patient Counselor, Institut Jantung Negara

Participation in Missions:

Various local missions including the MH370, MH17 and international missions to Aceh, Bangladesh and Nepal. He has predominantly been involved in the mental health and psychosocial support services (MHPSS) projects and most recently, the psychosocial helplines for the COVID-19 pandemic and flood responses.



PROF. DATO' DR. HANAFIAH BIN HARUNARASHID

Council Member Since: 2017

Occupation:

Pro Vice Chancellor, Kuala Lumpur Health Campus, UKM



DR. JITENDRA KUMAR S.N. TEJANI

Council Member Since: 2011

Occupation:

Private General Practitioner

Participation in Missions:

Local missions in Borneo, Kelantan and Perak, and multiple international missions to Indonesia, Jordan, Nepal, Pakistan, the Philippines, Sri Lanka and Turkey



DR. PETER GAN KIM SOON

Council Member Since: 2017

Occupation:

Public Health Physician, Ministry of Health Malaysia

Participation in Missions:

Local missions in Johor, Kelantan and Pahang and multiple international missions to Bangladesh and Sri Lanka In 2020, he was part of the COVID-19 screening team at the Kuala Lumpur International Airport and conducted screening and testing at-risk communities in Selangor. He provides public health expertise, supports the coordination and strategic direction of the medical and humanitarian relief operations and advocates the Sustainable Development Goals (SDGs), especially for health.

MERCY Malaysia's Executive Council Ex-Officio



DR. ABDUL RAHMAN BIN AHMAD BADAYAI

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 in Johor, and multiple international missions to Acheh, Bangladesh, Laos and Myanmar. During the COVID-19 pandemic support, he was instrumental in leading the team for mental health and psychosocial support services (MHPSS) and actively conducts Psychological First Aid (PFA) training to various agencies and organisations.



DR. KHAMARRUL AZAHARI BIN RAZAK

Council Member Since: 2021

Occupation

Director, Disaster Preparedness and Prevention Center, Malaysia-Japan International Institute of Technology, Universiti Teknologi Malaysia

Participation in Missions:

Local missions in Kedah, Kelantan, Negeri Sembilan, Pahang, Selangor and Terengganu and international mission to Indonesia (Global Platform for Disaster Risk Reduction 2022 under UN Disaster Risk Reduction). In MERCY Malaysia, he is rejuvenating the Humanitarian Action and Risk-informed Sustainable Development Nexus and is an active proponent of a transdisciplinary approach for building resilient societies.



TOGETHER, TOUCHING LIVES

MERCY Malaysia's Geographical Presence

20+ years of humanitarian solutions bringing relief, and leaving impact



T YEMEN







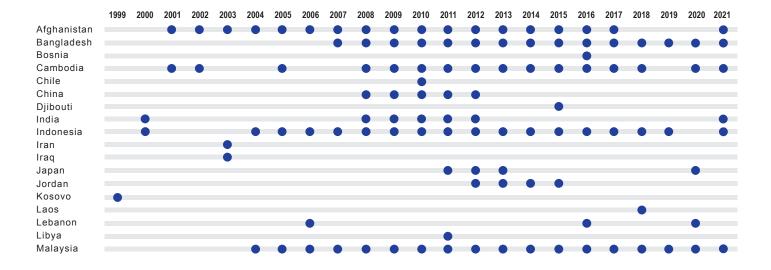
LEGEND

Crisis Response

Health - Related Development

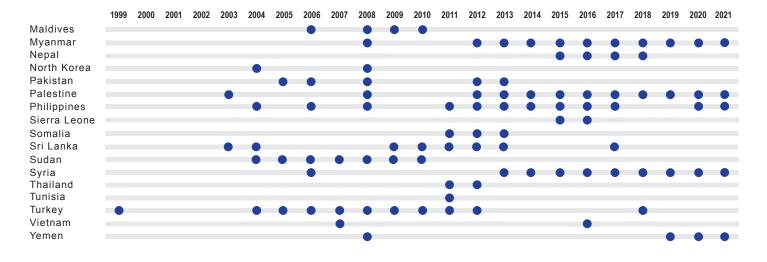
Water, Sanitation and Hygiene

Disaster Risk Reduction



Chile





MERCY Malaysia's Strategic Framework

MERCY Malaysia's strategic framework is defined by our Vision and Mission, and guided by our Core Values. We also embrace the relevant international humanitarian principles, guidelines and good practices as part of our strategy to ensure the quality and effectiveness of our humanitarian aid and initiatives.

Over the years, MERCY Malaysia has developed strong affiliations and impactful partnerships with other international and regional players in the humanitarian space.

These efforts have allowed us to deliver emergency, humanitarian and developmental health solutions to communities across the globe, and position MERCY Malaysia as the leading humanitarian aid organisation in the region.

The Core Humanitarian Standard on Quality and Accountability



Core Humanitarian Standard

Humanitarian principles are at the core of all humanitarian work. They guide humanitarian action and their application is essential to distinguish humanitarian action from other forms of activities and action. The Core Humanitarian Standard (CHS) on Quality and Accountability 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.

corehumanitarianstandard.org/



Sustainable Development Goals (SDGs)

In 2015, the UN adopted the 2030 Agenda for Sustainable Development identifying 17 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 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.

sdgs.un.org/goals

MERCY Malaysia's **Affiliations**



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 and providing immunisations

https://www.unicef.org

THE ASIAN DISASTER

NETWORK (ADRRN)

REDUCTION AND RESPONSE

ADRRN is a network of national and international NGOs from countries

across the Asia Pacific region. Its

main aim is to transform Asia into a

resilient region through promoting

and collaboration for effective and

coordination, information sharing

efficient disaster reduction and



THE UNITED NATIONS HIGH COMMISIONER 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



GENEVA CENTRE OF HUMANITARIAN STUDIES (CERAH)

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/



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://www.aseandrr.org/about/



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



response in the region.

https://www.adrrn.net

INTERNATIONAL COUNCIL OF VOLUNTARY AGENCIES (ICVA)

ICVA is a global network of nongovernmental 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/

Asia Pacific Refugee Rights Network

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



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

MERCY Malaysia's Affiliations



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/



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 INTER-AGENCY STANDING COMMITTEE

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/



THE 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. The GNDR 1,200-strong network comprises grassroot and local community groups as well as national, regional and international organisations. GNDR has a longstanding relationship and collaboration with the United Nations Disaster Risk Reduction (UNDRR) and is an organising partner for global and regional conferences and platforms.

www.gndr.org



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.



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/



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/

MERCY Malaysia's Approach



Total Disaster Risk Management (TDRM)

The Total Disaster Risk Management (TDRM) approach provides a holistic framework that shapes the way MERCY Malaysia implements its key domestic and international projects and programmes.

TDRM takes a proactive approach to natural disaster management, covering all four disaster risk management phases. MERCY Malaysia's 20+ years of experience has helped the organisation realise the need to help communities be prepared before a natural disaster strikes. Although sufficient attention is given to the immediate relief or post-disaster phase, MERCY Malaysia gives equal attention, if not more, to the pre-disaster preparedness activities.

TDRM emphasises on total stakeholder engagement which aligns with MERCY Malaysia's core value of Equity and Inclusivity, in which we engage all our stakeholders, and we adopt and disseminate local knowledge to improve community resilience.



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, on the other hand, 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 behaviours. The approach will help to improve community resilience while aligning both humanitarian and developmental efforts for communities and places at risk.





MERCY Malaysia's Strategic Objectives

SO1
IMPACTFUL
HUMANITARIAN
AND DEVELOPMENT
PROGRAMMES

Stronger commitment to close the humanitarian-development divide, designed to achieve broad-based and meaningful impact.

SO3
SUSTAINABLE AND
DIVERSIFIED FINANCING

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

SO4ENHANCED LEADERSHIP
AND ADVOCACY

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





2021 was a defining year.

The world's status quo was turned upside down by devastating scenarios and disasters brought about by the crippling COVID-19 pandemic, impacts of climate crisis and international conflicts. The unprecedented disruptions challenged the well-established and proven strategies used in delivering emergency, humanitarian and development aid to affected and vulnerable communities.

These disruptions presented MERCY Malaysia an opportunity to re-examine its operations, rethink our strategies, interventions and funding model, to embrace new considerations and procedures as well as take on board and harness benefits from technological innovations to ensure we remain relevant as a leading humanitarian and development organisation in the region.

Emergency Response and Recovery

Much of MERCY Malaysia's work for the Year in Review relates to responding to the requests and demands which arose from the worsening of the COVID-19 pandemic in early to mid-2021. A COVID-19 Pandemic Fund launched in 2020 continued receiving support and contributions from generous donors which were utilised to combat the COVID-19 pandemic. The Full Movement Control Order (FMCO) imposed by the Malaysian government in June 2021 escalated the need for humanitarian interventions to boost the national healthcare capacity to provide the needed treatment to critical COVID-19 patients.

MERCY Malaysia initiated its COVID-19 Hospital Surge Capacity Support Plan, developed to provide facility expansion as well as healthcare, operational and manpower support to lessen stresses on hospitals and healthcare facilities. Four key pillars were identified to address the challenges and risks faced by the public healthcare system, namely in the (i) Provision of medical equipment and supplies, (ii) Manpower support for additional health workers and support staff, (iii) Setting up temporary field hospitals and provide technical trainings, and (iv) Mental Health and Psychological Support Services especially for frontline health workers.

In helping the country accelerate COVID-19 vaccination rates, a significant amount of effort and resources were also channelled to supporting Malaysia's National COVID-19 Immunisation Programme (PICK) by mobilising medical and non-medical staff members and volunteers at the Vaccination Centres (PPVs) around Malaysia. MERCY Malaysia also stepped up by undertaking community outreach, mobile and door-to-door vaccination programmes, which included reaching out to groups with health and mobility issues.

On top of that, emergency relief in the form of food, nutrition and health kit aid, as well as medical services were offered to at-risk and vulnerable communities whose livelihoods were severely impacted by the prolonged lockdowns and natural disasters.









COVID-19 Pandemic Plus Climate Change: A crisis multiplier with profound implications

Towards the end of the year, Malaysia was hit by a tropical depression made landfall on the eastern coast of Peninsular Malaysia, bringing torrential downpours and massive floods to eight states across the peninsula. Despite MERCY Malaysia being ready for the North-East Monsoon (MTL) anticipated floods, nothing prepared us for the widespread damage, especially in the states of Selangor and Pahang.

MERCY Malaysia deployed its emergency flood response, mobilising mobile clinics at evacuation centres for COVID-19 screening, medical examination and provision of medication for non-communicable diseases while another team provided post-flood recovery and rehabilitation works to help communities return to their normal daily lives as early as possible. Providing a long-term solution, MERCY Malaysia also activated its Flood Response and Recovery Plan which comprise four components encompassing Water, Sanitation and Hygiene (WASH), Shelter, Livelihood and Education Programme for the affected communities.

Sustainable Financing, Enhancing Preparedness

The Year in Review saw MERCY Malaysia receiving a total of RM54.2 million in funds mainly from corporate and individual donors, providing MERCY Malaysia the much-needed resources to procure, engage and deliver both critical immediate emergency relief and aid as well as undertake various development projects offering medium to long-term benefits to our communities. A positive development in the global humanitarian space is the use of technology to secure funds for aid purposes. These innovations, appearing in instruments such as crowdfunding, fintech, blockchain and cryptocurrencies, are envisioned as being able to facilitate more sustainable financing for the organisation thus building its capability and preparedness to respond to critical emergency humanitarian needs.

In pursuing the goal of having greater financial sustainability, MERCY Malaysia introduced Islamic Social Financing (ISF) as part of its efforts to expand funding sources. ISF will allow MERCY Malaysia to tap the funds of donors seeking ethical and Shari'ah-compliant modes of contributing, and ultimately bring positive humanitarian impact to communities in need throughout the globe.











TAN SRI DR. MOHD DAUD BAKAR Shariah Advisor for ISF initiatives

MERCY Malaysia's Shariah Advisor for ISF initiatives is Tan Sri Dr. Mohd Daud Bakar. Tan Sri Dr. Mohd Daud Bakar is the Founder and Executive Chairman of Amanie Group. One of its flagship companies namely Amanie Advisors, is operating in a few cities globally. He serves as the Chairman of the Shariah Advisory Council (SAC) at the Securities Commission of Malaysia, the Astana International Financial Centre (AIFC), Kazakhstan, the First Abu Dhabi Bank (UAE), and Permodalan Nasional Berhad (PNB). He was the former Chairman of the Shariah Advisory Council (SAC) at the Central Bank of Malaysia.

Tan Sri Dr. Mohd Daud Bakar is also a Shariah board member of various global financial institutions, including the National Bank of Oman (Oman), Amundi Asset Management (France), Bank of London and Middle East (London), BNP Paribas Najma (Bahrain), Natixis Bank (Dubai), Morgan Stanley (Dubai), Sedco Capital (Saudi and Luxembourg) and Dow Jones Islamic Market Index (New York) amongst many others.

Tan Sri serves as the Chairman of Federal Territory Islamic Religious Department [Majlis Agama Islam Persekutuan (MA/WP)]. In the corporate world, he is currently a member of the PNB Investment Committee. Previously, he served as a Board Director at Sime Darby Property Berhad and Chairman to Malaysia Islamic Economic Development Foundation (YaPEIM). In addition, he is the co-founder of Experts Analytics Centre Sdn Bhd and MyFinB Sdn. Bhd. He also serves as the Chairman of Berry Pay Sdn. Bhd., Data Sukan Consulting Sdn. Bhd., Bio Fluid Sdn. Bhd., KAB Gold Dynamics Sdn. Bhd., Bio-Angle Vacs Sdn. Bhd., Tulus Digital Sdn. Bhd., and Amanie-Afra Halal Capital Co (Bangkok). He was the former 8th President of the International Islamic University of Malaysia (IIUM).

In 2014, Tan Sri Dr. Mohd Daud Bakar received the "Most Outstanding Individual" award by His Majesty, the King of Malaysia, in conjunction with the national-level Prophet Muhammad's birthday. Under his leadership, Amanie Advisors received the "Islamic Economy Knowledge Infrastructure Award" at the Global Islamic Economy Summit, Dubai 2015, by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, Oct 2015. On 13 November 2021, he was conferred the Darjah Kebesaran Panglima Setia Mahkota (P.S.M.) which carries the title of "Tan Sri". He received his first degree in Shariah from University of Kuwait in 1988 and obtained his PhD from University of St. Andrews, United Kingdom in 1993. In 2002, he completed his external Bachelor of Jurisprudence at University of Malaya.

Tan Sri's first book entitled "Shariah Minds in Islamic Finance: An Inside Story of A Shariah Scholar" has won the "Islamic Finance Book of the Year 2016" by the Global Islamic Finance Award (GIFA) 2016. Then, his book on sukuk entitled "An Insightful Journey to Emirates Airline Sukuk: Pushing The Boundaries of Islamic Finance" has also won the "Best Islamic Finance Case 2017" by the GIFA 2017 in Kazakhstan. To date, Tan Sri has been authoring more than 40 books with different genre.

2021 Outreach

9 countries

294,187
Project
beneficiaries*

16,315Learning and Knowledge participants

RM40.5 million spent on charitable projects



^{*} numbers do not include public who also benefit from general awareness campaigns



52 projects Malaysia and International



Emergency Health



8 Humanitarian Health



Developmental Health





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 MERCY Malaysia's 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.

MERCY Malaysia received donations 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, our donations increased significantly, and this has continued throughout the financial year 2021. The total donation for the COVID-19 Fund accounts for 68% of the total donations received in 2021, earmarked for response in Malaysia and a few other countries. The Private Sector Donors have contributed 71.5% of total donations received in 2021.

The total income received in 2021 was RM54.2 million as compared to the year 2020 which amounted to RM59.4 million.

Where Your Giving Goes

MERCY Malaysia spent RM40.5 million on Charitable Expenditure which is equivalent to 95.8% of total expenses in 2021. Another 1.1% were spent on Communications and Fundraising and 3.1% for Operating Expenses.

The total operating expenses for 2021 amounted to RM1.3 million compared to RM1.4 million in 2020. The operating expenses also consist of management and governance costs in 2021.





How Your Giving Helps

Medical relief and sustainable health-related development projects and programmes remain our focus and priority. This was translated on the spending of 73.8% of the total charitable expenditure or equivalent to RM29.9 million spent on Medical and Health Related projects and programmes, mainly for COVID-19 Response and also for refugees in Malaysia.

Where Your Giving Helps

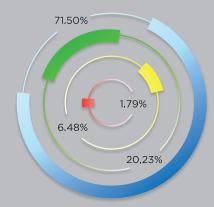
MERCY Malaysia implemented more than 50 projects and activities both locally and overseas. Based on the spending, our activities mainly focused on Southeast Asia which consists of 94.1% of our total Charitable Expenditure, including Malaysia. Whereas 3.2% of our spending was for South Asia such as for Cox's Bazar Bangladesh and COVID-19 response in India. Another 2.7% goes to the Middle East mainly for projects in Palestine.

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

AR. MOHAMAD AYOF BIN BAJURI

Honorary Treasurer

Financial Review



HOW OUR WORK IS FUNDED

6.48% International Organisation (RM3.4 mil)

71.50% Private Sector (RM37.8 mil)

20.23% Public (RM10,7 mil)

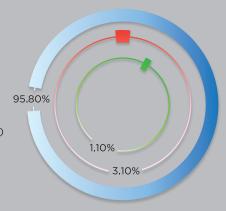
1.79% Others (RM0.9 mil)

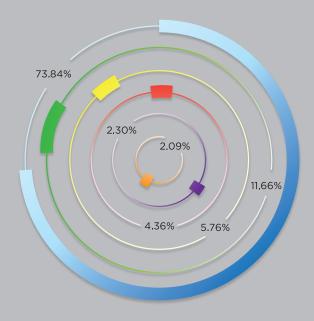
WHERE YOUR GIVING GOES

95.80% Charitable Expenses (RM40.5 mil)

1.10% Communication & Fundraising Expenses (RM0.4 mil)

3.10% Operating Expenses (RM1.3 mil)





HOW YOUR GIVING HELPS

73.84% Medical & Health Related (RM29.9 mil)

11.66% Food Security & Nutrition (RM4.7 mil)

4.36% Disaster Preparedness (RM1.7 mil)

5.76% Water, Sanitation & Hygiene - WASH (RM2.3 mil)

2.30% Shelter / NFI (RM0.9 mil)

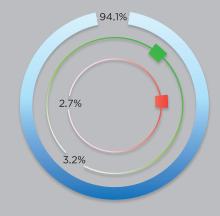
2.09% Livelihood (RM0.8 mil)



94.1% Southeast Asia (RM38.1 mil)

3.2% South Asia (RM1.3 mil)

2.7% Middle East (RM1.0 mil)



Condensed Audited Financial Information

DONATION AND OTHER INCOME	2021 RM	2020 RM
Donation		Kiri
Unrestricted	7,954,429	5,849,029
Reserved & Sustainability Fund	267,998	1,140,296
Restricted *	45,406,119	52,077,117
Total Donation	53,628,546	59,066,442
Other Income		
Membership Fee	1,780	290
Other Income	616,625	386,240
Total Other Income	618,405	386,530
TOTAL DONATION AND OTHER INCOME	54,246,951	59,452,972
	2021	2020
EXPENSES	RM	RM
Charitable Expenses		
Medical & Health Related	29,919,324	31,081,527
Shelter / NFI	931,039	-
Livelihood	846,338	447,080
Water, Sanitation & Hygiene (WASH)	2,334,599	1,289,692
Food Security & Nutrition	4,722,705	8,418,414
Disaster Preparedness	1,765,191	1,634,414
Total Charitable Expenses	40,519,197	42,871,128
Communication and Fundraising	468,216	494,426
Operating Expenses	1,299,225	1,442,980
TOTAL EXPENSES	42,286,638	44,808,534
CHANGES IN CHARITABLE FUND	2021	2020
	RM	RM
Balance as of 1 January	20,592,908	5,948,470
Surplus / (Deficit) for the year	11,960,313	14,644,439
Balance as at 31 December	32,553,221	20,592,909
Charitable Funds consist of:		
Unrestricted	5,614,502	198,118
Reserved & Sustainability Fund	1,408,294	1,140,296
Restricted	25,530,426	19,254,495
BALANCE OF FUNDS	32,553,222	20,592,909
* Restricted		
COVID-19 Fund	30,710,561	39,100,849
Other Project Fund	14,695,558	12,976,268
Total Restricted Fund	45,406,119	52,077,117





Shelter repair formed part of the immediate emergency health interventions post-flooding in Maran, Pahang

Emergencies such as disease outbreaks, war, flooding, fires, earthquakes, and accidents can have immediate consequences on the access to medical treatment and medication for affected communities. Emergency health interventions strive to reduce the occurrences of illnesses and death, and maintain people's dignity during emergencies. Emergency health teams and volunteers are first responders providing paramedic, nursing and medical support during and post-disasters and crisis. They work together with other actors to provide medical services, or help boost healthcare capacities to cater to increasing critical needs. In the longer term, they also help to anticipate, increase preparedness by putting in place preventive measures to help manage future emergencies and outbreaks, thereby saving lives and livelihoods.

At the height of the COVID-19 pandemic in Malaysia (in mid-end 2021), communities and healthcare facilities were stretched to their limits. Responding to requests by coordinating agencies and the Ministry of Health (MOH), emergency health interventions by MERCY Malaysia included providing hospital expansion and operational support to healthcare facilities to boost their capabilities in treating increasing numbers of critical patients. Interventions also included providing mental health and psychosocial support to frontliners and patients, building their resilience in facing adversities and emergency relief in terms of livelihood and food aid to selected communities.



Emergency medicine & medical equipment

214,906 COVID-19 vaccine shots

20,562 COVID-19 test kits

RM14 million

was spent from the funding received from Maybank Group to provide critical and specialised medical equipment to Hospital Besar Kuala Lumpur and Hospital Tengku Ampuan Rahimah, Klang to boost their capacities in managing COVID-19 patients under the **Hospital Surge Capacity Programme**

Medical Equipment



Aero Chamber





+ 37 Ambu Bag



153 Canvas Bed

> 38 Cardiac Monitor

Cardiac Table

1147 Clinical Consumable

C PAP Helmet System

Decontamination Unit



ECG Machine

20 Feeding Pump

Fluid + Blood Warmer

HFNC (High Frequency Nasal Cannula)

+ 500 Breathing Circuits

112 Infusion Pump

14 Laryngoscope

Medical Refrigerator

48 Medical Rehab Equipment

> 101 NIBP (Non-invasive blood pressure)

Oxygen Concentrator

60 Oxygen Cylinder



Oxygen Flowmeter



54 PAPR (Powered Air Purifying Respirator)



-^~<u>^</u>

178 Patient Monitor

67 Patient/Clinical Screen

123 Patient Trolley

Perfusion Pump

36 Portable Suction Machine

> 10 Portable Transportation Ventilator

Pulse Oxymeter

Regulator, Oxygen



Ripple Mattress



15 Stethoscope



10 Suction Wall Regulator







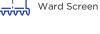












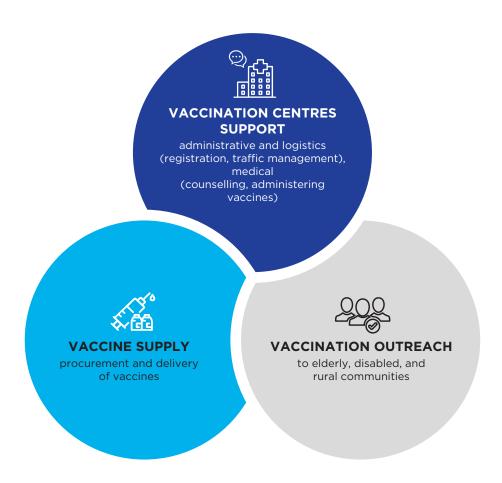




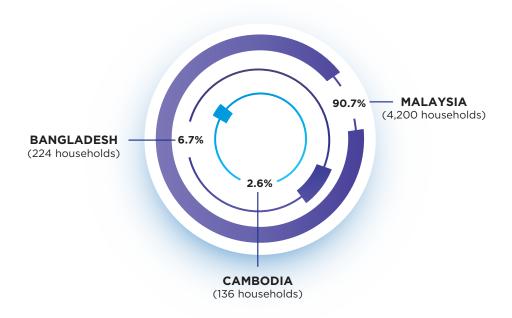






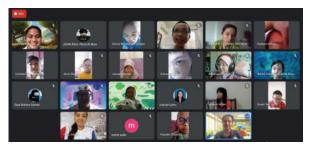


RM826,900 spent on providing food assistance under the Ramadan Relief 2021 programme to Asnaf, refugees and displaced communities









Investing in our future

"Our job is not to prepare students for something. It is to help students prepare themselves for anything."

174 sessions

- Seminars
- Webinars
- WorkshopsTrainings



16,314 participants• Community leaders • Frontliners

- Volunteers
- Students
- Elderly
- Others

Year in Review: Mental Health and Psychosocial Support



The pandemic saw MERCY Malaysia work hand in hand with the Ministry of Health and take a leading role in advancing the provision of mental health and psychosocial support services (MHPSS) in the country. It was reported that the first quarter of 2021 saw a worrying twofold increase in the number of suicide cases compared to cases reported in 2019 and 2020.

Statistics for January to June 2021 also revealed that 89.4 per cent (109,806 out of 122,328) calls to helplines were related to mental health issues that required emotional and psychological support. Mental health stresses were felt by the general public, including youth and children, as well as front liners and health workers.



MHPSS Helpline

MERCY Malaysia

6 months

1,005 consultations

МОН

6 months

5,112 consultations

MAEPS

3 months

70 consultations

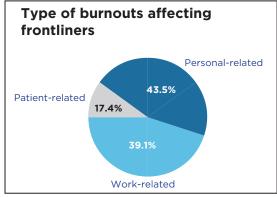
JKNS

4 months

56 consultations

Factors that contribute to mental illnesses

- Loss of loved ones
- Anxiety over new COVID-19 variants
- Financial distress due to loss of jobs/income
- Loss of place of dependence
- Family issues
- Burnout / exhaustion from long working hours (frontliners)



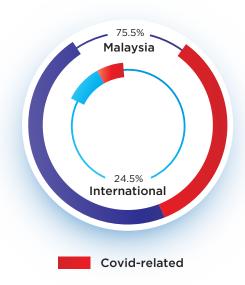
Source: MOH survey, 893 respondents

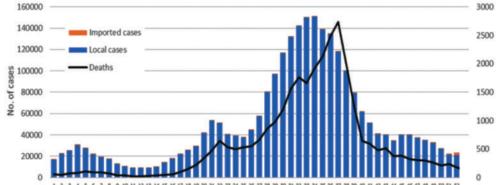
Year in Review: COVID-19

Since early 2020, COVID-19 ravaged the world country by country, having no regard for status, wealth, geography, economy, creed and colour. The world turned to guidance from the World Health Organisation (WHO) for updates on the spread and management of the outbreak which had turned into an unprecedented global pandemic. National crisis centres, ministries of health, armed forces and other government agencies went into emergency mode in trying to manage and contain the spread, while safeguarding and maintaining essential economic activities and supplies. In Malaysia, the initial lockdown experience in 2020 had provided the country some foundations to manage the fast-growing pandemic.

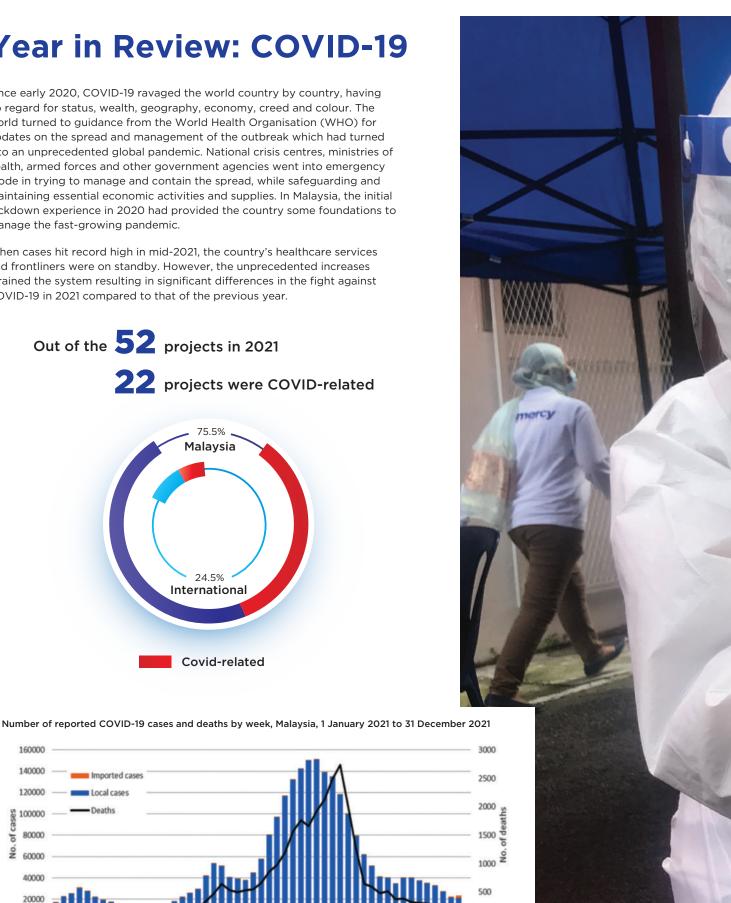
When cases hit record high in mid-2021, the country's healthcare services and frontliners were on standby. However, the unprecedented increases strained the system resulting in significant differences in the fight against COVID-19 in 2021 compared to that of the previous year.

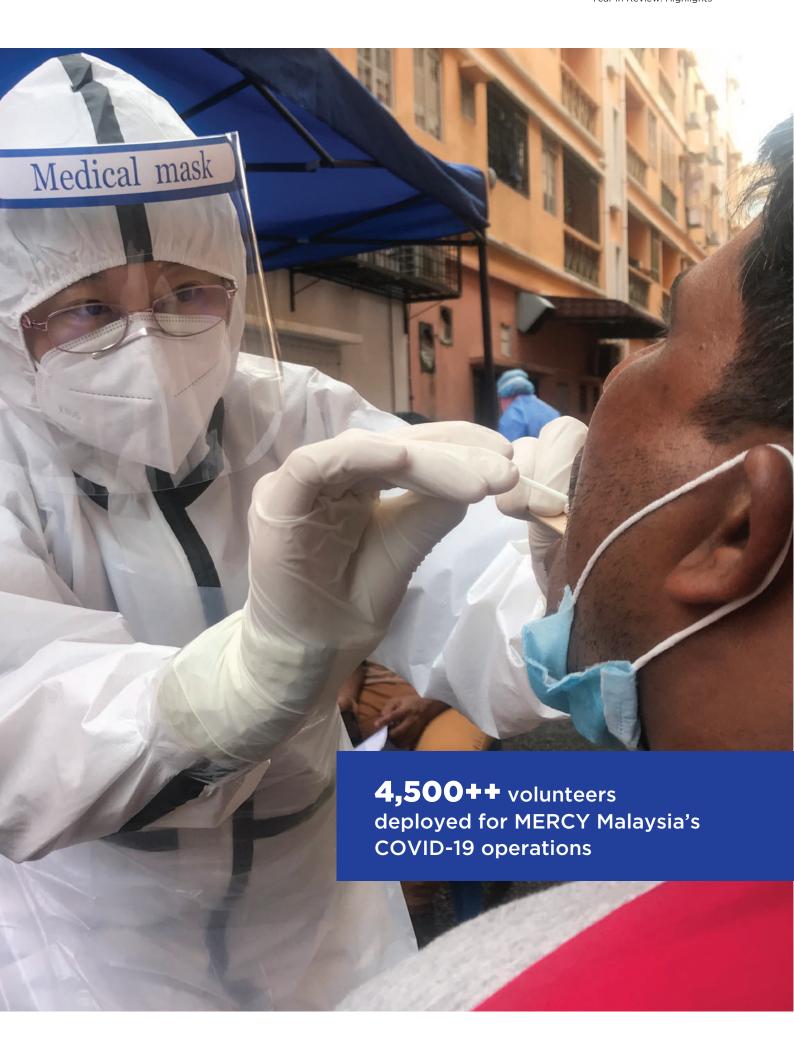
> Out of the **52** projects in 2021 **22** projects were COVID-related





Epidemiological week 2021-2022













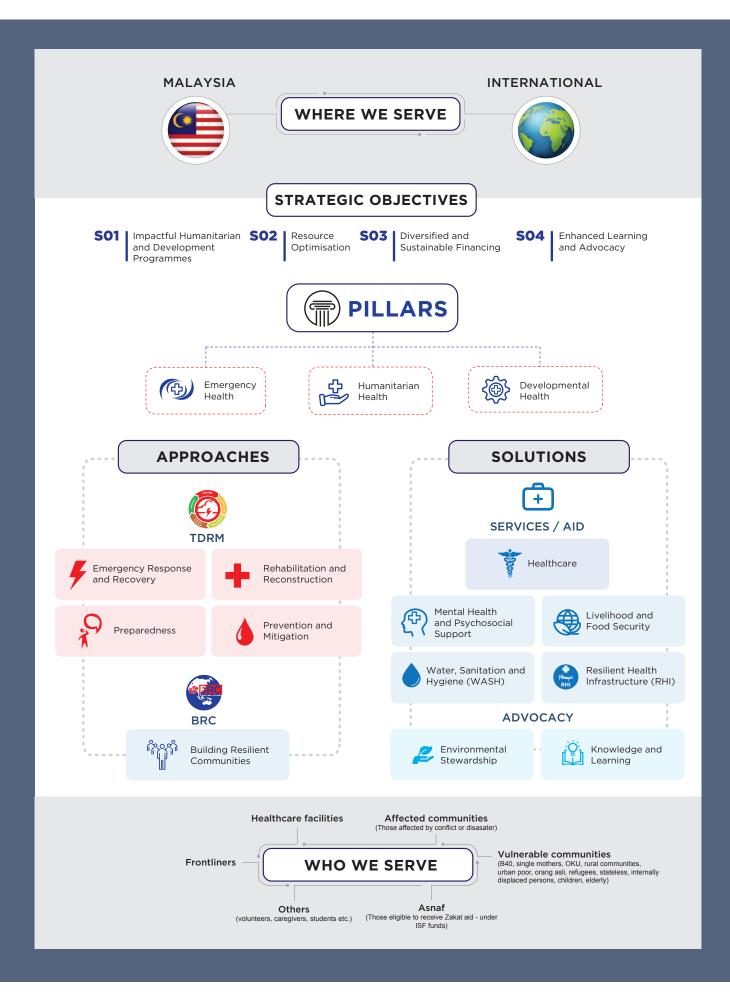
MERCY Malaysia continued to serve its international communities delivering humanitarian aid amidst the challenges of the pandemic. The linkages and relationships already established with local and regional partners helped to navigate logistical and administrative challenges.

The Year in Review saw the completion of 12 international projects in eight countries, with a total outreach to over 183,000 beneficiaries. Escalating political tensions which worsened already dire conditions in Afghanistan and Palestine necessitated immediate emergency medical relief efforts to the affected communities. Requests to help manage COVID-19 outbreaks in India, Indonesia and the Philippines also formed part of our emergency health interventions. On top of that, the existing and ongoing provision of primary medical services for the refugees and displaced communities in Myanmar and Bangladesh continued.

















FIELD ICU AT HOSPITAL LABUAN



SO1

Affected communities



Healthcare Resilient Health Infrastructure Knowledge and Learning



Angkatan Tentera Malaysia Hospital Labuan



Wilayah Persekutuan Labuan



1 month (June-July 2021)



Project Description

The sudden surge of highly infectious Delta variant of COVID-19 cases resulted in many hospitals reaching their maximum capacities, hindering their ability to provide the much-needed treatment to affected patients. Responding to a call for help by the Jabatan Kesihatan Wilayah Persekutuan Labuan, MERCY Malaysia, NADMA, MOH, and Angkatan Tentera Malaysia (ATM) set up an interim ICU for Category 4 COVID-19 patients in a hall 300 metres from the Labuan General Hospital.

On 22 June 2022, MERCY Malaysia deployed a 12-person Emergency Medical Team together with almost 3 tonnes of medical and logistics assets/supplies to Labuan on a Tentera Udara Diraja Malaysia (TUDM) flight.

Output

- 4-bed ICU for Category 4 COVID-19 patients
- 40 healthcare workers provided with specialised training to treat stage 4 COVID-19 cases
- 20 logistics and medical personnel were mobilised/deployed to support the field ICU

Rising to the pressing need of the hour, strategic third sector partnerships played an important role in strengthening Malaysia's healthcare system - ensuring the public's continuous access to adequate and reliable health care facilities and services.



COVID-19 HOSPITAL SURGE CAPACITY SUPPORT PROGRAMME



SO1

Healthcare facilities



Healthcare Resilient Health Infrastructure Knowledge and Learning



Kuala Lumpur, Selangor and Melaka 1. Hospital Tuanku Ampuan Rahimah Klang (HTAR) 2. Hospital Kuala Lumpur (HKL)

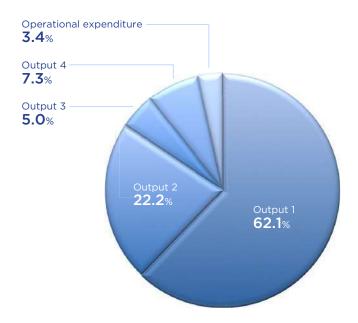
Project Description

This COVID-19 Hospital Surge Capacity Support Programme was drawn up as an immediate response plan to provide support to the country's main public hospitals which, in mid-2021, started facing extreme stress in operations and were unable to meet the demands of the rapidly rising COVID-19 cases.

MERCY Malaysia supported Kementerian Kesihatan Malaysia increase the hospitals' capacities using a three-prong

approach - providing medical equipment and supplies; providing additional manpower support; and providing technical training and mental health and psychosocial support to those on the ground. These interventions helped hospitals to treat patients and save lives, as well as help the nation contain the spread of the pandemic, decreasing morbidity and mortality, and reducing risks and stresses of frontline health workers.

PROGRAMME OUTPUTS



OUTPUT	DESCRIPTION	BUDGET (RM)	(%)
Output 1	Medical equipment and supplies	8,691,348	62.1
Output 2	Hospital manpower support	3,113,200	22.2
Output 3	MHPSS	695,700	5.0
Output 4	Temporary field hospitals and technical training	1,019,920	7.3
Operational expenditure	Project management and support services	479,832	3.4
Total		14,000,000	100.00

PROGRAMME OBJECTIVES

Overcome the acute shortage and critical need for medical equipment and other supplies to support and augment healthcare services and operations of intensive and critical care units (ICU) as well as high dependency units (HDU) at the two hospitals.

Increase the hospitals' bed capacity in the ICU and COVID-19 wards to cater to Category 4 and 5 COVID-19 patients.

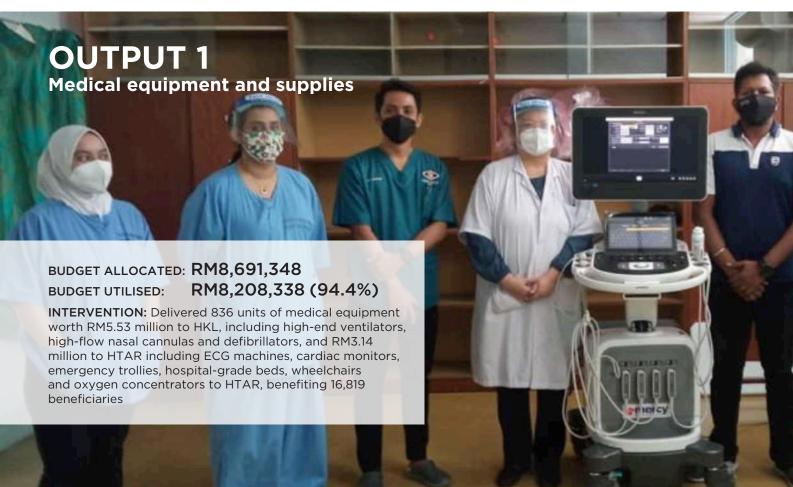
Strengthen manpower capacity (health workers and support staff) at these hospitals to support operations

Support other medical services and re-opening of outpatient departments

Reduce burnout rate and mental health challenges among frontline health workers, through reliable MPHSS modules and mechanisms

Deliver direct aid to reduce livelihood burden of frontline health workers and their family members

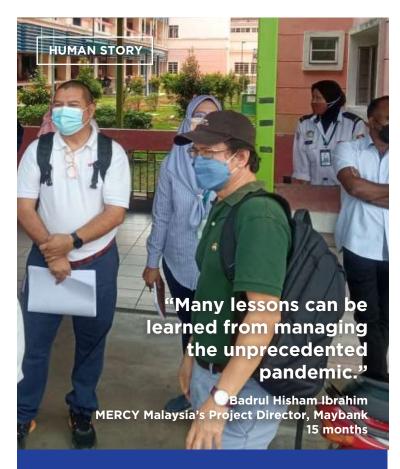
Phase 1 of the project ended in December 2021. The balance of the fund was brought forward into Phase 2, which was implemented in 2022.











I lost my job during the MCO. I was unemployed and without an income for a year. During that time, it pained me to read the national news and social media as it awakened me to understand the challenging situation faced by the local hospitals in battling COVID-19. It also showed me how, despite mobilising government assets to expand healthcare operations and capacities, it was still an uphill struggle for the government to curb and contain the further growth of the virus.

When I was approached by MERCY Malaysia to manage the Maybank-funded RM14 million COVID-19 Hospital Surge Capacity Support Plan and the RM 2.247 million COVID-19 Immunisation Project, I considered it as a oncein-a-lifetime opportunity. I was grateful to be back doing NGO-related work and humanitarian assistance as I was able to harness my experience in managing USD 55 million donations for the Acheh post-tsunami Rehabilitation and Rebuiding Works. Leveraging 30 years of experience in project management, the role and responsibilities fitted me well. The short duration of project and the nature of the donation (being large and from a single donor), meant that the project deliverables demanded comprehensive knowledge and good grasp of hands-on skills. The team and I had to deliver within budget, track expenditures, and provide on-schedule reporting to donors, on top of developing and executing a comprehensive work and action plan.

The world has emerged from an unprecedented battle On the local scene, many lessons can be learned from managing the unprecedented pandemic by the government, private sector and NGOs. Regardless of political differences or racial backgrounds, we can all take lessons to improvise on humanitarian actions be they prevention, preparedness, response or recovery.







BUDGET ALLOCATED: RM695,700 RM401,077 (57.6%) BUDGET UTILISED:

INTERVENTION:

Mental Health and Psychosocial Support Services was initiated to provide mental health support to maintain the well-being and resilience of frontline health workers at the two hospitals. The programme, which ran for five months, provided consultation for 6,610 healthcare workers, or an average of 1,322 consultations per month.



BUDGET ALLOCATED: RM1,019,920 RM512,442 (60.4%)

BUDGET UTILISED:

INTERVENTION:

Temporary field hospital wiith facilities to accomodate up to 100 COVID-19 patients was set up at HTAR within a week (starting 29 July, and completed by 4 August 2021). The facility treated 1,571 patients by end December 2021. At HKL, paediatric wards were upgraded, increasing the capacity by an additional 120 beds for COVID-19 patients.



Malaysia

FLOOD RECOVERY 2021



SO1

Affected communities



Resilient Health Infrastructure Knowledge and Learning



Pejabat Kesihatan Daerah Maran/Kedah Pejabat Pendidikan Negeri Pahang Bursa Malaysia Pru-BSN



Kedah Pahang



14 months (planned for March-December 2021, extended to May 2022)



Buildings and homes ravaged by the floods were repaired

Project Description

Several states in Peninsular Malaysia were affected by heavy rains in January 2021 causing serious flooding in Johor, Pahang, Kelantan, Selangor and Perak. The hardest hit was Pahang, where the rising water levels in Sungai Pahang led to flooding in the districts of Bera, Maran, Kuantan, Lipis, Jerantut and Temerloh.

The floods caused physical damage to houses, buildings and public facilities, and affected communities were faced with losses of personal and household items. Schools also suffered heavy losses in terms of educational support items and damage to building structures. After conducting an assessment, MERCY Malaysia concluded for its flood response efforts to be in Pahang and Kedah, focusing on providing shelter, non-food items (NFI) and educational support items. The schools that received the aid were SK Chenor, SK Paya Pasir, SMK Benta, SK Telang, SK Kertau and Sekolah Kuala Sentul, Pahang.

Outputs

· Shelter and NFI

- Shelter repair worth RM158 thousand for 11 houses in Maran
- Repair works worth RM113 thousand for 6 houses in Kedah

Educational Support

- Educational support items worth RM42 thousand (including electrical items to assist teaching and learning) delivered to 6 schools in Pahang
- 50 tablets worth RM50 thousand contributed
- 100 t-shirts distributed to students

VOLUNTEERS DEPLOYMENT TO MAEPS AND BILIK GERAKAN JKNS



Project Status

Frontliners, Others - Public



Healthcare



Jabatan Kesihatan Negeri Selangor



Selangor



7 months (June-December 2021)



Psychosocial support kits provided some relief to the COVID-19 frontliners and patients, as many were not able to obtain these items due to quarantine and movement restrictions

Project Description

As a continuous effort to provide psychosocial and well-being support to frontliners as they face the daily struggle to continue serving the nation in the fight against COVID-19, MERCY Malaysia deployed MHPSS volunteers to the COVID-19 Integrated Quarantine and Treatment Centre (PKRC) at the Malaysia Agro Exposition Park (MAEPS) and JKNS Operations Centre to support the latter's MHPSS team in providing PFA and psychosocial support to frontliners as well as the COVID-19 out-patients. Psychosocial support kits were also distributed at the venues in an effort to provide the beneficiaries information on tools and resources on mental health and well-being such as self-care tips, stress reduction techniques and personal items such as notebooks, pens, stress balls, reusable face masks and hand sanitisers.

Outputs

- 136 frontliners and patients assisted
- 900 psychosocial support kits distributed



Malaysia

COVID-19 RELIEF



SO1 Others



Healthcare WASH



World Wildlife Fund (WWF) Malavsia



Sabah



6 months
(August-December 2021)



A collaboration between MERCY Malaysia and WWF Malaysia started in August 2021 to support medical frontliners in tackling COVID-19 outbreak, which was in its peak, in Sabah. Funds amounting to RM150,000 were utilised for two separate relief programmes under this project.

- Programme 1 aimed to enhance the capacity of health and medical professionals in providing the medical services needed to tackle the COVID-19 crisis in the state.
- Programme 2 aimed to raise awareness on hygiene practices as a proactive measure to prevent and reduce the risk of COVID-19 outbreaks in schools within Kota Kinabalu, Penampang, Papar, Putatan and Tuaran districts. A set of criteria was determined in the selection of beneficiary schools:
 - located in the extended movement control order (EMCO) district with high numbers of COVID-19 cases
- Majority of the student's families are from the B40 group
- the school was not equipped with similar hand washing facilities

Outputs

- 1 Respiratory Ebus Miniprobe with driving unit provided to Hospital Queen Elizabeth, Kota Kinabalu
- 7 handwashing kiosks installed in schools and orphanages.



Handover of handwashing kiosks to school representatives was complemented with communication on the importance of hand washing in the prevention of virus transmission

COVID-19 RELIEF: FOOD AID ASSISTANCE



SO1

Others



Livelihood and



World Wildlife Fund (WWF)



Sabah



2 months (September-October 2021)



The prolonged Movement Control Order which was extended into most of 2021 brought about many cases of loss of livelihood and financial strains among the lower and medium income groups and small businesses. As a consequence of these stresses, the community's economy, livelihood, safety and mental health were also hugely affected. Realising this difficulty faced by the affected communities, MERCY Malaysia and WWF Malaysia brought some ease to them at a time of extreme stress, through the provision of food packs, which helped to to reduce hunger and ease mental stress.

Outputs

• 303 food packs distributed



Logistics was a challenge that had to be overcome by proper planning and coordination in the delivery of food packs to affected communities in Sabah



Malavsia

ASSESSMENT CENTRES (CAC) AND HEALTH CENTRES (PK) RESPONSE



SO1

Affected communities



lealthca



Kementerian Kesihatan Malaysia



Kuala Lumpur

- CAC Titiwangsa, Cheras, and Lembah
 Pantai
- PK Titiwangsa, Cheras and Lembah
 Pantai



6 months (June-December 2021)



Volunteers supporting operations at CAC Cheras on Merdeka Day show patriotic spirit in helping the nation in the fight against COVID-19

Project Description

The project to provide manpower support to CACs and PKs was borne from a request from the Crisis Preparedness and Response Centre (CPRC). MERCY Malaysia deployed both medical and non-medical volunteers to assist operations at both the CACs and PKS. They were tasked with crowd control and management, registration duties, swabbing, patient and call-centre consultations, and other administrative tasks. All volunteers were equipped with the necessary Personal Protection Equipment to minimise their risk exposure to COVID-19.

Outputs

• 50 volunteers provided support to 6 centres

COVID-19 MEDICAL/HEALTHCARE HARDSHIP ASSISTANCE PROGRAMME



Project Status

Affected communities



Healthcare



Maybank Islamic Berhad (MIB)



Kuala Lumpur, Selangor and Kelantan



8 months (August 2021-March 2022)



An elderly man receiving healthcare and medical aid from a MERCY Malaysia team member

Project Description

COVID-19 restrictions limited economic activities to only the essential sectors directly impacting the ability of the lower income and underprivileged communities to financially make ends meet. With reduced income came medical, healthcare and livelihood challenges. This project, supported by MIB, aimed to provide medical and healthcare assistance to those in need and impacted by the pandemic.

Aid was delivered to 36 beneficiaries in the form of medical and assistive devices to help improve quality of life and activities of daily living. Healthcare assistance was also extended including payment of medical fees, and improving access to clinical experts and healthcare services.

Outputs

- 15 hospital beds
- 18 wheelchairs
- Consumables such as insulin needles, stoma bags, diapers
- 48 physiotherapy sessions (regular physiotherapy, neuro physiotherapy)
- RM11 thousand reimbursement of hospital fees and medication bills



Malaysia

COMMUNITY VACCINATION OUTREACH PROGRAMME (COVAC)



SO1

Vulnerable communities



lealthca



Protect Health Kementerian Kesihatan Malaysia



Throughout Malaysia (except Perlis, Sarawak & Negeri Sembilan)



5.5 months (July-December 2021)



MERCY Malaysia's team members administer COVID-19 vaccines in the homes of those physically unable to get to the designated vaccination centres

Project Description

This programme supports the National COVID-19 Vaccination Programme (PICK), which targeted to immunise 80% of the total Malaysian population by early 2022. MERCY Malaysia conducted several PICK missions in the Klang Valley and all other states in Malaysia except Perlis, Sarawak and Negeri Sembilan.

The first mobile vaccination mission was mobilised on July 16 to serve the elderly, bedridden and disabled individuals, as well as caregivers. This was to ensure those vulnerable and living in rural areas, especially those facing mobility, transportation, and other challenges, are able to receive their COVID-19 vaccines. These missions also serve atrisk communities (undocumented, refugee and stateless). Coordinated efforts to engage these communities is vital to control virus transmission and achieve herd immunity. One vaccination centre, Pusat Pemberian Vaksin (PPV) Melaka, was opened in November 2021 until May 2022.

Outputs

 15,430 individuals, from the at-risk and vulnerable communities, vaccinated

DEKAT DENGANMU URBAN POOR PROGRAMME



SO1

Affected communities



Healthcare



Maybank Islamic Berhad (MIB) ROSE Foundation Little Caliphs Sdn. Bhd.



Kuala Lumpur



12 months (May 2021-May 2022)



Providing underprivileged children exposure to extracurricular activities can have a positive impact on their interest in education

Project Description

Dekat Denganmu Urban Poor Programme 2021 is the year two and year three of a three-year programme that aims to improve the quality of life of the urban poor population, measured by their health status, personal safety and existing social support. This programme aims to provide the communities access to healthcare and to increase their awareness on personal hygiene practices related to healthy lifestyle and well-being. The programme identified the population in public housing areas known as the Program Perumahan Rakyat (or PPR) specifically PPR Sri Pantai, PPR Pekan Kepong and PPR Muhibbah in Kuala Lumpur. It reached an estimated 3,000 direct beneficiaries.

Outputs

- · 6 mobile clinics, with cervical screening facilities
- 8 Child Learning Spaces and activities
- 1,200 sets of personal hygiene kits, dignity kits and essential food packs distributed



Malaysia

RAMADHAN RELIEF 2021: FOOD DISTRIBUTION TO COMMUNITIES THROUGHOUT MALAYSIA



SO1

Asnaf communities



Livelihood and Food Security



TIME dotCom Holdings Holdings Helping Hand Relief and Development Prokhas Ekuinas Capital Dana Engineering Duga Saga The Last Slice Naural Herbal Industries Zakat MERCY Malaysia Public donors Department of Social Welfare, Malaysia State Zakat authorities



Throughout Malaysia



2 months (April-May 2021)



Project Description

Ramadhan Relief (RR) 2021 is an initiative taken by MERCY Malaysia with the support of corporate and NGO partners and local communities to support families by providing food aid during the month of Ramadan in 2021.

In Malaysia, the ongoing COVID-19 Movement Control Orders throughout 2020 and 2021, and the emergence of a new COVID-19 variant paralysed the nation and many of its population. Muslims in Malaysia had to observe Ramadan 2021 under tight restrictions. Thus, the main objective of RR 2021 was to meet immediate-term food needs and protect the livelihoods of at-risk and asnaf communities throughout the country. With generous donor support, the project which had initially targeted distribution to 1,360 families, successfully distributed aid to 4,200 households.

Output

• 4,200 food packs to households



Without doubt, the past two and half years have been quite a challenging time for MERCY Malaysia as one of the leading NGOs in country. On top of managing the ongoing raging pandemic, we also responded to multiple disasters such as the floods in December 2021. I personally believe that it was an exhausting time for all involved. Yet, it is very rewarding for all of us in MERCY Malaysia - whether we served as a staff or a volunteer, the challenges faced and overcome will be experiences and memories that will motivate and bring us strength in years to come.

I jumped at the opportunity

I have been volunteering with MERCY Malaysia for almost two decades. As a medical volunteer, I have served in several national and international relief missions. During the peak of the COVID-19 pandemic, I was given the opportunity to serve this wonderful humanitarian organisation in a full-time role. I saw it as a calling for me to give back to the country that has been my home for the last 34 years.



QATAR FUND FOR DEVELOPMENT REFUGEES HEALTHCARE PROGRAMME



SO1

Vulnerable communities



Healthcare



Qatar Fund for Development (QFFD) Qatar Charity Berhad National Welfare Foundation, Malaysia (NWFM)



Kuala Lumpur and Selangor



3 years and 5 months

Project Description

Funded by QFFD, this programme was mooted with the purpose to provide better medical and healthcare services to refugees and asylum seekers in Malaysia. The project was implemented in collaboration with three medical NGOs - MERCY Malaysia, MRA and IMARET. It covers 6 components - establishment of Comprehensive Primary Health Care Centres (CPHCC), provision of Primary Healthcare Services through mobile clinics, health promotion and education, vaccination services, healthcare shelters and secondary and tertiary referral systems.



A mobile clinic established in various neighbourhoods in the Klang Valley brings primary healthcare services to the refugee community

Outputs



2

QFFD Comprehensive Primary Healthcare Centres (CPHCC) in Kajang and Ampang



23,723

patients treated at the two CPHCCs



7,092

treated in mobile clinics providing primary healthcare services



14,930

health promotion and educations programmes



5.132

individuals vaccinated



606

individuals given healthcare shelter

COVID-19 Vaccination Programme for Refugees and Migrant Workers

MERCY Malaysia was one of the key actors in COVID-19 Vaccination Programme for refugees, foreign workers and undocumented people, in the spirit of leaving no one behind. The COVID-19 vaccination were conducted at the community halls, community centres, refugee learning centers which involved MERCY Malaysia volunteers.

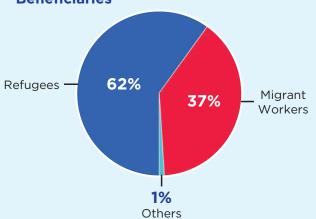


In Numbers

Total COVID-19 vaccines given 6,230

971 806 4,453 Dose 1 Dose 2 B1

Beneficiaries



BUILDING RESILIENT COMMUNITIES



SO4

Affected communities - Targeted school children in flood prone areas



School Preparedness Programme (SPP) 2021



UNICEF



Saba

Project Description

MERCY Malaysia and UNICEF Malaysia share a common belief that it is imperative to ensure that the safety and well-being of children are not compromised especially when faced with disaster and climate risks. Considering that the majority of their time is spent in school, the school preparedness programme aims to engage with students, teachers and the school community and introduce them to the concept of disaster preparedness and resilience. The objective of the School Preparedness Programme is twofold - to increase awareness and knowledge of the students on disaster risk reduction and management, pandemic, climate change, mental health and resilience, and to strengthen the school community's preparedness, response and resilience towards disasters and climate change.

This becomes more pertinent as the accelerated climate change and environmental degradation present serious risks for children in Malaysia. These risks range from floods and vector-borne diseases to worsening air quality and improper disposal of hazardous wastes. Exposure to these risks bring unwanted consequences on children's health and well-being, education and future career/income.

The School Preparedness Programme (SPP) 2021 saw a series of five half-day online workshops conducted at five different schools in Sabah.

PROJECT 1: SPP WORKSHOP 1



4 September 2021



Outputs

 1 online session conducted, attended by 48 students and teachers from SMK Taun Gusi, Sabah

PROJECT 2: SPP WORKSHOP 2



11 September 2021



Outputs

 1 online session conducted, attended by 45 students and teachers from SK Pendidikan Khas Tuaran, Sabah



PROJECT 3: SPP WORKSHOP 3



10 and 21 September 2021



Outputs

 2 online sessions conducted, attended by 48 students and teachers from SMK St Michael, Sabah

PROJECT 4: SPP WORKSHOP 4



21 September 2021



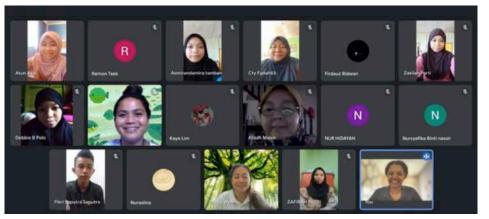
Outputs

 1 online session conducted, attended by 29 students and teachers from SK Kibabaig, Sabah

PROJECT 5: SPP WORKSHOP 5



21 September 2021



Outputs

 1 online session conducted, attended by 11 students and 1 teacher from Matakana Learning Centre, Sabah

Malavsia



GLC/GLIC DISASTER RESPONSE NETWORK (GDRN) PERMAI RELIEF FUND 2021



Project Status

Affected communities



Building Resilient Communities



Yayasan Khazanah Maybank Foundation



Peninsular Malaysia and Sabah



(June-July 2021)



Staff and volunteers ensuring items are properly sorted and packed to ensure they reach their intended beneficiaries

Project Description

After over a year of restrictions and lockdowns, the hardships faced by many Malaysian households reached a critical stage. Aggravated by occurrences of flood, water shortages, and other natural disasters, the country experiences health, socio-economic and humanitarian crises of unprecedented scale and impact. A white flag movement was mooted by the public as a call for survival, as with minimal economic activities and purchasing power greatly reduced, the poor and vulnerable groups suffered. Sadly but unsurprisingly, psychosocial health and well-being declined as economic tensions rose.

The impact was more severe among the marginalised, atrisk and OKU communities, as they may not be eligible for assistance packages offered by the government. As such, this Relief Fund, offering immediate assistance, was critical in reducing the humanitarian burden felt by these communities. While the aid given was short-term in nature, it was significant for survival.

Outputs

- 200 sets of household kits distributed to households affected by floods in Pahang
- 400 food packs distributed to the less-abled communities in Kuala Lumpur, Negeri Sembilan and Perak
- 920 food packs distributed to the B40 communities in Melaka, Selangor, Perak and Negeri Sembilan
- 1 menstrual hygiene awareness video produced
- 1,000 reusable sanitary pads distributed to B40 female students in Sabah
- 2,967 reusable masks distributed to 15 schools in Sabah

INTERNATIONAL DAY FOR THE ERADICATION OF POVERTY (IDEP) PRE-CONFERENCE WORKSHOP: BUILDING COMMUNITIES' RESILIENCE AND BEST PRACTICES



Project

Affected communities



Building Resilient Communities

SO1

AND REST DESCRIPTIONS OF THE PARTY.



Yavasan Seiahtera



Online



11 October 2021



Project Description

The IDEP 2021 Conference was organised in commemoration of the International Day of Eradication of Poverty was themed Learning, Innovation and Partnerships Key to Poverty Eradication. Addressing the compounding impact of the COVID-19 pandemic and the lockdown measures which left communities and economies reeling from an unprecedented scale of loss, the conference brought changemakers, policymakers, civil society organisations, private sector and government ministries to discuss and chart the way forward on how the Malaysian economy and in turn the affected communities can recover and be resilient towards an uncertain future with varying risks. Participants also discussed and carried out exercises exploring pandemic risk reduction strategies for communities in a Pre-Conference workshop focused on building community resilience and sharing of best practices.

Outputs

• 6 sessions conducted attended by 93 participants from various backgrounds - NGOs, foundations, private sector and academic institutions



Malavsia

MALAYSIAN TECHNICAL COOPERATION PROGRAMME (MTCP): PANDEMIC RISK REDUCTION AND MANAGEMENT



SO4

Participants



Knowledge and Learning



Ministry of Foreign Affairs (MOFA)



Online session



5 days (6-10 Sept 2021 Batch 1, 20-24 Sep 2021 Batch 2)

Project Description

The rapid mutation of the coronavirus had threatened to derail pandemic recovery efforts in many countries. In fact, the outlook was that it would cause further deterioration in some, especially in the Global South, including countries in the ASEAN and Southeast Asia region. The COVID-19 pandemic both exposed and exacerbated systematic health inequities and economic inequalities between developed and developing countries, which have a direct impact on the progress of the country's pandemic recovery.

The 2021 Malaysian Technical Cooperation Programme was themed Pandemic Risk Reduction and Management. Its agenda covered four key themes - Public Health, Risk Planning and Risk Communication, Science and Technology and Mental and Psychosocial Support - and aimed to:

- 1. support regional cooperation and coordination for public health emergencies through capacity building initiatives,
- 2. promote integrated health and disaster risk management and approaches,
- advocate for a systemic risk and evidence-based approach in disaster risk management strategies, policies and legislation,
- 4. promote utilisation and access to timely data for coordinated, comprehensive and inclusive recovery strategies, and
- 5. increase awareness of pandemic and epidemic preparedness.

Outputs

2 online sessions were conducted, attended by 25 participants from various countries

WATER, SANITATION AND HYGIENE (WASH) PROGRAMME, KELANTAN



Project Status

Vulnerable communities, including Asnaf



Building Resilient Communities WASH

SO1



Participants from Azerbaijan, Malaysia, Mauritius, Morocco,

appreciated the sharing of country experiences and practices

Palestine, the Philippines, Sierra Leone and Thailand

Maybank Islamic Berhad (MIB) Kuala Krai District Health Office



Kampung Gua Ikan, Kuala Krai, Kelantan



5 months (1 September 2021 -31 January 2022)





Project Description

This WASH Programme was funded by MIB through its Zakat allocation. The project aimed to contribute to the improvement of health and socioeconomic well-being of communities through the provision of sustainable safe water, sanitation, and hygiene practices.

Targeted to serve the underprivileged Asnaf Fakir and Asnaf Miskin communities in Dabong, Kelantan, the project included the upgrading of the gravity feed system, filtration water system and piping distribution in Kampung Gua Ikan. Beneficiaries were also equipped with hygiene kits (including supplies of washing powder and soap bars), and given awareness on the importance of maintaining proper hygiene and sanitation through several public health interventions.

- 150 beneficiaries from 33 families received clean water direct to their households
- 33 public notice boards on sanitation and hygiene practices/ education were installed to ensure continuous hygiene and sanitation practices in the community
- · 33 households received hygiene kits
- the community of Kampung Gua Ikan formed a committee to maintain the clean water system

Malavsia



WATER, SANITATION AND HYGIENE (WASH) PROGRAMME, SABAH



SO1

Vulnerable communities



Building Resilient Communities WASH

mercy



Maybank Islamic Banking



Pulau Malawali, Kudat, Sabah



23 months (January 2020 -December 2021)



The people of Pulau Malawali depended on wells in the ground for their clean water supply. However, this solution became increasingly challenging and non-sustainable due to the wells drying up during the hot weather. The WASH programme developed a proper rainwater harvest system for the use of the community, allowing them to enjoy continuous clean water supply.

The programme also included upgrading the community's wudhu area with tiled flooring and multiple piping, and constructing a proper washing area under the building of which centralised rainwater is harvested.

The project was started in early 2020. However, due to the COVID-19 pandemic, it was only completed in December 2021.

Outputs

- 250 individuals from the Ubian community of Pulau Malawali benefitted from the continuous supply of clean water
- a new wudhu area with multiple pipes was installed at the surau for the convenience of worshippers
- a dedicated washing area was constructed under the building in which centralised rainwater is harvested

• an

WATER, SANITATION AND HYGIENE (WASH) PROGRAMME, SARAWAK



to the island

SO

Vulnerable communities

Materials for the project had to be transported using a vessel



Building Resilient Communities WASH



Maybank Islamic Banking (MIB) Klinik Kesihatan Pandawan Kampung Senah Rayang



Pandawan, Sarawak



23 months (January 2020 -December 2021)



River cleaning before starting the project

Project Description

This WASH Programme was funded by MIB through its Zakat allocation. The project aimed to contribute to the improvement of health and socioeconomic well-being of communities by reducing the incidence of water and sanitation-related diseases. Targeted to serve the underprivileged *Asnaf Muallaf* community in Padawan, Sarawak, who did not have access to proper supply of clean water. The project thus consisted of three components - prevention and mitigation to public health risks, access to safe clean water and sanitation services, and capacity building of the targeted communities.

With the existing gravity feed systems, rivers and rainwater collection as their main sources of water supply, the local community was exposed to waterborne diseases. They also faced financial challenges to purchase potable water for drinking and cooking purposes. The project upgraded the existing gravity feed system, constructed a three tubewell system with piped distribution network to the village to provide the community domestic water supply. The project had also budgeted for public hygiene and sanitation education. However, as it was not possible to conduct due to COVID-19 restrictions, the budget was channelled to the purchase of hygiene kits and food packs for the villagers.

The project started in early 2020. However, due to the COVID-19 pandemic, it was only completed in December 2021.

- 484 beneficiaries from 139 households received clean underground water supply
- Villagers no longer needed to purchase drinking water
- 137 food packs and hygiene kits worth RM35,000 distributed





RESILIENT HEALTH INFRASTRUCTURE (RHI), JOHOR



Affected communities - schools



Building Resilient Communities



Yayasan Sultan Iskandar Johor (YSIJ) District offices



Johor



20 months (June 2020 - January 2022)



Handwashing kiosks and decontamination shower tent enhance community disaster preparedness and infrastructure capacities

properly planned, to face pre-, during and post-hazard or disaster situations.

The planned intervention under this programme was to conduct a series of RHI workshops for school students. However, an alternative plan had to be put in place due to the lockdown restrictions and various technical challenges. The allocated funds were reallocated to construct handwashing kiosks to promote good hygiene practices as a preventive measure to contain the spread of COVID-19 among the school community.

On the same note, MERCY Malaysia procured one unit of One Line Decontamination Shower Tent for the Hazardous Material Unit (HAZMAT) team in Johor Bahru. The HAZMAT team was the second responder after Klinik Kesihatan Pasir Gudang during a previous chemical spill incident in 2019, and a Decontamination Shower Tent enhanced their preparedness to respond to similar emergencies in the future.

Project Description

RHI is part of MERCY Malaysia's Building Resilient Communities (BRC) initiatives. RHI programmes focus on advocating the strengthening of hospitals and health infrastructure capacities as part of their responsiveness preparation and faster recovery in cases of disasters. In this context, RHI considers the operations of a hospital, while complex and sophisticated, run on a system and procedures which can be predicted, anticipated and

Outputs

- 1 unit of Decontamination Shower Tent procured
- 6 handwashing kiosks constructed in six schools (Sekolah Sultan Ismail, Sekolah Kebangsaan Medini, Sekolah Menengah Kebangsaan Benut, Sekolah Tinggi Muar, Sekolah Menengah Kebangsaan Munsyi Sulaiman and Sekolah Kebangsaan Kg. Dato Ibrahim Majid)
- Hygiene supplies such as hand soaps, sanitisers and face masks were distributed to six schools



PPE SEWING PROJECT

SO1



Communities who lost their source of income due to the pandemic, Health and detention centres



Healthcare Livelihood and **Food Security**



Malaysia Association for the Blind KOMITED Persatuan Sosio Ekonomi Sosial

Pertubuhan Srikandi Rawang Persatuan Cina Muslim Malaysia Pertubuhan Kebajikan dan Sosial Wanita Hulu Selangoi Pertubuhan Kebaiikan Wanita Penyayang Negeri Pertubuhan Pembangunan dan Kesejahteraan Wanita Perak



Kuala Lumpui



6 months (Jan-Jun 2021)







This project is a continuation from 2020 involving identified B40 community members with sewing skills to utilise their abilities to earn income. The project successfully provided income opportunities to those affected by the pandemic to survive. The project was assisted by MERCY Malaysia volunteers who helped cut the fabric to be sent to the sewing centres.

As at January 2021, the project has engaged 73 tailors in 12 sewing centres across five states; Kuala Lumpur, Selangor, Pahang, Kelantan and Perak. Payment was paid according to the PPE item produced (either ISO gowns, clothes, gloves or socks).

Outputs

60,000 PPEs were produced and distributed to government hospitals, prisons, temporary detention centres etc., for the use of their frontline staff

COMMUNITY-BASED DISASTER RISK MANAGEMENT - PANDEMIC



Status

Affected communities



Knowledge and Learning

SO4



National Disaster Management Agency of Malaysia (NADMA) Shell Malaysia

Project Description

A Community-based Disaster Risk Management - Pandemic (CBDRM-P) workshop was conducted in Batu Pahat, Johor. The workshop aimed at local community leaders to prepare and equip them with the knowledge, skills and resources to transition safely into the endemic phase, reduce the spread of the COVID-19 outbreak, and increase the resilience of local communities.

The CBDRM-P workshop empowers the community to develop preparedness, action and recovery strategies to combat COVID-19. It envisions community leaders rising to become agents of change and promote the implementation of SOPs set by the MOH and the National Security Council at the grassroot level.

PROJECT 1: CBDRM-P WORKSHOP 1 (PILOT PROJECT)



Rembau, Negeri Sembilan



2 days (16-17 October 2021)



Participants preparing for a presentation on disaster risk management during the workshop

Outputs

26 community members trained (from Kampung Tanjung Sena and representatives from district office and related agencies such as Angkatan Perkhidmatan Awam Malaysia, District Health Office, and the police force)

PROJECT 2: CBDRM-P WORKSHOP 2



Rembau, Negeri Sembilan



6 December 2021



Everyone plays a role - women community leaders seen discussing disaster risk management during the workshop

Outputs

· 21 community members trained



PROJECT 3: CBDRM-P WORKSHOP 3



Batu Pahat, Johor



8 December 2021



Empowering community leaders through community-based disaster risk management training

Outputs

- 6 sessions were conducted for 93 participants from various backgrounds - NGOs, foundations, private sector and academic institutions
- of Mukim Lubok, Mukim Bagan, Mukim Peserai, Mukim Simpang Kiri, Mukim Simpang Kanan, Mukim Linau, Mukim Sri Gading (Parit Raja & Ayer Hitam), Mukim Chaah Baru, Mukim Tanjung Sembrong, Mukim Sungai Kluang, Mukim Minyak Beku, Mukim Kampung Bahru, Mukim Sungai Punggor, Mukim Seri Medan (Parit Sulong) and SMK Munsyi Sulaiman)
- Workshop conducted in cooperation with Pejabat Daerah Batu Pahat

CONTINUOUS HUMANITARIAN EDUCATION (CHE)



SO4

Others - MERCY Malaysia staff



Knowledge and Learning



Omme



3 months (October-December 2021)



The sessions adopt various learning approaches including refresher courses, sharing learnings, case studies, reflective studies, supervision, coaching and mentoring

Project Description

CHE is MERCY Malaysia's initiative to provide continuous dissemination of knowledge and information to its staff on the changing trends and directions in the humanitarian and development profession. It is an important initiative especially designed as a continuous knowledge transfer to ensure that staff capabilities and professionalism are constantly developed and remain relevant with the current humanitarian best practices and standards. CHE works on a point system mechanism where participants are able to choose 'elective units' based on their interests and self-development goals. The CHE are fixed bi-weekly on Thursday afternoons.

The system also includes participation in external learning events to encourage participation and exposure to internal and external humanitarian issues. They included 8 sessions on Humanitarian Project Management & Coordination, one session each on Psychological First Aid, Serving the Refugee, Meet the Author – Survivor: My Life as a Rohingya Refugee, and Afghanistan Mission Sharing Session.

- 12 CHE sessions conducted in 2021
- Average of 75% staff (from headquarters) participation per session



BASIC MISSION TRAINING



Others - MERCY Malaysia volunteers



Knowledge and Learning



Ulu Yam, Selangor



18 - 21 December 2021



MERCY Malaysia depends on the strong commitment of its volunteers to continue delivering quality emergency, humanitarian and developmental health aid

Project Description

The Basic Mission Training is designed to prepare volunteers for MERCY Malaysia's medical and humanitarian relief missions to a disaster area, whether in crisis or non-crisis situations. After undergoing the programme, it is expected that the volunteers would be physically and mentally ready to be tasked as a frontliner, and sufficiently trained to face any challenges in the field.

Outputs

· 48 volunteers participated in the training

VOLUNTEER INDUCTION PROGRAMME (VIP)



Proiect

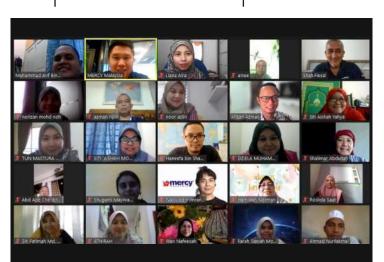
Others - MERCY Malaysia volunteers



Knowledge and Learning



Kolej Universiti Islam Melaka (KUIM)



MERCY Malaysia Volunteer Induction Programme with KUIM staff and students



Online



4 days (29 February, 10 June, 20 June and 8 September 2021)

Project Description

The Volunteer Induction Programme is a speciallydesigned compulsory training programme for new volunteers. The one-day programme provides volunteers a detailed overview of MERCY Malaysia and its operations. After the programme, the volunteers are expected to have gained knowledge about MERCY Malaysia's operations and adhere to the principles practised by the organisation in any future mission.

The programme shares MERCY Malaysia's vision, mission, vision and core values to:

- inculcate the true spirit of volunteerism and professionalism among participants
- provide a brief background of MERCY Malaysia medical and humanitarian aid and relief programmes
- obtain feedback from volunteers about their expectations and concerns
- develop a compassionate and professional team of volunteers

- · 4 programmes organised throughout the year
- 245 volunteers participated in the programmes



MERCY MALAYSIA - UKM YOUTH HUMANITARIAN PROGRAMME



SO1

Others - Students



Knowledge and Learning



Universiti Kebangsaan Malaysia (UKM)



Online



2 days (5-6 June 2021)



UKM students after being enlightened on volunteerism and humanitarian missions on Day 2 of the Malaysia Youth Humanitarian programme

Project Description

The MERCY Malaysia - UKM Youth Humanitarian is an introductory programme designed specifically for students with interest in humanitarian aid. By the end of the programme, the students are expected to have a brief knowledge about MERCY Malaysia operations and standards. The objectives of the programme include:

- to share MERCY Malaysia's mission, vision and core values with students from UKM
- to broaden their knowledge on volunteerism
- to inculcate the true spirit of volunteerism and professionalism among students
- to provide a brief background of MERCY Malaysia medical and humanitarian aid and relief programmes
- to obtain feedback from students about their expectations and concerns
- to promote and approach future volunteers for with MERCY Malaysia

Outputs

• 95 students participated in the programme

BUILDING ADOLESCENTS' RESILIENCE AND WELL-BEING WORKSHOP



Project Status

Others - Students



Knowledge and Learning

SO₁



Maktab Rendah Sains MARA (MRSM)



Nationwide



12 months (January-December 2021)



Happy smiles all around: MRSM students were given exposure and tools on how to manage their mental health and well-being during the workshop

Project Description

The COVID-19 pandemic resulted in increased awareness on issues related to an individual's mental health and well-being caused by stresses on adolescents and youth related to education, family, as well as reduced social and physical interactions. The mental and physical impact of the spiking cases and consequent prolonged lockdown also contributed to adolescents' stress. Realising the need to address the matter, MERCY Malaysia's MHPSS team conducted three workshops that promote awareness on mental health and well-being among adolescents which aimed to give them the knowledge and know-how required to support and build their resilience during stress situations. The workshops were organised with 46 MRSM schools throughout Malaysia - 13 schools from the East Coast, 21 schools from the Northern and 12 schools from the Southern zones.

Outputs

• 242 students participated in the programme

PSYCHOLOGICAL FIRST AID (PFA) TRAINING



Project Status SO1 SO4 Others



Knowledge and Learning



Online



6 months (June-December 2021)



PFA training provides members of the community critical knowledge and skills to provide immediate response to psychological effects of a pandemic or disaster

Project Description

PFA is an evidence-based approach to help children, adolescents, adults, and families in the immediate aftermath of disaster and terrorism. The training is designed to reduce the initial distress caused by traumatic events and to foster short- and long-term adaptive functioning and coping. PFA is designed for delivery in diverse settings.

With the prolonged pandemic and occurrence of several natural disasters in Malaysia, MERCY Malaysia's efforts to provide PFA training is to instil psychological first aid skills and knowledge among the community in Malaysia. Participants were exposed to modules such as introduction to pandemic response, common psychological reactions during a pandemic, what is PFA and self-care during missions. They also had simulation exercises, group activities and practice sessions.

Outputs

- 8 PFA training sessions conducted
- 116 participants from among health and non-health actors

CONSULTATION/PSYCHOTHERAPY SESSIONS



Project Status SO1 SO4

Others



Knowledge and Learning



Turning Point Integrated Wellness Sdn. Bhd. Thrive Well Pusat Pakar Psikologi Jiwadamai MyPsychology Mental Illness Awareness and Support Association Pusat Psikologi N&J WQ Park UBS HP Foundation



Nationwide



6 months (June-December 2021)



Free therapy sessions were offered to frontliners helping them manage the stresses and trauma of related to the treating, and dealing with deaths, of COVID-19 patients

Project Description

The mental health and well-being of frontliners became an important concern as the stresses of the prolonged pandemic and dealing with death left them struggling with feelings of sadness, anxiety, and mental stress. In addressing this issue, MERCY Malaysia teamed up with the project partners to offer frontliners and volunteers five free psychological support sessions.

Consequently, with increasingly more reports of suicide cases and mental health issues among the public in mid-2021, the sessions were extended to Malaysian citizens, with priority for the B40 communities and those unable to afford therapy sessions. Posters advertising this critical public service were launched on 8 July 2021 and by December, 340 slots were registered. These cases were referred to assigned psychology service providers.

Outputs

 393 patient referred (53 frontliners and 340 citizens) for psychological support



COVID-19 FACEBOOK SUPPORT GROUP



SO1 SO4 Others



Healthcare



Silver Lining Psychology



Online - Facebook (Kumpulan Sokongan Facebook COVID-19 MERCY Malaysia Facebook Page)



12 months (January-December 2021)



Tips on managing mental health issues, including suicide, shared on the Facebook page

Project Description

The COVID-19 pandemic in Malaysia and the world over is much more than a health crisis. The pandemic has caused a significant impact on the mental health of COVID-19 victims, their family members, and the society at large. The causes can be direct (contracted COVID-19, faced death due to the virus in the family, working in the frontlines) or indirect (financial, economic and domestic stresses due to lockdowns and movement restrictions). MERCY Malaysia formed a 12-month Facebook support group to provide the general public some social support for mental health and well-being. This intervention is based on a research by Cherry (2020) which found that poor social support has been linked to depression and loneliness.

Outputs

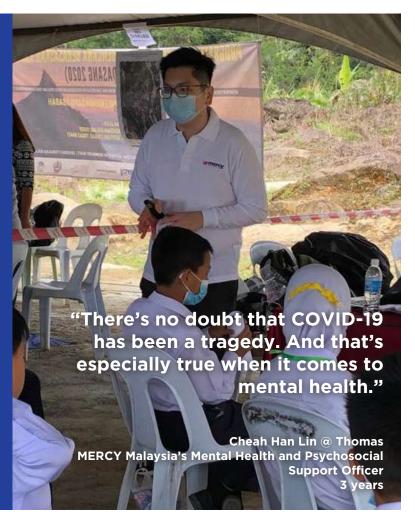
- Kumpulan Sokongan Facebook COVID-19 MERCY Malaysia and was created on 22 Oct 2020
- 88 informative posters on issues related to COVID-19
- 4 quizzes / polls posted
- 5 individuals referred to psychology centres for group therapy sessions

HUMAN STORY

I joined MERCY Malaysia in 2019, just before the onset of the pandemic. Since then, the one positive change is that more people have realised the importance of mental health and that it is more common than you think. However, stigmatisation remains high, and people still feel reluctant and uncomfortable reaching out for help.

It is critical for us to keep increasing the awareness on mental health and well-being

The increased awareness in mental health doesn't necessarily mean that everyone knows what mental health is and how to cope and manage it. In our workshops and training sessions, MERCY Malaysia's MHPSS teams teach participants the different mental health conditions and their effects, as well as the right self-care strategies to cope and manage stress. These early interventions will ultimately mitigating them from turning into serious mental health disorders. Our hope is that by becoming more aware of what symptoms and warning signs to look out for, people will be more capable of recognising the symptoms in the people around, thereby increasing our individual capacities to support or get assistance for them, if needed.





PSYCHOSOCIAL SUPPORT HELPLINE



Healthcare



Kementerian Kesihatan Malaysia (KKM)



Remote - Phone calls

Project Description

MERCY Malaysia, together with KKM took the initiative to provide all Malaysians access to emotional and psychosocial support by offering Psychosocial Support Helpline services. The Helpline aims to provide PFA to those who are impacted by the pandemic, offering mental health and well-being support in a safe and confidential online setting.

The Helpline was initially activated at the beginning of the Movement Control Order (MCO) on 25 March 2020. Due to

the ongoing need and response received, the support was extended throughout 2021, and continues to the end of 2022.

A separate Hotline service was also established to provide psychosocial support to those in Sabah at the height of the COVID-19 spike in the state. The Hotline ran for 6 months.

PROJECT: PSYCHOSOCIAL SUPPORT HELPLINE MALAYSIA



SO1

Others - Malaysian public



Ongoing since March 2020



The free, remote and confidential helpline was positively received by the Malaysian public, and its services has been extended to end of 2022

Outputs

 8,710 calls attended in 2021 (7,213 by KKM, and 1,497 by MERCY Malaysia)

PROJECT: PSYCHOSOCIAL SUPPORT COVID-19 HOTLINE SABAH



so

Affected communities in Sabah



October 2020 - May 2021



The free remote and confidential helpline offered an avenue to support people in Sabah

Outputs

• 13 cases attended in 2021



MHPSS WEBINARS



SO1 Others



Healthcare



Online - Facebook Live and Zoom



7 months (June-December 2021)



MHPSS webinars provided knowledge and information on understanding stresses and anxieties and provided practical tools and suggestion on how to effectively manage them

Project Description

As another intervention to remotely engage with the community and provide mental health and well-being support, MHPSS Webinars were organised by the MHPSS team to share inspirational stories and perspectives from various groups of people. The sharing was hoped to help reduce the normal distress reactions to COVID-19 from exacerbating into more serious mental health issues such as anxiety, depression and post-traumatic stress disorder (PTSD).

They also aimed to educate viewers on mental health, stress management, and coping strategies.

Outputs

· 2 webinars organised

MHPSS IN-COMMUNITY PROGRAMME FOR THE ELDERLY



Project Status SO1 Others



Knowledge and Learning



Kuala Lumpur and Putrajaya



6 months (July-December 2021)

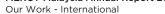


Providing mental health awareness to the eldery participants required a different approach to be taken by the MHPSS team

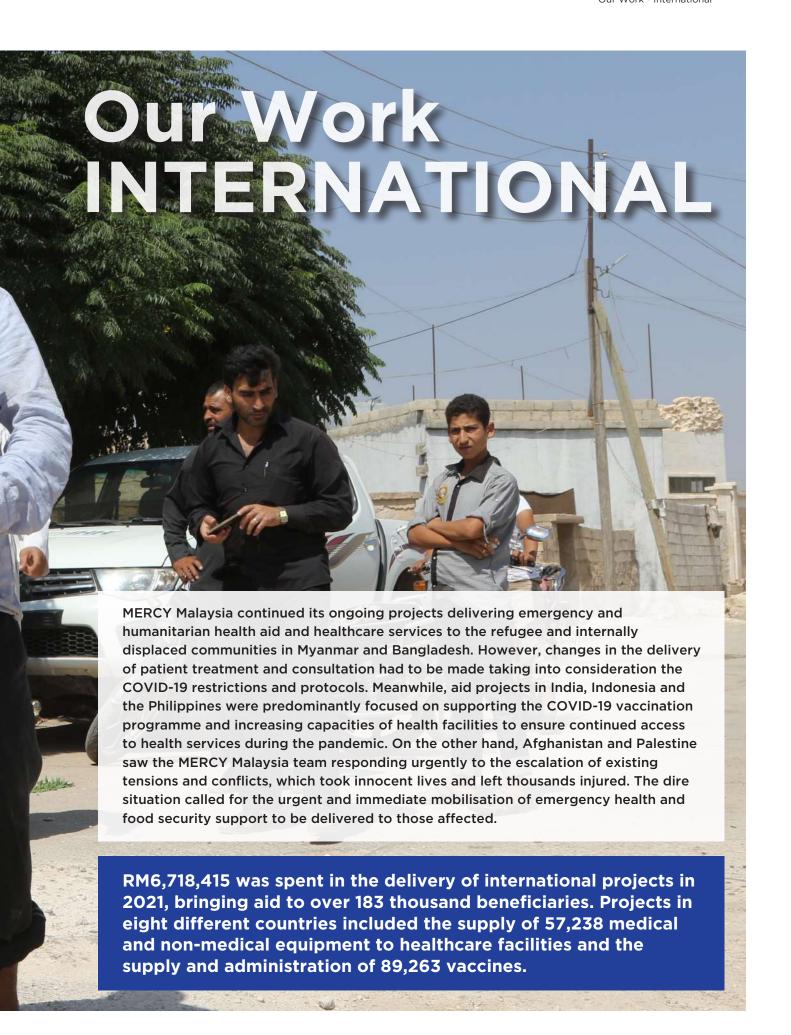
Project Description

MERCY Malaysia's work has always been focused on supporting the affected, vulnerable and at-risk communities. The COVID-19 outbreak affected all segments of the population, and was particularly detrimental to vulnerable social groups, including the elderly. A study by Vanoh et al. (2016) showed that 16.5% of Malaysian elderly adults show symptoms of depression. Taking this on board, the MHPSS team developed and organised a programme aimed to improve the mental health, well-being, and quality of life among the elderly in Malaysia. It aimed to provide information on mental health and psychosocial stresses and promote self-care activities for better well-being among the elderly. Three nursing homes in the Klang Valley were part of the pilot project - Restu Villa Care Centre and Sri Seronok Retirement Village, Kuala Lumpur and Laman Khaira Care Centre, Putrajaya.

- 3 programmes conducted in 3 nursing homes (programme included awareness workshops, mental care support and elderly group activities)
- 80 participants attended programme (70 elderly residents and 10 caregivers)
- 80 sets of food packs and 70 psychosocial kits distributed
- 36 sessions completed 12 sessions elderly health awareness workshop, 12 mental care support session, 12 elderly group activities









AFGHANISTAN EMERGENCY RESPONSE



Affected communities



Healthcare



Afghanistan Refugee Department



Kabul and Jalalabad. Afghanistan



2 months (November-December 2021)



Project Description

The already dire crisis situation in Afghanistan was exacerbated by NATO's decision in May 2021 to remove its troops from the country, the consequent recapture of Kabul and the Talibans regaining control. These led to suspensions or termination of international humanitarian and financial aid to Afghanistan, and combined with an ongoing economic/banking crisis and the prolonged drought (faced by 80% of the country), Afghanistan's population faced acute food shortages and widespread famine. The country also faced critical issues of protracted displacement (reaching almost 6 million people), food insecurity and potential acute malnutrition among children. UNICEF, in October 2021, warned that without immediate treatment, at least one million children were at risk of dying due to severe acute malnutrition.

MERCY Malaysia's Rapid Assessment Team (RAT) was deployed to Afghanistan on 18-26 November 2021. Working with the Afghanistan Refugee Department, it successfully distributed emergency food rations in Kabul, and medicine supplies to a health centre in Hesar Shahi Camp, Jalalabad.

Outputs

- 2 months supply of medicines
- 1,100 kg of food items distributed
- Outreach to 18,132 individuals



Bangladesh

PRIMARY, MATERNAL AND CHILD HEALTHCARE RESPONSE AND RESEARCH PROGRAMME



SO1

Affected communities - Forcibly Displaced Myanmar Nationals (FDMN)



Healthcare



Community Initiative Society (CIS)



Camp-15, Cox's Bazar, Bangladesh



6 months (July-December 2021)



Project Description

Over 1.1 million Rohinya refugees are currently in Bangladesh according to government data. Since 2018, CIS and MERCY Malaysia have partnered to provide healthcare services to the FDMN community in Cox's Bazar through the Comprehensive Primary Health Care (CPHC) centre. The centre offers primary health care services, medication, emergency obstetrical care, women and child health care services, home visits, emergency ambulance and referrals as well as public health awareness programmes.

The CPHCC at Camp-15, Jamtoli is part of the Health Cluster in Cox's Bazar and along with the other health partners, it supports to strengthen the local health system, bringing significant impact to the health and well-being of the community.

- 51,222 patients consulted treated and provided with medication
- 120 nutrition packages distributed to women and children
- 1,877 family planning kits distributed
- · 84 babies safely delivered at the facility



REGIONAL RAMADHAN RELIEF (RRR) 2021: FOOD DISTRIBUTION FOR ROHINGYA COMMUNITIES IN BANGLADESH



SO1

Affected communities, including Asnaf



Livelihood and Food Security



Community Initiative Society (CIS)
Dhaka Community Hospital Trust (DCHT)
Maybank Islamic Bank Berhad (MIB)



Camp-15, Cox's Bazar, Bangladesh



7 weeks (March-May 2021)



Project Description

Regional Ramadhan Relief (RRR) 2021 is an initiative taken by MERCY Malaysia with the support of corporate and local NGO partners and communities to provide families with immediate food provisions, meeting the needs of at-risk communities, especially the Asnaf communities in Bangladesh for Ramadhan 2021.

In Bangladesh, RRR 2021 focused on providing humanitarian food aid to the refugee community in Cox's Bazar. MERCY Malaysia with its donors and local partners have been providing ongoing medical and healthcare aid for this community. RRR 2021 allocated over RM55 thousand to extend immediate food aid to the needy by distributing Ramadan food packs to 224 households in the community.

Outputs

• 224 food packs to households



Cambodia

REGIONAL RAMADHAN RELIEF (RRR) 2021: FOOD DISTRIBUTION TO COMMUNITIES IN KAMPOT, CAMBODIA



SO1

Affected communities, including Asnaf



Livelihood and Food Security



Maybank Islamic Berhad Islamic Aid Malaysia Islamic Relief Malaysia Yayasan Pembangunan Ekonomi Islam Malaysia

Yayasan Ikhlas Sharie' Charitable Association, Cambodia



Kampot Province, Cambodia



3 months (February-April 2021)



Project Description

Regional Ramadhan Relief (RRR) 2021 is an initiative taken by MERCY Malaysia with the support of corporate and NGO partners and local communities to support families through provision of immediate-term food needs and to protect the livelihood of at-risk communities especially Asnaf communities in selected locations.

Cambodia was identified for the RRR 2021.

In Cambodia, RRR 2021 focused on providing humanitarian food aid to the Muslim community in the Kampot Province. RRR2021 allocated RM21.9 thousand to extend immediate food aid to 132 Asnaf households in the community.

Outputs

• 132 food packs to households



COVID-19 EMERGENCY RESPONSE: INDIA



SO1

Affected and vulnerable communities, Healthcare facilities



(COVID-19)



Doctors For You (DFY)



Haryana, Karnataka, Kerala, Mumbai, New Delhi and Uttar Pradesh



3 months (August-October 2021)



Project Description

This emergency response aimed to increase the capacity of selected areas in India to fight and contain the spread of COVID-19. The aid included supplying medical equipment to seven health facilities in Mumbai to increase their capacity to managing COVID-19 cases, and conducting vaccination programmes in rural areas of Haryana, Uttar Pradesh, Karnataka, Kerala, and a centre for urban slums of Delhi. The vaccine cost is INR 59 per person, thus a total of RM73,575 was spent for the vaccination programme.

Outputs

- Medical equipment worth RM1 million delivered (equipment included 15 ventilators, 20 patient monitors, 10 oxygen concentrators, 20 infusion and syringe pumps and 29,160 PPE items including facemasks and aprons)
- 22,500 people vaccinated



India

COVID-19 EMERGENCY RESPONSE: INDIA



| | |

Affected and vulnerable communities, Healthcare facilities



Healthcare (COVID-19)



Sustainable Environment and Ecological Development Society (SEEDS) India



Districts of Wayanad & Kottayam, Kerala and Delhi



5 months (April-August 2021)



Project Description

This project established COVID-19 Care Centres at two health facilities in Kerala (Health Centre Panamaram and Government Taluk Hospital Chanaganassery), increasing their capacities to provide care and support to their respective district's most vulnerable communities. The project, in coordination with the State Health Department, also supplied medical equipment to designated hospital and healthcare facilities in New Delhi hospital to increase their capabilities to provide the needed services and urgent responses needed due to the spike in daily COVID-19 cases.

- 2 COVID-19 Care Centres (20-bedded) provided urgent healthcare services to 14,672 beneficiaries
- RM103 thousand worth of medical equipment supplied to health facilities in New Delhi (equipment included 8 oxygen concentrators, 20 oxygen tanks and 20 oxygen empty cylinders)



India

International

COVID-19 EMERGENCY RESPONSE: INDIA



SO1

Affected and vulnerable communities, Healthcare facilities



(COVID-19)



Sustainable Environment and Ecological Development Society (SEEDS) India



Srinagar, Jammu and Kashmir



4 months (September-December



Project Description

Two key challenges in the vaccination roll-out efforts were outreach to different groups, and hesitancy due to misinformation surrounding the administration of a COVID-19 vaccines. MERCY Malaysia and SEEDS India started a vaccination campaign to reach out to the underserved and most vulnerable (migrants, women, critically ill, specially-abled, senior citizens and occupational groups) communities in Srinagar, Jammu and Kashmir. The programme included both administering vaccines and creating awareness on the importance of vaccination. The project was implemented using a customised digital dashboard, which allowed the identification, tracking, registration of marginalised community members, thus ensuring that nobody gets left behind. SEEDS India mobilisers enhanced community capacity by improving the community's awareness, prevention, and sensitisation of COVID-19 best practices to dispel the misconceptions regarding vaccination.

Outputs

66,763 individuals vaccinated from among communities in Gaumarg, Akhoon Mohalla, Shanapur, Dal, Saida Kadal, Hawal, Zadibal, Habak Palpora and Sedpora



Indonesia

COVID-19 EMERGENCY RESPONSE: INDONESIA



SO1

Healthcare facilities



Healthcare (COVID-19)



Yayasan Pos Keadilan Peduli Ummat (PKPU) Human Initiative (HI)



DKI Jakarta



2 months (July-September 2021)



Project Description

Early detection through real-time PCR testing was identified as an effective way to contain / reduce the rate of COVID-19 transmission. Indonesia was chosen as one of the countries to implement a mass testing strategy. However, its implementation faced some constraints due to the country's limited infrastructure. This project provided PCR test kits (BSL-2 standards) to be used at three mobile labs in Jakarta Special Region Province. The kits were distributed to the Local Health Laboratorium of DKI Jakarta (Labkesda DKI Jakarta) as the party responsible for operation of mobile labs.

Outputs

 2,700 PCR Swab Tool Kits distributed to support three mobile COVID-19 testing labs



PRIMARY, REPRODUCTIVE, MATERNAL & CHILD HEALTH CARE: MYANMAR



Affected communities - Internally displaced persons (IDP), especially women and children





State Health Department (SHD) Myanmar Humanitarian Fund (MHF)



Sittwe camps, Rakhine



12 months (Jan-Dec 2021)





Project Description

IDPs in the camps continued to receive access to primary health care services at the Thet Kel Pyin Station Hospital and MERCY Malaysia outreach clinics for reproductive health, mother and child health, non-communicable diseases (i.e., diabetes and hypertension) and mental health and psychosocial support as well as protection from sexual exploitation and abuse (PSEA). Access to emergency care, referral services, and scheduled mobile clinic services (managed by Sittwe township medical officer), were also available.

COVID-19 pandemic prompted collaboration with the Ministry of Health and Sports to provide in-camp facilities for safe deliveries, implant insertions (as a long-term contraceptive) and operations for conditions such as appendectomies, hernias, reducing the need for patients to be sent to the Sittwe General Hospital.

Outputs

- 21,064 Outpatients Department (OPD) patients treated
- 561 women provided with contraceptive services
- 5,075 patients treated for non-communicable disease
- 104 deliveries conducted
- 93 patients underwent surgical procedures

HUMAN STORY

Resilience and Agility in an increasingly volatile world prepares communities, systems, economies and governments to face risks such as climate change and emerging threats such as pandemics. Resilience is akin to a muscle which grows, gets stronger and becomes more adaptive through consistent efforts to strengthen it. It shouldn't take a large scale disaster/emergency for us to wake up and respond. Rather, we should take proactive action, and be prepared, informed and work together towards becoming more resilient towards disasters and other risks. We are still far away from achieving this resilience culture but we are making strides. Intense and extreme weather events, such as the floods in Malaysia in December 2021, made communities realise the cataclysmic impact of climate change, the possibility of recurrence, and the need to be better prepared. Resilience is reflected in many aspects, including our current state of DRR policies, design and implementation of initiatives and understanding the impact of those measures.

What does resilience look like, feel like and mean to you?

Everyone has a DIFFERENT VIEW on resilience and how they can BE resilient. Resilience is both an ongoing process and the ultimate outcome, and many individuals and communities are somewhere within that wide spectrum. For example, the BRC team conducts workshops and training with local communities and schools, and we see that participants' responses vary - with some enthusiastically sharing their personal experiences, while others show disinterest and resignation due to the feeling of being heard but seeing no action taken. Our team's challenge is getting communities themselves engaged and committed to proposing and implementing mitigation, adaptation and preparedness measures to reduce the impact of disasters and pandemics on their lives, livelihoods, health and well-being.





PALESTINE EMERGENCY RESPONSE



SO1

Affected communities



Livelihood and Food Security WASH



Jerusalem: Sebil Insani Yardim Denergi Gaza: Ministry of Health, Civil Defence Department, EMAAR



West Bank and Gaza



1 month (May 2021)



Project Description

Widespread clashes erupted in East Jerusalem, particularly in the Al Aqsa Mosque and the Damascus Gate areas on 7 to 10 May 2021. Tensions escalated with heavy Israeli security presence and large numbers of worshippers. During the unrest and multiple airstrikes since end April 2021, where rockets were fired, and shelling across Gaza, thousands of civilians were injured. It was reported that the continued aggression on 10 May resulted in 657 Palestinians injured (mostly upper-body injuries). Israeli media and Israeli police reported 32 Israeli officers injured.

During the critical escalation period, MERCY Malaysia successfully delivered emergency aid worth RM500,000.00 covering emergency food packs, medicines and household kits, powered torch lights (for the Civil Defence Department) and provided maintenance for desalination plants in Gaza Strip and West Bank.

Outputs

16,300 beneficiaries

- 1,000 families received food packs (6,000 beneficiaries)
- 50 families received household kits (300 beneficiaries)
- 10,000 vials Heparin delivered
- 10 powered torch lights and 40 headlights
- Maintenance works for a water desalination plant



PALESTINE EMERGENCY RESPONSE



Project Status

Affected and vulnerable communities, Healthcare facilities



Healthcare



Dar Essalam Hospital, PFBS Hospital, Aljazeera Sports Club for Disabled People, Hayat Centre-IUG, EMAAR



Gaza Strip, State of Palestine



6 months (June-December 2021) Note: Extended to 2022



Project Description

After the month-long Palestine Emergency Response ended, responding to this post-crisis situation, a recovery project was initiated. This project was two-fold. First, it provided support to ensure the continued operations of hospitals and provision of healthcare to the local community, through the procurement of new medical equipment to replace those in damaged and affected hospitals. Hospital personnel were given training on the operations and maintenance of the equipment.

Secondly, it provided sustainable health-related training to selected community groups such as Basic Life Support & Stop Bleeding training for students and youth, Train the trainer Community-Based Risk Management of Pandemic (CBRMP) & Pandemic Risk Reduction (PRR) for schools to community members, and Medical Rehabilitation for community health workers and caregivers. These trainings aim to equip these community groups with the resilience to to rebuild their communities and skills to react and respond to future pandemic and/or emergency situations.

The project timeline was extended due to challenges and delays faced in the delivery of equipment and training.

- 50,784 beneficiaries
- Medical equipment distributed (10 patient monitors, 20 infusion pumps, 10 portable pulse oximeters and 200 aluminium axillary crutches)
- First-aid kits distributed to 200 students

Philippines

International

COVID-19 LEYTE RESPONSE: PHILIPPINES



SO1

Vulnerable communities, Healthcare facilities



Healthcare, Livelihood and Food Security



General Fund



Leyte, Philippines



3 months (February-April 2021)



Project Description

MERCY Malaysia's COVID-19 Response Plan focused on providing critical health interventions and multisectoral humanitarian assistance to the poorest and most marginalised communities in poor urban areas, identifying seven hospitals and two communities for the distribution of aid. Priority was given to the safety and well-being of vulnerable communities - women and girls, stateless and displaced persons, and those without access to proper healthcare.

The beneficiaries were individuals and families in Ormoc and Albuera and seven healthcare facilities - Isabel Emergency Hospital, Palompon General Hospital, Baybay City Health Office, Western Leyte Provincial Hospital, Leyte Provincial Hospital, Eastern Visayas Regional Medical Centre and Ormoc District Hospital.

Outputs

Delivery of the following medical supplies and food aid:

- 480 COVID-19 RT-PCR tests and 100 Rapid Antigen test kits
- Personal Protective Equipment (PPE) distribution (including 625 PPE sets, 850 N95 masks and 16,250 3-ply surgical masks)
- 4 tents
- 25 cadaver bags
- 41 gallons liquid hand soaps
- 440 food packs, including rice, oil, eggs, salt, and 120 units of nutripaks (for 120 days supply) for malnourished



Donors with Big Hearts

Every support is appreciated and valued. Thank you to our donors and funders for the generosity shown towards our humanitarian work. Without you, we would not be able to create the impact that we have.



Majlis Agama Islam & Adat Istiadat Melayu Kelantan



Majlis Agama Islam & Adat Istiadat Melayu Perlis



Accenture Sdn Bhd



AIA Berhad



Avago Technologies Sdn Bhd (BROADCOM)



Bursa Malaysia



CIMB Bank Berhad



Coway (Malaysia) Sdn Bhd



Credit Guarantee Corporation Malaysia Berhad



Diamond Technique Sdn Bhd



Digi Telecommunications Malaysia



FWD Takaful Berhad



Hong Leong Bank

Berhad



IJM Corporation Berhad



Kolei Yavasan UEM



Lembaga Tabung Haji



Lembaga Zakat Negeri Kedah



Malayan Banking Berhad (Maybank)







Maybank Islamic Berhad



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NEU Empire Sdn Bhd







PruBSN Prihatin



SC Johnson Asia Pacific Sdn Bhd



Shell Malaysia



Standard Chartered Bank Malaysia Berhad



Symphony Corporate (Yayasan Hasanah)



TDC Avenue Sdn Bhd





The Hour Glass



United Overseas Bank (Malaysia) Berhad



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United Nations Agencies



United Nations High Commissioner for Refugees



United Nations Office for the Coordination of Humanitarian Affairs



World Health Organization



World Food Programme



UNICEE

Ministries & Government Agencies



Institutions of Higher Learning





Universiti Kebangsaan Malaysia











Universiti Teknologi Mara (UiTM)



Universiti Malaysia Sabah



UniMAP Sunway University

Universiti Sains Islam Malaysia (USIM)

Kolej Universiti Islam Melaka (KUIM)



The United Nations Educational, Scientific and Cultural Organization



of Gaza



Medical Education Council Syria (MEC)



ASEAN Safe Schools Initiative (ASSI)









The Secretariat of MERCY Malaysia is headed by an Executive Director supported by a management team. It functions as the organisation's administrative arm. The members of the Secretariat take on strategic, financial, secretarial, administrative and coordinating roles between the organisation, and its affiliates, donors, partners, volunteers and beneficiaries. The Board of Trustees and Exco members provide the management direction and check and balance towards achieving our Vision and Mission.

EXECUTIVE DIRECTOR OFFICE



Left to right: Zuraidah Binti Mian (Acting Executice Director), Nur Syazana Binti Kamal

STRATEGIC PLANNING AND MONITORING, EVALUATION, ACCOUNTABILITY & LEARNING



Left to right: Mohd Hafiz Bin Mohd Amirrol, Normaliza Binti Mohd Nasir, Hajar Marnisya Binti Zulkifly

FINANCE



Left to right: Adi Safiuddin Bin Ahmad Sufi, Izzaddin Bin Abd Rahim, Noorazila Binti Ahmad, Hamizah Binti Md. Rithza



Left to right: Muhammad Khairul Amin Bin Samion, Nor Zuri Aziela Binti Jamaluddin, Norzalikha Binti Mohd Zakaria

HUMAN RESOURCES & ADMINISTRATION SERVICES



Left to right:

Nur Hanani Binti Hamzah, Nur Badlizan Zahira Binti Juhari, Nur Azhar Bin Wahab, Zubir Bin Ahmad Sahaimi, Fazrin Suzain Bin Supian, Siti Zaleha Binti Abdullah



Left to right:

Hasnizan Bin Hashim, Naqiuddin Imran Bin Abd Razak, Nurfarisha Binti Amiruddin, Wan Shazana Binti Ab Aziz

FUNDRAISING & EVENT



Azizah Binti Mohd Nasir

ISLAMIC SOCIAL FINANCING (ISF)



Left to right: Sharifah Farah Hidayah Binti Syed Azahar, Amrul Hazarin Bin Hamidon, Muhammad Asyraf Fitri Bin Kassim

COMMUNICATIONS & STRATEGIC ENGAGEMENT



Left to right: Tunku Arif Mustaqim Bin Tengku Hamnet, Roshaniza Ilmi Binti Mohd Ali, Nur Nabilah Huda Binti Nasaruddin

PROGRAMME DEVELOPMENT & OPERATIONS



Left to right:

Muhammad Abdullah Bin Abd Wahab Ishari, Wan Anis Afeeqa Binti Wan Mohamad Azhar, Mohammad Said Alhudzari Bin Ibrahim, Chan Visan, Cristina Nadia A/P C Willims Fernandez, Lanusha A/P Krishnan

HEALTH UNIT



Left to right:

Mohd Nashriq Bin Nizam, Shoji Endo, Vanessa Ting Ching Ching, Ye Htut @ Mohammad Iqbal Bin Omar, Cheah Han Lin Thomas, Masniza Binti Mustaffa, Nabilah Binti Yazid

BUILDING RESILIENT COMMUNITIES



Left to right: Shahril Bin Idris, Aishah Sabrina Abdul Jalal, Pavithira A/P Selvaras

VOLUNTEER MANAGEMENT



Left to right: Nusrah Rabiha Binti Yunus, Nur Zulaikha Binti Zulkifli, Noor Ain Zaira Binti Hasnan, Azizan Bin Zambri

PLANNING & MONITORING OPERATIONS



Left to right: Alya Iman Binti Mohamed Roslan, Badrul Hisham Bin Ibrahim, Khairur Rijal Bin Jamaluddin

LOGISTICS, SAFETY & SECURITY



Left to right: Mohd Shahfiq Bin Mansor, Mohd Radzi Bin Mohd Redzuan, Faisal Azhar Bin Badly

MERCY MALAYSIA FIELD OFFICES



Left to right:
Ivy Linus Gibun, Edna Binti Salumbi, Maznah Binti Mohd

MERCY MALAYSIA REGIONAL OFFICES



Left to right: Shah Fiesal Bin Hussain, Yao Rachel, Araceli C. Viquiera, Elmer Palajoren



Left to right: Thiri Mon, Khin Khin Yee, Dr. Sai Hein Aung, Dr. Khamis Elessi

100

MERCY Malaysia Team

The secretariat of MERCY Malaysia is headed by an Executive Director supported by a management team. It functions as the organisation's administrative arm. The members of the Secretariat take on administrative, financial, secretarial and coordinating roles between the organisation, and its affiliates, donors, partners, volunteers and beneficiaries. The Board and Exco members provide the management the strategic guidance and direction towards achiveing our vision and mission.

■ ED OFFICE

ZURAIDAH BINTI MIAN

Acting Executive Director

NUR SYAZANA BINTI KAMAL

Executive Assistant Cum Policy/Compliance Research Officer

STRATEGIC PLANNING AND MONITORING, EVALUATION, ACCOUNTABILITY & LEARNING

MOHD HAFIZ BIN MOHD AMIRROL

Consultant

NORMALIZA BINTI MOHD NASIR

M&E Officer

HAJAR MARNISYA BINTI ZULKIFLY

M&E Officer

FINANCE

IZZADDIN BIN ABD RAHIM

Consultant

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

NORZALIKHA BINTI MOHD ZAKARIA

Finance Assistant

MUHAMMAD KHAIRUL AMIN BIN SAMION

Finance Assistant

HUMAN RESOURCES & ADMINISTRATION SERVICES

ZUBIR BIN AHMAD SAHAIMI

Head

NUR AZHAR BIN WAHAB

Deputy Head, Procurement

FAZRIN SUZAIN BIN SUPIAN

Senior Procurement Officer

SITI ZALEHA BINTI ABDULLAH

Senior Admin & Traning Officer

NUR HANANI BINTI HAMZAH

Senior Human Resource Development Officer

NUR BADLIZAN ZAHIRA BINTI JUHARI

Senior HR Officer

WAN SHAZANA BINTI AB AZIZ

Procurement Officer

NAQIUDDIN IMRAN BIN ABD RAZAK

Knowledge & Learning Officer

MUHAMMAD A'DIL MUSTAQIM BIN MOHAMAD ZAHARI

IT Officer

NURFARISHA BINTI AMIRUDDIN

Admin & Procurement Assistant

HASNIZAN BIN HASHIM

Dispatch Cum Office Assistant

■ COMMUNICATIONS & STRATEGIC ENGAGEMENT

ROSHANIZA ILMI BINTI MOHD ALI

Heac

TUNKU ARIF MUSTAQIM BIN TENGKU HAMNET

Graphic Design Officer

NUR NABILAH HUDA BINTI NASARUDDIN

Communications Officer

■ FUNDRAISING & EVENT

AZIZAH BINTI MOHD NASIR

Deputy Head, Fundraising & Event

ANG WAI SHAN, SANDY

Senior Fundraising & Event Officer

NORFARHANA BINTI MIZAN

Donor Management & Fundraising Officer

ISLAMIC SOCIAL FINANCING (ISF)

AMRUL HAZARIN BIN HAMIDON

Head

MUHAMMAD ASYRAF FITRI BIN KASSIM

ISF Fundraising Officer

SHARIFAH FARAH HIDAYAH BINTI SYED AZAHAR

ISF Fundraising Officer

■ VOLUNTEER MANAGEMENT

NUR ZULAIKHA BINTI ZULKIFLI

Head

NOOR AIN ZAIRA BINTI HASNAN

Senior Volunteer Management Officer

AZIZAN BIN ZAMBRI

Volunteer Management Assistant

NUSRAH RABIHA BINTI YUNUS

State Chapter Liaison Officer

PROGRAMME DEVELOPMENT & OPERATIONS

MOHAMMAD SAID ALHUDZARI BIN IBRAHIM

General Manager, Programme Operations

CHAN VISAN

Head

MUHAMMAD ABDULLAH BIN ABD WAHAB ISHARI

Senior Programme Officer

WAN ANIS AFEEQA BINTI WAN MOHAMAD AZHAR

Senior Programme Officer

LANUSHA A/P KRISHNAN

Desk Research Assistant

CRISTINA NADIA A/P C WILLIMS FERNANDEZ

Programme Assistant

■ PLANNING & MONITORING OPERATIONS

BADRUL HISHAM BIN IBRAHIM

Planning, Monitoring And Reporting Coordinator

ALYA IMAN BINTI MOHAMED ROSLAN

Programme Officer

KHAIRUR RIJAL BIN JAMALUDDIN

Programme Officer

HEALTH UNIT

YE HTUT @ MOHAMMAD IQBAL BIN OMAR

Head

MASNIZA BINTI MUSTAFFA

Health Coordinator

SHOJI ENDO

Senior Health Programme Officer

NABILAH BINTI YAZID

Health Programme Officer

MOHD NASHRIQ BIN NIZAM

Programme Officer (QFFD)

CHEAH HAN LIN THOMAS

MHPSS Officer

VANESSA TING CHING CHING

Pharmacist

■ BUILDING RESILIENT COMMUNITIES

SHAHRIL BIN IDRIS

Programme Officer

AISHAH SABRINA ABDUL JALAL

Programme Officer

PAVITHIRA A/P SELVARAS

Programme Officer

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Senior Programme Officer (Sabah Chapter)

IVY LINUS GIBUN

Programme Assistant (Sabah Chapter)

MAZNAH BINTI MOHD ADENAN

Programme Officer (Kelantan Chapter)

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Regional Director Myanmar, Bangladesh & Philippine Country Office

YAO RACHEL

Acting Senior Programme Officer, Philippines Office

ARACELI C. VIQUIERA

Philippines Office

ELMER PALAJOREN

Philippines Office

THIRI MON

Senior Officer Myanmar Office

KHIN KHIN YEE

Senior Officer Myanmar Office

DR. SAI HEIN AUNG

Medical Coordinator Myanmar Office

DR. KHAMIS ELESSI

Senior Health & Humanitarian Advisor Palestine Office

■ LOGISTICS, SAFETY & SECURITY

MOHD RADZI BIN MOHD REDZUAN

Senior Logistics Officer

JASNI RAMLEE BIN JUSOF

Logistics Officer, Safety & Security

FAISAL AZHAR BIN BADLY

Logistics Assistant

MOHD SHAHFIQ BIN MANSOR

Logistics Assistant

MUHAMMAD HILMAN HANAFI BIN NOR AZAM

Logistics Assistant





104

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 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.

Abd Aziz, Dr.

Abd Rani Osman, Dr. Hj.

Abdul Latiff Mohamed, Dr.

Abdul Malik 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 Tan Sri Khalid Osman, Dr.

Abu Aswad Alhaji Joned

Afidalina Tumian

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Ahmad Faizal Mohd Perdaus, Dato' Dr.

Ahmad Ismail

Ahmad Zaidi Ahmad Samsudin

Aishah Ali, Prof. Madya Dr. Datin

Aishah N. Abu Bakar

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Anbarasu Ramalingam, Dr.

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Anuar Abdul Hamid, Major (R) Hj.

Ashar Abdullah, Dato' Dr.

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Balvinder Kaur Kler

Basmullah Yusof, Dr.

Benjamin Chai Phin Ngit

Bilkis Abd Aziz, Dr.

Bybiana Anak Michael

Chai Chin Pee

Che Tah Hanafi

Cheong Yee Tsing, Dr.

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Dilshaad Ali Hj.Abas Ali, Dr.

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Fauziah Md Desa

Fawzia Hanoum Ariff

Fuziah Md Zain

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Gunalan A/L Palari @ Arumugam, Dr

Gunasegaran Doraisamy

Habibah @ Norehan Haron

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Harmandar Singh Naranjan Singh, Prof.

Haruna Rashid, Prof. Madya Dato' Dr.

Hasman Ibrahim, Ir.

Hasnah Hanapi @ Hanafi, Datin

Hasri Samion, Dr.

Helen Benedict Lasimbang, Assoc. Prof. Dr.

Heng Aik Cheng, Datuk Dr.

Ho Tze Hock

Humairah Samad Cheung, Prof. Dr.

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Jemilah Mahmood, Tan Sri

Jitendra Kumar A/L S.N Tejani, Dr.

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K. Sockalingam

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Kamarul Azahar Mohd Razali

Kamaruzaman Abdullah

Kamat Norit

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Kursiah M. Razali

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Lau Seth Kiong

Liaw Yun Haw, Dr.

Liew Kiew Lian

Lili Suriani Hj Mi'an

Lily Kartina Karim Lim Eng Pitt

Lim Guan Phiaw

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Lok Shui Fen @ Adrian Lok

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Mohamed Noor Suleiman

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Mohd Nazrine Arias

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Mohd. Azman Sulaiman

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Musa Mohd Noor Musa Mohd Nordin

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Saiah Abdullah, Dr.

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Sarah Haniza Abdul Ghani, Dr.

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Sejahratul Dursina @ Chomel Mohamad

Shaharudin Saamin, Dr. (PhD) Shahridan Mohd Fathil. Dr.

Shahrir Hashim

Shalimar Abdullah, Assoc. Prof. Dr. Shareen Shariza Dato' Abdul Ghani

Sharida Suhaila Abdul Shukor

Sharifah Norashikin Syed Ahmad Kamal

Sharifah Sakinah Syed Hassan

Sharima Ruwaida Abbas Sharizad Hj. Shamsuddin Siti Noraishah Sheikh Salim Siti Sarah Md. Zhahir

Siti Zainab Ibrahim Soh Yih Harng, Dr.

Sr. Syed Abdul Haris Syed Mustapa

Sri Kumar, Datuk Dr.

Suhaireen Suhaiza Abdul Ghani

Susan Abdullah @ Susan Shamin, Datin

Suzain Datuk Hj. Suhaimi, Dr. Hjh.

Syed Hashim Tuan Long

Syed Mohd. Adeeb Syed Jalil Jalaludin

Tajul Edrus Nordin Tan Choi Wah Tan Hooi Chien, Dr. Tan Sim Hwee

Tee Kam Bee

Tunku Azela Tunku Aziz

Tunku Sara Tunku Ahmad Yahaya

Tye Sue Kiat, Dr. Keith

Usmirah Ahmad

Viveganathan Rajangam Wan Adleen Shahril Wan Hanafi Wan Badrul Shah Wan Husain Wan Fadhilah Wan Ismail, Dr. Wan Hazmy Che Hon

Wan Mohd Hafidz Wan Hisham, Dr.

Wan Nik Wan Ismail, Dato'

Wan Nurdiana Zaireen Wan Zainal Abidin

Wan Raimah Wan Abdul Kadir

Yang Wai Wai Yazid Zahid

Ye Htut @ Mohammad Iqbal Omar, Dr.

Yusof Hassim

Zabidi Azhar Mohd Hussin, Prof. Zainab Kassim

Zainal Mohamed Zakinah Zainuddin Zaleha Abdullah Ma

Zaleha Abdullah Mahdy, Prof. Dr.

Zamaliah Md Juah Zamzam Zainuddin Zarihah Mohd Zain, Dr. Zool Raimy Abdul Ghaffar, Dr. Zubidhah Ab. Hamid Zullaili Zainal Abidin

Zuraidah Mian Zurina Ismail







108

Volunteers

MERCY Malaysia's volunteers drive the organisation's work. In 2021, over 1,000 volunteers were engaged and deployed to assist in the delivery of emergency, humanitarian and developmental health projects throughout the country. Many of these individuals have been with the organisation for many years and have contributed to and gained from experiences in a variety of different projects. New volunteers are welcomed with open arms as our humanitarian work is never-ending, and our mission only grows bigger with each passing day.

The organisation has developed well-structured and effective induction and training programmes for volunteers to equip them the information and skills needed to deliver their missions. Our volunteers come from diverse backgrounds, ages and professions. They all share the common vision to help those in need, and they all possess the qualities of selfless compassion, patience and perseverance.

Abdul Arif Norzali

Abdul Muhaimin Azinudin

Adam Yusof

Adi Mikhail Abdullah A'dilah Zafirah Zainal Afif Firdaus Noli

Afizan Azman

Ahmad Bulya Hakimi Safawi Ahmad Naqiyuddin Hishamudin

Ailie Sofyiana Serasa Aimi Umairah Azfizan Aina Fatini Jamaludin

Airen Chittu

Al Malek Hussien Ahmad Alagi Selvy Perumal Dr

Alagi Selvy Perumal, Dr. Alia Emira Ismail Alia Nadira Anuar, Dr. Amalia Nabila Rosdi Aminah Fatanah Zaidi

Amir Sohail, Dr.

Amy Lisa

Andelin Lua Pei Yin Angel Lee Cia Thong

Angel Zahari Angela Low Hui Qi Anis Reezwin

Anitamalar Vellu

Arshad Beg Mirzaja Hajuan Arwa M. Haider

Asmih Asim

Ateeg Muneera Mat Nepa, Dr.

Atika

Atikah Hanifah Ab Malek

Athira Mazli, Dr. Aziha Karim Azlina Osman

Belinna Abu Bakar Bernadette Mary Emuang

Bernadette Mary Emua Bilkis Abd Aziz, Dr. Chai Sze Wei Chan Li Peng Chan Mei Yee Chiew Jia Ying D Zul Firdaus Adam Dahlilawati Ahmad

Dahlina Daut Mohmud Danial Hamdan

Dewi Kencana Putri Md Noor

Dina Murad Divinah Murugan

Divvyananthini Manoharan

Dzul Firdaus Atan Dzuzaini Mohd Ghazali

Eliza Samiron Emilia Ahzami

Emmy Hardep Harrison Emy Shahida Zulkifli

Erlina Saiful Anwar

Esah Ab Manaf

Esther Parsha Harrison Evelyn Wong Tze Li Fadhilah Hasbullah

Faizal Tamin

Faliza Erylina Rameli Farah Farhanah Hashim

Farah Jainal Arifin

Farris Danial

Fathi Nur Aqilah Zulkifli

Fatin Farihah Wan Ahmad Nasir, Dr

Fatin Zulaiqa Roslan Fauziana Abd Jabar, Dr. Fazamal Md Kassim

Florisa Ng Ganesh

Gangathevi Narayanan Gayatri Shukla, Dr. Gunasegaran Doraisamy Hadijah Mohd Zin

Hairil Adzuan Mohammad Haizatul Darshima Hashim

Haizayati Shazlin Hashim Hallida Ramli

Halmeey Ibrahim Hani Suhaila Ramli Hanitah Harun Haslin Husin Hasni Jawi Hazlina Zainuddin

Hema Chadayan Herleena Pahlavy Hubaiyb Hamdi Mohd Lutfi

Iman Qistina Khairol Anuar Iskandar

Izuan Shukri Mohamed Arif Jai Karthik Ravicandran

Jamilah Ismail
Jamilah Ismail
Jeffry Razin Roslin
Jessica Tan Zhi Yen
Jeyapraavin Ganesan
Julaiza Mohd Zin
Kamarul Bahrain Abdullah

Karen Jane Danil

Kartini

Keerthana Shanmugaseelan, Dr. Khairunnisa Khairiah Hairudin

Khairunnisa Makmon, Dr. Khairunnisa Munif Khirul Falisa Mustafa Kuganeswaran Chandran

Kyaw Min Tun, Dr Lee Soon Sim Lim Guan Piaw Lim Jean-Li Lim Song Xin Lim Zhao Zhao

Liyana Nabilah Othman, Dr.

Maaruf Ismail

Magdalene Koea Mahendra Baskaran

Malini Sithambaram

Marlina Ab Fattah Mas Nur Athirah Azly Hushainy

Mazlina Hussain

Meenatharisni Sundramohana

Michael Anthony Roson Mishalina Sundra Raja

Mohamad Alihan Jais

Mohammad Fikkiruddin Jamsari Mohammad Hannan Ahmad

Mohd Akmal Mohd Zin Mohd Anas Syaruvana Mohd Azrai Mohd Azhari

Mohd Azwan Shahril Mohd Daud Ishak Mohd Farhan Hapis Mohd Firdaus Hosnal Mohd Hafizuddin

Mohd Haikal Hassan Mohd Hapis Jamil

Mohd Isyrafuddin Ismail, Dr. Mohd Khairre Abd Rahman Mohd Khairul Anwar Adan Mohd Khairul Nizam Mohd Khumaini Shuib Mohd Mokrish Md Aiat

Mohd Muzafariman Mohd Mydin, Dr.

Mohd Nazmi

Mohd Razmani Che Rashid Mohd Ridhwan Roslan Mohd Rizal Satardin Mohd Salleh Mohd Zain Mohd Shahfidin Sudin Mohd Syafri Mohd Daud Mohd Yaman Idris Mohd Zakiyudin Asriq Mohd Zulhairil Mohd Yasim Muhamad Asyraf Md Rizal Muhamad Nur Muhamad Yatim Muhammad Afig Aidil Anuar

Muhammad Amir

Muhammad Amzar Abu Khair

Muhammad Arif Zaini

Muhammad Daniel Iskandar Abdul Rani

Muhammad Fahmy Md Yusof Muhammad Firdaus Abdul Razak Muhammad Haziman Mohamad Fauzi

Muhammad Haziq Izairi Rosli Muhammad Haziq Zainal Ariffin Muhammad Izraff Ihsan

Muhammad Mu'az Mustapa Muhammad Rizam Md Isa Muhammad Syahrul Farhan

Muhd Alif Haikal Muhd Asrid Awang Muniera Ruslin Munim Ahmad Zamani Munu

Nabilah Ooi Abdullah Nadiah Ridzuan

Nadrah

Nadzeera Adzra'ai Natasha Jamaluddin

Navin

Nazirah Nor Azlan Nazirul Mu Mat Termizam Nella Subramanian

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Noor Hidayah Abdul Halim Chua

Noor Shahidar Shahril Noor Wahidah Mohd Salleh Noorazyan Nasaruddin

Nor Alida Osman

Nor Amy Suhada Mohd Sabri

Nor Azreen Salim Nor Laili-Azua Jamari Nor Zailiah Ab Aziz Nor Zanariah Zany Zakaria

Norain Jaine

Noraini Abdul Ghani Noraini Arshad Norashikin Abdul Razak

Norasmimi Nordiyana Yusoff Norfarhana Mizan Norhafizah Ismail Norhajar Baharuddin Norhaslinda Hasan Norhayati Japar Norhayati Paraman Norimah Razali Norizan Haron Norizan Mohd Noor

Norlia Hi Mohd Arop Norzaliza Che Sudin Nur Ain Noor Azman

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Nur Aisyah Khoo Nur Amanina Mat Najib Nur Amirah Mohd Puat Nur Auni Najihah Saiful Azreme

Nur Dania Adawiyah Ahmad Nur Dzatul Iman Kamarul Nizam

Nur Ezzati Aiza Mahat Nur Fazidah Asmuje

Nur Fitryqarsharry Morshidi Nur Hanisah Madzlan Nur Husna Ahamad Suhim Nur Liyana Hamid, Dr. Nur Mazaliffah Mahmud Nur Najihah Md Abas

Nur Rabikha Zainudin Nur Saira Ahmad Kamil Nur Sharah Mohd Alladin

Nur Sofia Adlina Zakri Nur Syafiqah Nabilah Mohd Fauzi

Nur Syahadah Mohd Salleh Nur Syahira Roslan

Nur Syahirah Mohd Nazar Nur Syifa Daud

Nur Zulaikha Valiney Jain Nuraina Balgis Abd Halim Nurasykin Mohd Yaakob

Nurazreen Mohd Yusri Nurfaezin Firdaus Senik Nurkhairunisa Johari

Nurmin Alfisyah Mohammad Imran

Nurshahidah Md Hapis Nurshakirah Md Hapis Nurul Afaaf Mohd Nasir Nurul Afiza Zainal Arifin Nurul Ain Hamdan Nurul Akma Mohd Idris Nurul Amira Mohd Noor Nurul Amirah Arif

Nurul Amirah Hanziah Suaidi Nurul Athifah Abdullah, Dr. Nurul Atika Suprapto Nurul Atikah Roshan Nurul Balgis Arif Nurul Haslinda Hamdan Nurul Hayyum Hamdan Nurul Izzatie Amran Nurul Nurain Osman Nurzeira Hani Karim Jelani

Omar Budin Ong Yee Wee, Dr. Ong Yi Yang Pamela Yap Phui Har Perumal Naidu Putri Wan Aainaa Qarina Rafflis Rahayu Harun Rahim Fouladipoor Raja Nurfazeerah Rasyidah Mujari Razaliah Ramly

Renad

Retnali Sutardjo Putri Rifhan Abdul Ghafir Roskhaini Mohamed Rasip Roslivana Rosly

Roslizawani Ghazali Rowena Rahman Rusnah Mohviddin Rusyanti Abdul Ghani S M Mahmudul Haq Masum

Saadiah Ridzuaniah Abu Hassan Ashaari

Salina Abdullah Samsul Ariffin Ramli Santhini Thamilarasan Seri Haidah Jaapar

Sh. Muznah Sy. Abdul Rahman

Shabirah Abdullah Shamala Nair

Shannon Lim Shien Ee Sharifah Solehah Shazreen Ahmad Puad Shereen Zainuddin Shuganti Mayilvahanam Shwetambra Vythialingam Siti Aidaliza Jamaluddin Siti Aishah Halilul Rahuman, Dr.

Siti 'Aishah Mohamed

Siti Amilya Khamisah Mohd Lukhman

Siti Fatimah Md. Sharif Siti Hajar Abdullah Siti Halizah Md Alus Siti Khadijah Amran Siti Mashkura Abdul Rahim Siti Mastura Mohamad Saleh

Siti Rahayu Othman Siti Royany Ariff

Siti Nur Diana Ahmad Kamal

Siti Sarah Nadhirah Zaini Sockalingam Thanimalay Sofea Arina Shazali Soh Ming Choo Srirohayu Ripin

Suaidi B Rahim @ Ibrahim Suhailah Mohd Jamil, Dr. Sujatha Balakrishnan Svafigah Salleh Syaheema Hamidon

Syakila Izrah Amir Firdaus, Dr. Syamsul Azwan Abdullah, Dr. Syarifah Juraini Syed Ahmad

Syaza Mohd Noor Tan Ann Ting Tan Hwee Niu Tan Ru Yuan, Dr. Tay Chai Li, Dr. Tay Hui Wen (Sharon) Teratai Edithy Pahamin Theresa Chan Siew Yoong Thum Chern Choong, Dr.

Tiong Mun Lin, Dr. Tun Imran Azemi Umi Natasyha Ramli Umi Suhaibah Jamaludin Ushadevi Vigian

Vanitha Hong Wee Liang

Vishal Ramasamy

Viven Rao Krishna Moorthi Wan Ahmad Hushairie

Wan Muhammad Haziq Wan Hanafi

Wan Napisah Wan Omar Wan Nur Farhana Wan Salini Mohd Zaini Wan Zainal Abidin, Dr. Wang Liew Yuan Wang Mui Fang Yanti Yasim Yew Chai Fong Yuvanah Radakrishnan

Zackry Zulkarnain Zahedi Zaheen Marsya Zah Murat

Zairina Zaimarol

7ita

Zora Farhan Zolkifli Zubiah Johari Zulaikha Zahris

Zulizzi Muhammad Suffian Nagoor

Zulkarnain Amrizal Zulkifli Yusoff Zulzambi Hudin





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 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

Dr. Khamarrul Azahari Bin Razak

AUDITORS Azuddin & Co. (AF1452)

2766-C, Jalan Changkat Permata

Taman Permata 53300 Kuala Lumpur

PRINCIPAL PLACE OF OPERATION 1st Floor, MCOBA Building

42 Jalan Syed Putra 50460 Kuala Lumpur

BANKERS Bank Islam Malaysia Berhad

CIMB Bank Berhad Malayan Banking Berhad RHB Bank Berhad

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 2021, 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 2021, 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' International 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.

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

Report on the Audit of the Financial Statements (continued)

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

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.
- 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: 30 August 2022 **AZUDDIN BIN DAUD**Partner
2290/07/2024 (d)

Executive Council's Report for the Financial Year Ended 31 December 2021

The Executive Council have pleasure in submitting their report and the audited financial statements of the Society for the financial year ended 31 December 2021.

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

11,960,313

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 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

Dr. Khamarrul Azahari Bin Razak

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.

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 2021 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**

Kuala Lumpur,

Date: 30 August 2022

Auz.

RAZI PAHLAVI BIN ABDUL AZIZ Honorary Secretary

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 30 August 2022

AR. MOHAMAD AYOF BIN BAJURI

Before me,

COMMISSIONER FOR OATHS



Statement of Profit or Loss and Other Comprehensive Income for the Financial Year Ended 31 December 2021

	Note	2021 RM	2020 RM
INCOME			
Donations	5	53,628,546	59,066,442
Membership fee	6	1,780	290
Other income	7	616,625	386,240
		54,246,951	59,452,972
LESS: EXPENSES	0	(40 510 107)	(42.071.127)
Charitable expenditure Communication and fundraising expenses	8 9	(40,519,197) (468,216)	(42,871,127) (494,426)
- '	10	(1,299,225)	(1,442,980)
Operating expenses	10	(1,299,223)	(1,442,960)
		(42,286,638)	(44,808,533)
SURPLUS FOR THE FINANCIAL YEAR		11,960,313	14,644,439

Statement of Financial Position as at 31 December 2021

		2021	2020
	Note	RM	RM
ASSETS			
NON-CURRENT ASSET			
Property, plant and equipment	11	607,754	304,630
CURRENT ASSETS			
Inventories	12	15,760	31,154
Other receivables	13	677,943	569,327
Cash and cash equivalents	14	34,620,702	21,208,732
		35,314,405	21,809,213
CURRENT LIABILITY			
Payables	15	3,368,937	1,520,934
		3,368,937	1,520,934
NET CURRENT ASSETS		31,945,468	20,288,279
NET ASSETS		32,553,222	20,592,909
FINANCED BY			
FINANCED BY:		72 557 222	20 502 000
Charitable funds		32,553,222	20,592,909
MEMBERS FUND		32,553,222	20,592,909
-		,, -	==,===,000

Statement of Changes in Charitable Fund for the Financial Year Ended 31 December 2021

	Note	2021 RM	2020 RM
Palaras as at 1 January		20 502 000	F 0 4 0 4 7 0
Balance as at 1 January Surplus for the year		20,592,909 11,960,313	5,948,470 14,644,439
Balance as at 31 December		32,553,222	20,592,909
Balance as at 31 December		32,333,222	20,592,909
Charitable funds consist of:			
Unrestricted funds		5,614,502	198,118
Reserved and sustainability fund	16	1,408,294	1,140,296
Restricted funds:			
Afghanistan		346,181	-
Bangladesh		307,569	778,726
Cambodia		4,072	8,393
Lebanon		93,132	82,286
Indonesia		-	437,500
Malaysia		19,191,316	12,401,319
Myanmar		547,806	400,545
Palestine		4,340,380	3,952,294
Philippines		29,647	739,354
Syria		335,820	206,698
Yemen		334,503	247,380
		25,530,426	19,254,495
		32,553,222	20,592,909

Cash Flow Statement for the Financial Year Ended 31 December 2021

	Note	2021 RM	2020 RM
CASH FLOWS FROM OPERATING ACTIVITIES			
Surplus for the year		11,960,313	14,644,439
Adjustments for:			
Depreciation of property, plant and equipment		99,388	83,516
Gain in disposal of property, plant and equipment		(33,150)	-
Government subsidy		-	(151,200)
Interest income		(31,095)	(50,989)
Written off property, plant and equipment		71,467	
Surplus before working capital changes		12,066,923	14,525,766
Changes in working capital:			
Decrease in inventories		19,027	1,470
(Increase)/ Decrease in other receivables		(108,616)	59,495
Increase in payables		1,828,256	928,588
Cash from operating activities		13,805,590	15,515,319
Interest received		31,095	50,989
Net cash from operating activities		13,836,685	15,566,308
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of property, plant and equipment	19	(467,215)	(97,343)
Proceeds from disposal of property, plant and equipment		42,500	
Net cash used in investing activities		(424,715)	(97,343)
CASH FLOWS FROM FINANCING ACTIVITY			
Proceeds from government subsidy		<u> </u>	151,200
Net cash used in financing activity			151,200
Net increase in cash and cash equivalents		13,411,970	15,620,165
Cash and cash equivalents at beginning of the year		21,208,732	5,588,567
Cash and cash equivalents at end of the year	14	34,620,702	21,208,732

Notes to the Financial Statements for the Financial Year Ended 31 December 2021

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 MFRS 3	Title Reference to the Conceptual Framework (Amendments to MFRS 3 Business Combinations)	Date 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.

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 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.

3. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

3.1 PROPERTY, PLANT AND EQUIPMENT (CONTINUED)

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

	Rate
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.

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.

Notes to the Financial Statements for the Financial Year Ended 31 December 2021

3. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

3.2 FINANCIAL INSTRUMENT (CONTINUED)

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 of loss (FVPL).

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.

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. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

3.3 FINANCIAL LIABILITIES (CONTINUED)

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.

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.

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.

Notes to the Financial Statements for the Financial Year Ended 31 December 2021

3. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

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 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

3.9 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.

3.10 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.

3.11 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.

3. SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

3.11 FOREIGN EXCHANGE (CONTINUED)

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:

Foreign currency:	31 December 2021 RM	31 December 2020 RM
1 US Dollar	4.1740	4.0285
1 Sri Lanka Rupee	0.0206	0.0217
1 Australian Dollar	3.0272	3.1023
1 Euro	4.7279	4.9557
100 Myanmar	0.2359	0.3038
1 Japanese Yen	0.0363	0.0391
100 Indonesian Rupiah	0.0293	0.0287
1 Philippine Peso	0.0818	0.0839
1 Singapore Dollar	3.0869	3.0467
1 Swiss Franc	4.5690	4.5719
1 Pound Sterling	5.6353	5.4969
1 Thai Bhat	0.1250	0.1345
1 India Rupee	0.0561	0.0550
1 Bangladesh Taka	0.0487	0.0475

3.12 EMPLOYEE BENEFITS

3.12.1 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.

3.12.2 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.

128 MERCY Malaysia Annual Report 2021 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 2021

5. DONATIONS

6.

	2021 RM	2020 RM
Unrestricted funds:-		
General Donation	6,976,459	5,351,774
Yasmin Ahmad fund	22,560	12,364
Zakat	955,410	484,892
	7,954,429	5,849,030
Restricted funds:-		
Afghanistan	14,586	-
Bangladesh	105,357	807,598
Cambodia	21,196	48,000
India	608,969	-
Indonesia	1,297	442,945
Lebanon	10,846	167,001
Palestine	1,487,163	125,717
Philippines	3,404	759,306
Malaysia	40,211,617	46,228,288
Myanmar	2,725,439	3,235,361
Syria	129,121	164,868
Yemen	87,124	98,032
	45,406,119	52,077,116
Sustainability Reserve Fund	267,998	1,140,296
Total donation	53,628,546	59,066,442
MEMBERSHIP FEE		
	2021	2020
	RM	RM
Entrance fee	100	50
Life membership	1,500	-
Ordinary membership	180	240
	1,780	290

7. OTHER INCOME

		2021 RM	2020 RM
	Gain on disposal of property, plant and equipment	24,782	-
	Gain on foreign exchange	196,063	-
	Government subsidy	-	151,200
	Training fee	4,000	8,939
	Internal project	94,443	135,236
	Interest received	31,107	54,201
	QFFD clinic registration fee	236,160	-
	Sale of merchandise	18	245
	Other	30,052	36,419
		616,625	386,240
8.	CHARITABLE EXPENDITURE		
		2021	2020
		RM	RM
	Afghanistan	118,405	7,216
	Bangladesh	578,343	1,100,099
	Cambodia	21,660	43,680
	India	610,296	-
	Indonesia	500,461	-
	Lebanon	-	84,715
	Malaysia	33,800,782	35,790,368
	Myanmar	2,916,809	5,033,424
	Palestine	1,099,077	140,979
	Philippines	873,364	171,876
	Syria	-	477,208
	Yemen		21,562
		40,519,197	42,871,127

130 MERCY Malaysia Annual Report 2021 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 2021

9. COMMUNICATION AND FUND RAISING EXPENSES

	2021 RM	2020 RM
Accommodation	-	84
Advertisement and promotion	8,188	5,454
Air fare	-	346
Allowance (Note 18)	53,499	63,651
Bank charges	88,928	69,168
EPF (Note 18)	28,169	26,430
Food and beverages	-	209
Gift and souvenir	14	5,041
Medical (Note 18)	2,389	2,189
Membership fee	-	904
Postage and courier	851	554
Printing and stationeries	7,203	20,805
Professional fee	17,889	68,249
Publication expenses	7,150	6,083
Repair and maintenance - IT maintenance	4,378	6,026
Salaries, allowances and wages (Note 18)	245,949	212,546
SOCSO (Note 18)	3,040	2,831
Small equipment	-	1,940
Sales and service tax	566	1,541
Travelling and transportation	3	375
	468,216	494,426

10. OPERATING EXPENSES

	2021 RM	2020 RM
	KII	KM
Accommodation	9,414	3,392
Advertisement and promotion	3,703	2,730
Air fare	2,129	5,040
Audit fee	17,000	16,000
Allowance (Note 18)	30,003	20,831
Bank charges	10,483	10,693
Depreciation of property, plant and equipment	45,663	44,122
Loss on disposal of property, plant and equipment	1	-
EPF (Note 18)	49,435	60,044
Equipment	54,122	-
Food and beverages	21,253	8,124
Gift and souvenir	568	100
Hotel ballroom/Venue expense	17,570	1,200
Insurances	101,831	118,719
Medical (Note 18)	14,370	7,061
Membership fee	18,425	20,401
Mission volunteer pack	4,909	-
Office rental	103,565	101,158
Photocopy machine rental	8,852	5,300
Postage and courier	865	1,225
Printing and stationeries	10,697	7,953
Professional fee	9,778	2,238
Repair and maintenance - IT maintenance	26,236	32,273
Repair and maintenance - motor vehicle	16,091	2,837
Repair and maintenance - office	38,180	6,631
Repair and maintenance - office equipment	626	409
Realised loss on foreign exchange	12,470	403,315
Road tax and insurance	9,441	2,488
Small equipment	17,904	1,446
Salaries, allowances and wages (Note 18)	576,271	494,799
SOCSO (Note 18)	6,164	6,183
Sales and service tax	15,652	1,265
Staff uniform	1,155	-
Staff welfare	5,673	159
Telephone, fax and internet	20,677	31,528
Training	5,078	4,826
Travelling and transportation	5,226	3,513
Utilities	7,745	14,977
	1,299,225	1,442,980

Notes to the Financial Statements for the Financial Year Ended 31 December 2021

11. PROPERTY, PLANT AND EQUIPMENT

Motor vehicle

Renovation

Office equipment

Security equipment

Cont	As at 1 January 2021 RM	Additions RM	Disposals/ Written off RM	As at 31 December 2021 RM
Cost	0.205	0.100		10.705
Air conditioner	9,295	9,100	-	18,395
Computer and EDP	1,034,986	43,279	-	1,078,265
Equipment	8,000	-	-	8,000
ERU - Asset equipment	337,929	190,800	(202,978)	325,751
Furniture and fittings	37,296	-	-	37,296
Medical equipment	88,853	-	(13,808)	75,045
Motor vehicle	554,182	-	-	554,182
Office equipment	99,749	-	-	99,749
Renovation	10,884	243,783	-	254,667
Security equipment	9,000	-	-	9,000
	2,190,174	486,962	(216,786)	2,460,350
	As at 1 January 2021 RM	Charges for the financial year RM	Disposals/ Written off RM	As at 31 December 2021 RM
Accumulated Depreciation	KIT	KIT	KIT	KITI
Air conditioner	9,291	945		10,236
Computer and EDP	953,294	25,780	_	979,074
·		25,760	-	
Equipment Special Control of the Con	7,998	4E 707	(110 E20)	7,998
ERU - Asset equipment	173,981	45,383	(118,529)	100,835
Furniture and fittings	37,250	-		37,250
Medical equipment	75,425	2,400	(13,807)	64,018

11,389

9,106

4,385

99,388

(132,336)

550,133

78,790

15,264

8,998

1,852,596

538,744

69,684

10,879

8,998

1,885,544

PROPERTY, PLANT AND EQUIPMENT (CONTINUED) 11.

12.

			Depreciation charge
	2021	2020	2020
	RM	RM	RM
Carrying Amounts			
Air conditioner	8,159	4	-
Computer and EDP	99,191	81,692	25,774
Equipment	2	2	16
ERU - Asset equipment	224,916	163,948	34,455
Furniture and fittings	46	46	-
Medical equipment	11,027	13,428	2,400
Motor vehicle	4,049	15,438	11,389
Office equipment	20,959	30,065	9,482
Renovation	239,403	5	-
Security equipment		2	
	607,754	304,630	83,516
Cost of net book value assets RM 1 still	in use at year end:		
		2021	2020
		RM	RM
Air conditioner		9,295	9,295
Computer and EDP		944,662	894,901
Equipment		8,000	8,000
Furniture and fittings		37,296	37,296
Medical equipment		59,045	72,853
Motor vehicle		497,239	497,239
Office equipment		19,215	19,215
Renovation		10,884	10,884
Security equipment		9,000	9,000
		1,594,636	1,558,683
INVENTORIES			
		2021	2020
		2021 RM	RM
At cost:			
Merchandise		10,525	17,550
Mobile clinic		5,235	13,604
		15,760	31,154

134 MERCY Malaysia Annual Report 2021 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 2021

13.	OTHER RECEIVABLES		
		2021	2020
		RM	RM
	Other receivables	177,314	102,200
	Deposit	157,926	163,851
	Prepayment	166,824	156,612
	Advance to mission members and basecamp	175,879	146,664
		677,943	569,327
14.	CASH AND CASH EQUIVALENTS		
	CHOIT AND CHOIL EGGIVALENTS	2021	2020
		RM	RM
	Cash in hand	273,472	303,660
	Cash at bank	32,881,289	19,470,226
	Deposits with licensed banks	1,465,941	1,434,846
		34,620,702	21,208,732
15	DAVABLES		
15.	PAYABLES	2021	2020
		Z021 RM	ZUZU RM
		KPI	KIT
	Other payables	161,642	154,997
	Accruals	3,207,295	1,365,937
		3,368,937_	1,520,934
16.	CUCTAINABILITY DECEDVE FUND		
16.	SUSTAINABILITY RESERVE FUND	2021	2020
		RM	RM
	Balance as at 1 January	1,140,296	_
	Addition during the year	267,998	1,140,296
	Utilisation during the year		-
	Balance as at 31 December	1,408,294	1,140,296
		, ,	, .,

17. INCOME TAX EXPENSE

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

18. STAFF COSTS (NOTE 9 & 10)

		2021	2020
		RM	RM
	EPF and SOCSO	86,808	95,488
	Medical	16,759	9,250
	Salaries and allowances	905,722	791,827
		1,009,289	896,565
	Number of employees (excluding Executive Council) at the end of financial year	68	49
19.	PURCHASE OF PROPERTY, PLANT AND EQUIPMENT		
		2021	2020
		RM	RM
	Purchases of property, plant and equipment	486,962	97,343
	Less: Purchases made directly by finance lease	-	-
	Less: Purchases made directly by other payables	(19,747)	-
	Purchases of property, plant and equipment by cash	467,215	97,343

20. FINANCIAL INSTRUMENTS

20.1 FINANCIAL RISKS MANAGEMENT OBJECTIVES AND POLICIES

The Society has exposure to financial risks as the following:

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

20.2 NET GAINS AND LOSSES ARISING FROM FINANCIAL INSTRUMENT

	2021 RM	2020 RM
Deposits placed in a licensed bank Cash and cash equivalent	31,095 1	50,989 3,200
	31,096	54,189

Notes to the Financial Statements for the Financial Year Ended 31 December 2021

20. FINANCIAL INSTRUMENTS (CONTINUED)

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

	Carrying amount RM	AC RM
2021 Financial assets	ки	КМ
Other receivables Cash at bank Fixed deposit	511,119 33,154,761 1,465,941	511,119 33,154,761 1,465,941
Financial liabilities Payables	35,131,821 3,368,937	35,131,821 3,368,937
2020 Financial assets		
Other receivables Cash at bank Fixed deposit	412,715 19,773,886 1,434,846	412,715 19,773,886 1,434,846
Financial liabilities Payables	21,621,447 1,520,934	21,621,447 1,520,934

21. FINANCIAL RISK MANAGEMENT OBJECTIVES AND POLICIES

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

21.1 CREDIT RISK

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

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.

21. FINANCIAL RISK MANAGEMENT OBJECTIVES AND POLICIES (CONTINUED)

21.2 LIQUIDITY AND CASH FLOW RISK

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

Cash flow risk is the risk that future cash flows associated with a financial instrument will fluctuate. In the case of a floating rate debt instrument, such fluctuations result in a change in the effective interest rate of the financial instrument, usually without a corresponding change in its fair value.

In the short term, the Society focuses on liquidity, gearing of financial position, funds resources for 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	1 - 5 year	Over 5 year	Total
	RM	RM	RM	RM
2021				
Payables	3,368,937			3,368,937
2020				
Payables	1,520,934			1,520,934

21.3 MARKET PRICE RISK

Market price risk is the risk that the fair value or future cash flows of the Society's financial instruments will fluctuate because of changes in market prices (other than interest or exchanges rates).

Fair Value

The following are classes of financial instruments that are not carried at fair value and whose carrying amounts are reasonable approximations of fair values:

	Note
Other receivables	13
Payables	15

The carrying amounts of these financial assets and liabilities are reasonable approximations of fair values, either due to their short-term nature or that they are floating rate instruments that are re-priced to market interest rates on or near the reporting date.

21.4 INTEREST RATE RISK

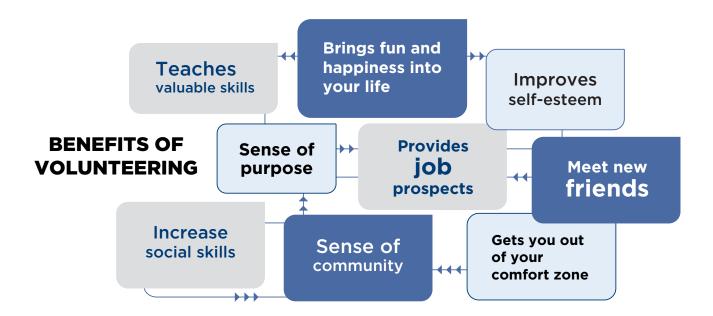
Interest rate risk arises when the future cash flows or fair value will fluctuate due to the changes in interest rates related to financial assets and financial liabilities with floating interest rates.

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.





Volunteers are our backbone, Donors allow us to make a difference





Volunteers and donors are at the core of every non-profit and humanitarian aid organisation. Volunteers serve selflessly, assisting each other, strengthening communities, and contributing in invaluable ways. Donors give freely, giving us the critical resources to fuel our work and outreach.

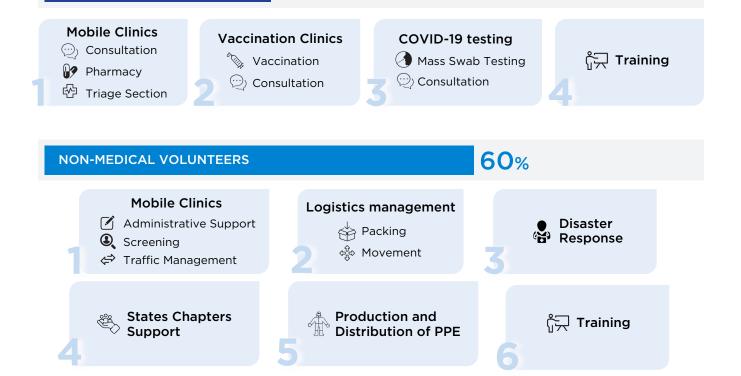
MERCY Malaysia's group of active and engaged volunteers allow us to respond to emergencies. and offer support when and where it is needed. They help us deliver vital programmes, services and solutions to our beneficiaries. Their combined expertise bring positive value to the organisation, be it in Board of Trustees and Exco discussions, in fundraising campaigns and special events, or physical actions on the ground during the many missions in Malaysia or in other countries around the globe.

MERCY Malaysia recognises the value of volunteers and we take the time to conduct induction training, pre-mission trainings as well as engagement sessions to prepare and equip our volunteers for the tasks they wish to undertake.

MEDICAL VOLUNTEERS

What our volunteers did in 2021

40%





I WANT TO VOLUNTEER

Volunteers are expected to uphold MERCY Malaysia's mission and objectives; deliver their duties with the highest level of compassion, professionalism and care; maintain satisfactory physical and mental health; uphold our Code of Conduct; be accountable to MERCY Malaysia, donors, beneficiaries, employers, and fellow members/volunteers; and most importantly - be sincere. On our part, MERCY Malaysia will share our Vision and Mission; inculcate professionalism in volunteerism; provide relevant training, as well as welfare and security while on missions.

Sign up and start making a difference in your life. See our Volunteer FAQs:

https://www.mercy.org.my/volunteer/

Credits

The Annual Report 2021 is produced by the Communications and Strategic Engagement (CSE) Department of MERCY Malaysia based on the overall guidance of the Executive Committee with inputs from the various departments, chapters and offices of MERCY Malaysia.

CSE wishes to specifically acknowledge the contributions of the following individuals for their commitment and support in preparing this document.

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READ THE FULL ANNUAL REPORT AND FINANCIAL STATEMENTS 2021

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 2021 to align with the financial statements for the same period.

The full version of the Annual Report and Financial Statements 2021 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.



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