

POISED *for*
PURPOSE

ANNUAL
REPORT

**20
22**



Cover rationale:

MERCY Malaysia volunteer offers clean water to children affected by the devastating floods in Pakistan. Severe flooding which destroyed homes, agricultural land and infrastructure led the country to declare a state of emergency in June 2022. Water, Sanitation and Hygiene (WASH) programmes provide affected communities with clean drinking water and allow them to practice good physical hygiene. Assessing the need for WASH programmes is a key risk consideration in post-flood situations for both immediate humanitarian and longer-term development response. Access to clean water is essential to the livelihood, safety and well-being of affected communities.

“Bringing with it over
20 years experience
on the ground,
MERCY Malaysia has all
the necessary resources,
infrastructure, and personnel
in place to respond swiftly
to emergencies and
carry out effective
humanitarian missions.”

- Professor Dato' Dr. Ahmad Faizal Mohd Perdaus -

Poised *for* Purpose

Poised for Purpose reflects MERCY Malaysia's clear vision to make meaningful impact in the lives of the people we serve, as well as our preparedness to mobilise resources based on effective and practicable procedures and protocols. In fulfilling our vision and purpose to be outstanding in the delivery of medical and humanitarian aid to all, our experienced team of staff and volunteers are constantly improving their knowledge and skills with the latest developments and technology. Preparedness also means that we seek to have the necessary funds and inventory of critical emergency supplies to ensure our teams can immediately act in the event of a disaster or emergency.



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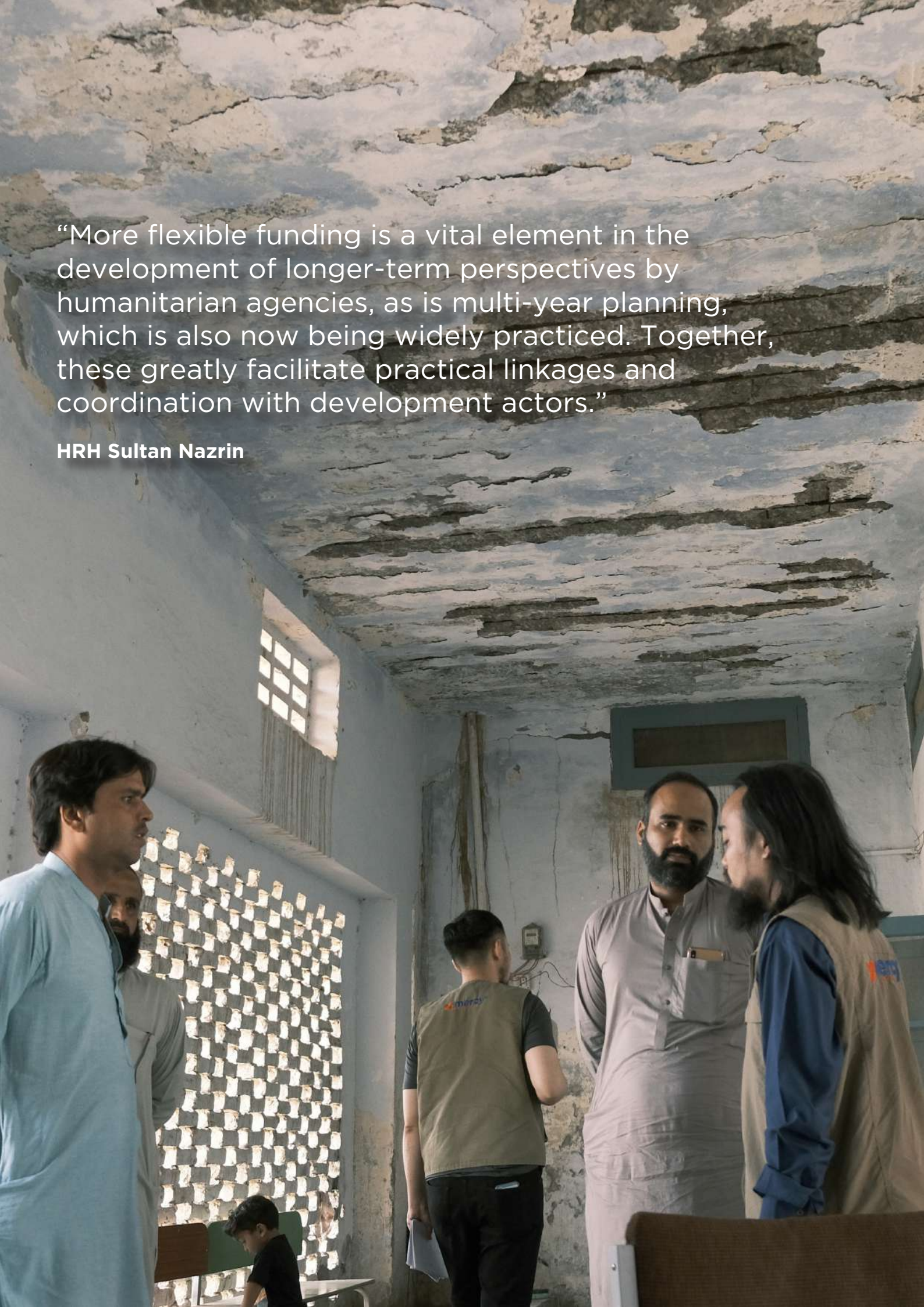
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GET INVOLVED

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“More flexible funding is a vital element in the development of longer-term perspectives by humanitarian agencies, as is multi-year planning, which is also now being widely practiced. Together, these greatly facilitate practical linkages and coordination with development actors.”

HRH Sultan Nazrin



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



“These extreme weather events are forcing MERCY Malaysia to confront a new climate change normal. We realise that humanitarian action must adapt to climate change. Throughout this journey, we are recognisant of the importance of the Human Development Nexus (HDN) in our strategic planning and programme execution.”

Professor Dato' Dr. Ahmad Faizal Mohd Perdaus
President

I'm pleased to present MERCY Malaysia's Annual Report for the year 2022, themed Poised for Purpose. It gives an overview of MERCY Malaysia's performance, strategic priorities, and plans.

There seems to be one common thread for 2022. For Malaysia, we started the year with the aftermath of the tropical depression rainfall, the Baling water surge phenomenon in the middle of the year and ended 2022 with the Northeast Monsoon floods and Sabah King Tide phenomenon. All brought catastrophic flooding - with high waters affecting lives, destroying livelihoods and causing billions of Ringgit of property damage. Then there was Pakistan. From June through October, the country recorded its highest rainfall in over 90 years, inundating two-thirds of her provinces.

The ominous threats of global warming and climate change are contributing to humanitarian crises and human suffering worldwide, more so for under-developed and developing countries, resulting in increased levels of risks and community

vulnerability, disrupting livelihoods, increasing displacement, impelling the spread of diseases, worsening global public health and threatening overall community well-being.

These extreme weather events are forcing MERCY Malaysia to confront a new climate change normal. We realise that humanitarian action must adapt to climate change. Throughout this journey, we are recognisant of the importance of the Humanitarian Development Nexus (HDN) in our strategic planning and programme execution, affiliations and collaborations, as well as human interaction and engagement towards achieving the collective outcome of our humanitarian work.

2022 also saw us continue to navigate the lingering challenges of the COVID-19 pandemic. MERCY Malaysia's approach to addressing health challenges is thus more holistic in nature, where, aside from responding in critical emergency health situations, we also aim to contribute to the broader goals of sustainable human development.

Message from the President

The past year has been a testament to our team's strengths and capabilities. The ability to quickly mobilise our rapid assessment and emergency medical response teams has been made possible with the support of our donors and partners, our team's combined years of field experience, as well as systematic, established and proven procedures that govern our operations.

Sustainable and sufficient quality funding remain a major challenge to MERCY Malaysia — readily available funds to respond to emergencies, funds to reach communities in need, what they need and when they need it, at the various phases including recovery and development.

The United Nations (UN) in its Global Humanitarian Review 2022 reported that 274 million people need humanitarian assistance and protection, a significant increase from 235 million people the previous year. UN and its partner organisations said it required USD 41 billion in funding to undertake the humanitarian programmes.


MERCY Malaysia was not able to secure enough funds to run its humanitarian programmes in 2022, not as much as we would have liked. The solution requires a paradigm shift about how to approach funding i.e., focusing on disaster risk reduction and management in all parts of society, rather than purely emergency response, as well as ramping up advocacy among the general public and development actors to see crises as unique opportunities to shore up economic and

social progress. With the guidance of our Board and EXCO members, we are continuously exploring new approaches to fundraising and resource mobilisation, including through partnerships with the private sector and tapping the potential of Islamic Social Financing mechanisms.

Strategic foresight by MERCY Malaysia's leadership also plays a role. A strong emphasis has been put on the organisation's preparedness and agility to respond. Our established partnerships and collaborations across the world put us on an advantageous position to provide swift response and continue serving those in need in a relevant and timely manner.

I take this opportunity to sincerely thank all our communities, partners, donors and volunteers, for your support of MERCY Malaysia's work. To MERCY Malaysia, humanitarian work never ends. Rest assured, we will persevere over the long run and endure never-ending complexities to support a meaningful and sustainable world.

Thank you.



Professor Dato' Dr. Ahmad Faizal Mohd Perdaus
President

MERCY MALAYSIA's VISION

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

MERCY MALAYSIA's MISSION

Provide excellence in medical assistance,
and build climate and disaster resilient communities.

Message from the Executive Director



“In the face of immense challenges and obstacles, our team of staff and volunteers have remained steadfast in our commitment to providing humanitarian relief to those who need it most.”

Shareen Shariza Abdul Ghani
Executive Director

As we reflect on another year of serving communities in need, we are humbled by the incredible impact that our medical humanitarian organisation has been able to bring around the world. In the face of immense challenges and obstacles, our team of staff and volunteers have remained steadfast in our commitment to providing humanitarian relief to those who need it most.

Guided by the Humanitarian Development Nexus (HDN), we hope to have demonstrated the importance of strategic planning, collaboration, innovation, and capacity building in all that we do through the 2022 Annual Report.

Our key purpose is to deliver timely and relevant aid and relief to those who need it. Despite facing obstacles, the dedication of our team, both staff and volunteers as well as

the support of our donors and partners have allowed us to make headways. Notwithstanding the prolonged impact of the COVID-19 pandemic, severe effects of climate change and other world conflicts, we have been able to reach out and deliver critical aid to the affected and vulnerable populations in 7 countries in 2022.

Among the most urgent crises that we responded to in 2022 were the devastating floods that ravaged communities in Malaysia and in Pakistan; as well as the Afghanistan earthquake. As a humanitarian organisation, we recognise that we have a crucial role to play in providing aid and support to those affected by disasters. In line with the HDN approach, all response, recovery, preparedness, and resilience planning efforts made by MERCY Malaysia covers the end-to-end aspects of disaster risk reduction and management.

Message from the Executive Director

The bulk of our work in 2022 was focused in Malaysia. However, we have ongoing programmes and collaborations in various other countries which address the critical and protracted health needs of refugees and displaced communities and our commitment to them continues. This report also spotlights some human stories, offering snippets of the people representing the organisation as they go about delivering medical, technical and operational support in challenging environments.

We know that being agile is critical to our effective delivery. We strive to continue to innovate and adapt. Hence, investing in our staff and volunteers, providing training and professional development opportunities to ensure that we have the skills and expertise needed to meet the evolving needs of the communities we serve.

To reduce the multifaceted risks and vulnerabilities, and effectively address the needs of affected communities, all

relevant actors, both humanitarian and development have a shared responsibility to work towards collective outcomes,

With the impending threat of climate change emergencies, national and global challenges, and conflicts on the horizon, we know that there is still so much work to be done. MERCY Malaysia remains committed to our mission, and to working tirelessly to provide crucial aid and support to those in need.



Shareen Shariza Abdul Ghani
Executive Director

MERCY MALAYSIA'S CORE VALUES

MUTUAL RESPECT

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

EQUITY AND INCLUSIVITY

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

RESILIENCE

We persevere through challenges and adversity.

COMMITMENT

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

YEARN TO SERVE

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

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 Malaysia. 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 BOARD SINCE: 2011

Key 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, Yayasan Hasanah
- Member of Board of Trustees, PADU Corporation
- Member of Board of Directors, METEOR Sdn. Bhd.
- Member of Board of Directors, IIUM Holdings Sdn. Bhd.
- 2012-2016
President of the International Association of Universities (IAU), a UNESCO-affiliated 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
- 2022-present
Chairperson, Citizens International

Highlights:

- 1999 Recipient of the Olle Hanson International Award for his contribution in healthcare sector to the community in the Asia-Pacific region.
- 2004 First Recipient of the Southeast Asia Tobacco Control Alliance (SEASTCA) prize for his outstanding and dedication to tobacco control.
- 2008 Received Honorary Doctorate of Science, University of Portsmouth, UK
- 2013 Received Honorary Doctorate of Science, University of Nottingham, UK.
- 2013 Received Honorary Doctorate of Science, Mykolas Romeris University, Lithuania.
- 2014 Received Gold Medal Award from Al-Farabi Kazakh National University in conjunction with the 80th Anniversary of the University.
- 2015 Received Honorary Doctorate of Educational Science, Istanbul Commerce University, Turkiye.
- 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 decolonizing 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 Malaysian government.
- 2018 Received Professor Emeritus, Universiti Sains Malaysia (USM).
- 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.
- 2019 Received Honorary Doctorate, Dakwah & Islamic Management, Universiti Sains Islam Malaysia (USIM).
- 2021, Received Honorary Doctorate, Leadership in Education, University of Cyberjaya, Malaysia.

MERCY Malaysia's Board of Trustees



TAN SRI JOHAN BIN JAAFFAR

DURATION ON BOARD SINCE: 2011

Key Roles:

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

Highlights:

- Tokoh Wartawan Negara (National Journalism Laureate) at the MPI PETRONAS Malaysian Journalism Awards in 2019
- Published a book entitled Jejak Seni: Dari Pentas Bangsawan Ke Media Prima Berhad (DBP, 2017)



**TAN SRI DATUK WIRA AZMAN
HJ. MOKHTAR**

DURATION ON BOARD SINCE: 2021

Key Roles:

- Chairman of the Board of Directors, Lembaga Tabung Haji (Haji 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
- Chairman, Malaysia International Islamic Finance Centre (MIFC) Leadership Council
- Managing Director, CEO, Member of the Board of Directors, Khazanah Nasional Berhad (June 2004 to July 2018)
- Adjunct Professor, Universiti Teknologi Malaysia (UTM)
- Distinguished Visiting Fellow, Centre of Development Studies (2019-2021), University of Cambridge, UK
- Bye-Fellow, Darwin College (2019-2022), University of Cambridge, UK
- Board of Governors, The Malay College Kuala Kangsar, Malaysia
- Member, Finance and Investment Advisory Committee, Oxford Centre of Islamic Studies, UK
- Member, Global Steering Committee, Global Ethical Finance Initiative, Scotland
- Member, Board of Trustees, Wawasan Education Foundation, Penang, Malaysia
- Member, Global Future Council for Investing, World Economic Forum, Davos

Highlights:

- Fellow, Chartered Association of Certified Accountants (FCCA)
- Chartered Financial Analyst (CFA) Charter Holder
- Graduate Diploma in Islamic Studies, Universiti Islam Antarabangsa (UIA)
- M.Phil in Development Studies, University of Cambridge
- Honorary Doctor of Letters, Conferred by Wawasan Open University, Penang, Malaysia
- 2017 Chairman of the Year, Minority Shareholder Watchdog Group (MSWG) and ASEAN Corporate Governance for the Chairmanship of Axiata Berhad
- 2016 Value Creator Outstanding CEO of the Year, The Edge Billion Ringgit Club
- 2011 Most Outstanding Individual for Contribution to Islamic Finance, Kuala Lumpur Islamic Finance Forum
- 2005-2015 Head of Secretariat of the Government-Linked Companies (GLC) Transformation Programme
- 2000-2001 Chevening Award, to study at the Masters level at Cambridge University, UK
- 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
- Member of various national councils including Special Economic Committee, National Science Council, National Trade Council, National Recovery Council for COVID-19, National Bumiputera Empowerment Council, National Prosperity Council, National Advisory Council for Education Reforms, Global Science and Innovation Council of the Prime Minister, Agensi Inovasi Malaysia, and Majlis Hal Ehwal Agama Islam (National Islamic Council)

MERCY Malaysia's Board of Trustees



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

DURATION ON 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. DATO' ELIZABETH LEE

DURATION ON BOARD SINCE: 2011

Key Roles:

- Trustee, MERCY Malaysia
- Academic Advisory Committee, SDG Academy, UN Sustainable Development Solutions Network (SDSN)
- Council Member & Asian Representative, Going Global Partners Group (GGPG), British Council
- Alternate Trustee to Tan Sri Jeffrey Cheah, Razak School of Government (RSOG)

Highlights:

- 2022 Darjah Dato' Paduka Mahkota Perak (DPMP) – conferred by His Royal Highness Sultan Nazrin Shah, the Sultan of Perak
- 2022 MCWEA Woman of Excellence Award – by the Malaysian Chinese Woman Entrepreneur Association
- 2021 Leadership Commitment for Malaysia – awarded by the UN Women Regional Office for Asia and the Pacific-Women's Empowerment Principles (WEP)
- 2019 Educationist of the Year – awarded by the Sin Chew Education Awards
- 2018 Education Leadership Award – by the World Education Congress Awards in Mumbai
- 2017 Excellent Woman in Education Award – by Wanita MCA
- 2017 Women Entrepreneur in Canadian Education – awarded by the Malaysia Canada Business Council (MCBC)
- 2016 Doctor of the University (Honoris Causa) – awarded by Victoria University
- 2015 Visionary Women Leadership Award – by World Women Leadership Congress and Award (WWLCA)
- 2014 Doctor of Laws (Honoris Causa) – awarded by the University of Nottingham
- 2011 Outstanding Asian Women Community Contribution Award – by the Malaysia Women's Career Building Association

MERCY Malaysia's Executive Council

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



COUNCIL MEMBER SINCE: 2004 (President since August 2009)

OCCUPATION:

Consultant Respiratory Physician, KPJ Damansara Specialist Hospital

PARTICIPATION IN MISSIONS:

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

PROF. DATO' DR. AHMAD FAIZAL MOHD PERDAUS
President

COUNCIL MEMBER SINCE: 2002

OCCUPATION:

Orthopedic Surgery Specialist, KPJ Sabah Specialist Hospital

PARTICIPATION IN MISSIONS:

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



DATUK DR. HENG AIK CHENG
Vice President I



COUNCIL MEMBER SINCE: 2006

OCCUPATION:

Independent Charity Governance & Compliance Advisory

PARTICIPATION IN MISSIONS:

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

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

COUNCIL MEMBER SINCE: 2005

OCCUPATION:

Specialist Orthopaedic and Hand Surgeon, Pusat Perubatan Universiti Kebangsaan Malaysia

PARTICIPATION IN MISSIONS:

Various local and international missions including 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, setting up of temporary screening facilities, guidance for the PPE (Personal Protective Equipment) Project. She is the Team Lead for MERCY Malaysia's Emergency Medical Team.



ASSOCIATE PROF. DR. SHALIMAR ABDULLAH
Vice President III

MERCY Malaysia's Executive Council



COUNCIL MEMBER SINCE: 2016

OCCUPATION:

Managing Director, Amanie Holdings and Chairman, Xanderia Group

PARTICIPATION IN MISSIONS:

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

MR. RAZI PAHLAVI ABDUL AZIZ
Honorary Secretary

COUNCIL MEMBER SINCE: 2017

OCCUPATION:

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

PARTICIPATION IN MISSIONS:

Various local and international missions including Flood responses in Kelantan, Pahang and Terengganu. WASH, Health & BRC Programs in Selangor, Kedah, Penang, Johor, Perak, Sabah & Sarawak as well as 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.



IR. MOHAMAD HANAFI RAMLI
Assistant Honorary Secretary



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 and international missions including 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

AR. MOHAMAD AYOF BIN BAJURI
Honorary Treasurer

COUNCIL MEMBER SINCE: 2020

OCCUPATION:

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

PARTICIPATION IN MISSIONS:

Various local missions and international mission to Pakistan



PROF. DR NAZIMAH IDRIS
Committee Member

MERCY Malaysia's Executive Council



COUNCIL MEMBER SINCE: 2014

OCCUPATION:

Senior Consultant Paediatrician and Paediatric Respiratory Physician, Sunway Medical Centre

PARTICIPATION IN MISSIONS:

Bangladesh, Pakistan (Bagh), Lebanon, Syria and Turkey

DR. NORZILA MOHAMED ZAINUDIN
Committee Member

COUNCIL MEMBER SINCE: 2002

OCCUPATION:

Architect and Chairman, AZAMAS Engineering Consultant

PARTICIPATION IN MISSIONS:

Various local and international missions including 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 Building Resilient Communities training modules and improving Disaster Risk Reduction initiatives.



HJ. NORAZAM AB SAMAH
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 and international missions

AHMAD FAEZAL BIN MOHAMED
Committee Member

MERCY Malaysia's Executive Council

Ex-Officio



COUNCIL MEMBER SINCE: 2012

OCCUPATION:

Consultant Orthopaedic Surgeon, Pantai Hospital Kuala Lumpur

PARTICIPATION IN MISSIONS:

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

DR. MOHAMED ASHRAFF BIN MOHD ARIFF

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 and international missions including Turkey, Syria, Bangladesh and the Philippines



DR. NASUHA YAACOB



COUNCIL MEMBER SINCE: 2020

OCCUPATION:

Counselor, Institut Jantung Negara

PARTICIPATION IN MISSIONS:

Various local missions including the MH370, MH17 PFA 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.

DR. KEITH TYE SUE KIAT

COUNCIL MEMBER SINCE: 2017

OCCUPATION:

Public Health Physician, Ministry of Health

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.



DR. PETER GAN KIM SOON

MERCY Malaysia's Executive Council

Ex-Officio



COUNCIL MEMBER SINCE: 2017

OCCUPATION:

Pro Vice Chancellor, Kuala Lumpur Health Campus, UKM

PROF. DATO' DR. HANAFIAH BIN HARUNARASHID

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. JITENDRA KUMAR S.N. TEJANI

COUNCIL MEMBER SINCE: 2020

OCCUPATION:

Senior Lecturer (Developmental Psychology),
Centre of Research in Psychology and Human Well-Being (PsiTra), FSSK UKM

Coordinator (Developmental Psychology Consultant),
PsiTra Klinik Psikologi dan Konsultasi (PKPK) FSSK UKM

PARTICIPATION IN MISSIONS:

2016 Aceh, Pidie Jaya-Earthquake (Child Friendly Space); 2018 Bangladesh, Cox's Bazaar-Resettlement (Stress Management and Coping Skills Training); Myanmar, Rakhine-Resettlement (PFA training); 2019 Laos, Attapeu-Dam burst (PFA training); 2019 Johor Bahru, Pasir Gudang-Air Pollution (PFAider); 2020 Malaysia-COVID-19 Helpline/Hotline (PFAider-emergency response); Afghanistan-War Zone (PFA TOT training); and Turkiye-Earthquake (PFAider, Child Friendly Space-emergency response).



DR. ABDUL RAHMAN BIN AHMAD BADAYAI

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.



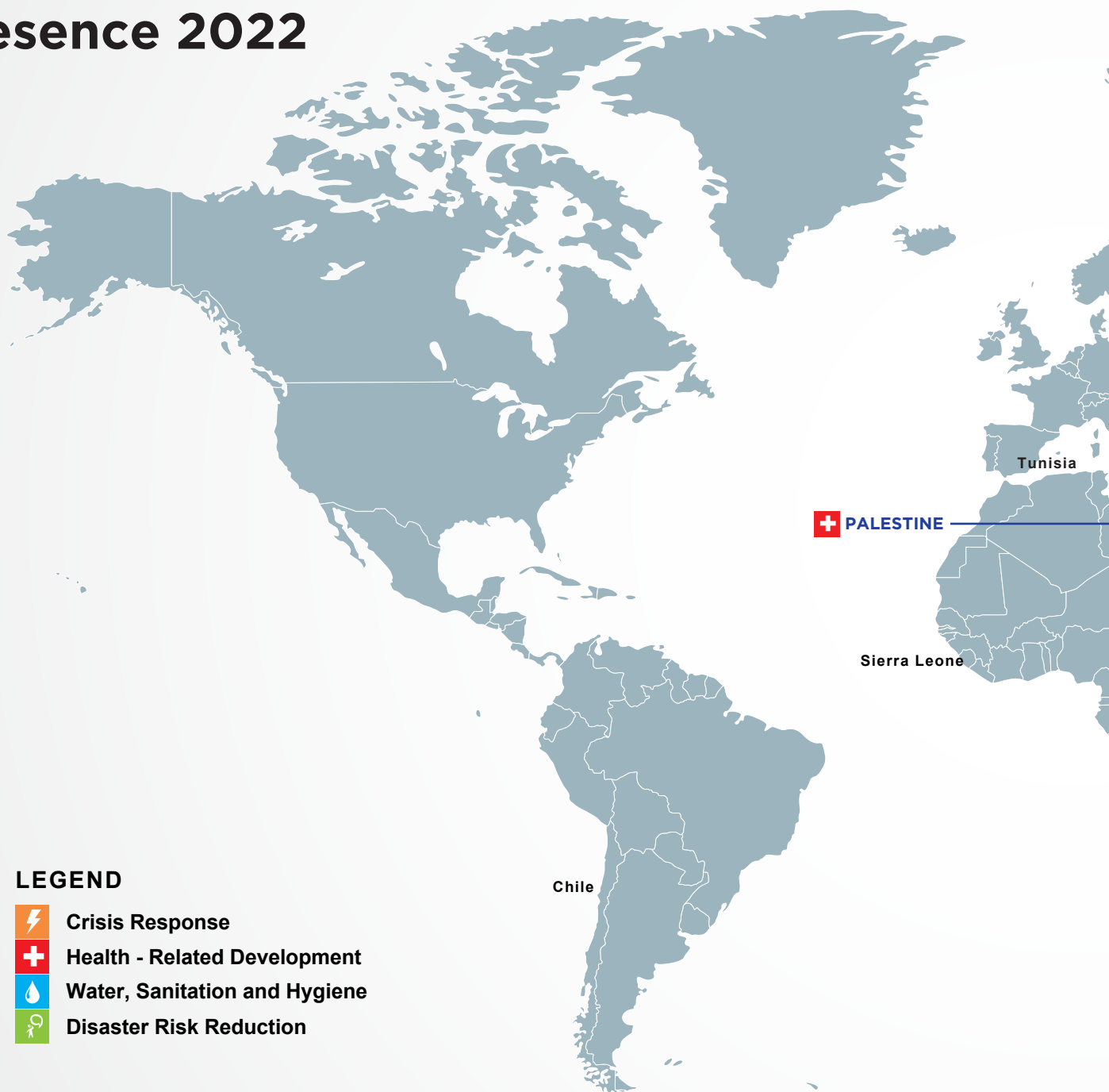
DR. KHAMARRUL AZAHARI BIN RAZAK







Strategic
Commitments

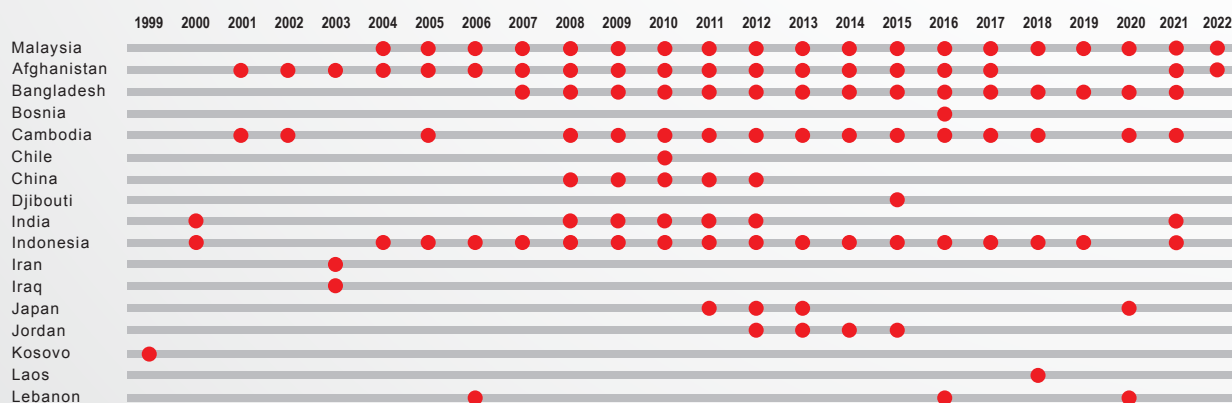


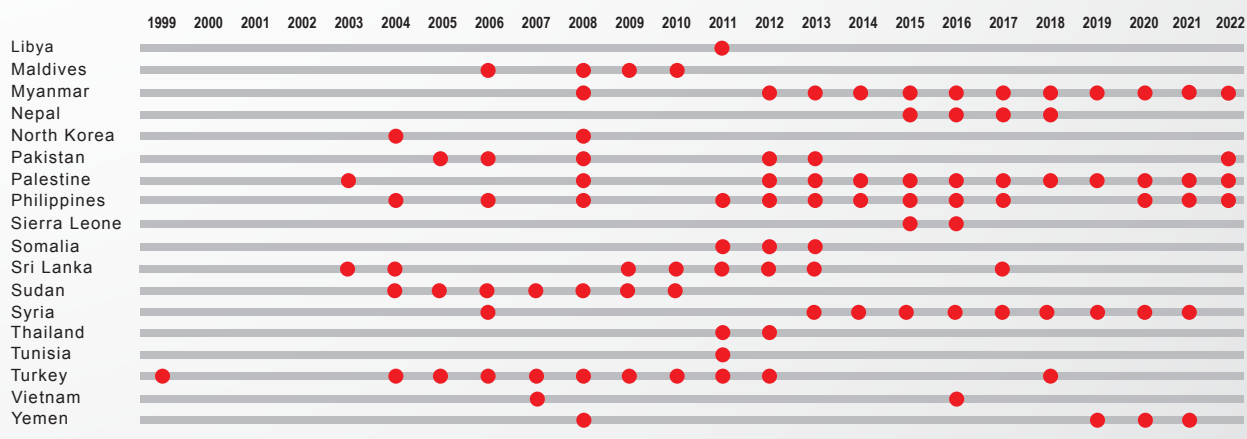
MERCY Malaysia's Global Presence 2022



LEGEND

-  Crisis Response
-  Health - Related Development
-  Water, Sanitation and Hygiene
-  Disaster Risk Reduction







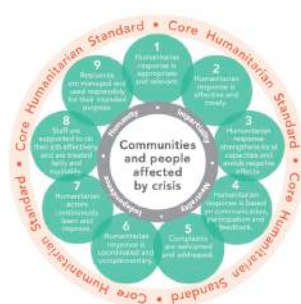
MERCY Malaysia's Strategic Framework

Strategic Framework MERCY Malaysia's strategic framework is defined by our Vision and Mission, and guided by our Core Values. As part of our strategy to ensure the quality and effectiveness of our humanitarian aid and programmes, we embrace the relevant international humanitarian principles, guidelines and good practices as well as the Humanitarian Development Nexus approach.

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

Our tenacity and relentless efforts have allowed us to successfully deliver emergency, humanitarian and developmental health solutions to communities across the globe, positioning 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

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 UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES (UNHCR)

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

<https://www.unhcr.org>



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 to contribute to a better, more effective, humanitarian response.

<https://humanitarianstudies.ch/>



THE ASIAN DISASTER REDUCTION AND RESPONSE NETWORK (ADRRN)

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 coordination, information sharing and collaboration for effective and efficient disaster reduction and response in the region.

<https://www.adrrn.net>



AADMER PARTNERSHIP GROUP (APG)

APG bridges ASEAN's work in disaster management and the key stakeholders within civil society organisations. It supports the implementation of the ASEAN Agreement on Disaster Management and Emergency Response (AADMER) to ensure increased participation and understanding within the communities they serve.

<https://thecolumn.ahacentre.org/posts/partnership/vol-38-aadmer-partnership-group-apg/>



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/>



UNITED NATIONS POPULATION FUND (UNFPA)

UNFPA is the UN agency for sexual and reproductive health. Its mission is to deliver a world where every pregnancy is wanted, every childbirth is safe and every young person's potential is fulfilled.

<https://www.unfpa.org>



THE 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>



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 grassroots 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



THE UNITED NATIONS ECONOMIC AND SOCIAL COUNCIL (ECOSOC)

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

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



THE SPHERE PROJECT

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

<https://spherestandards.org>



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/>



INTERNATIONAL COUNCIL OF VOLUNTARY AGENCIES (ICVA)

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

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



HEALTH CLUSTERS

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

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



ASEAN SAFE SCHOOLS INITIATIVE (ASSI)

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

<https://aseansafeschoolsinitiative.org/>



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

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

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

MERCY Malaysia's Approach

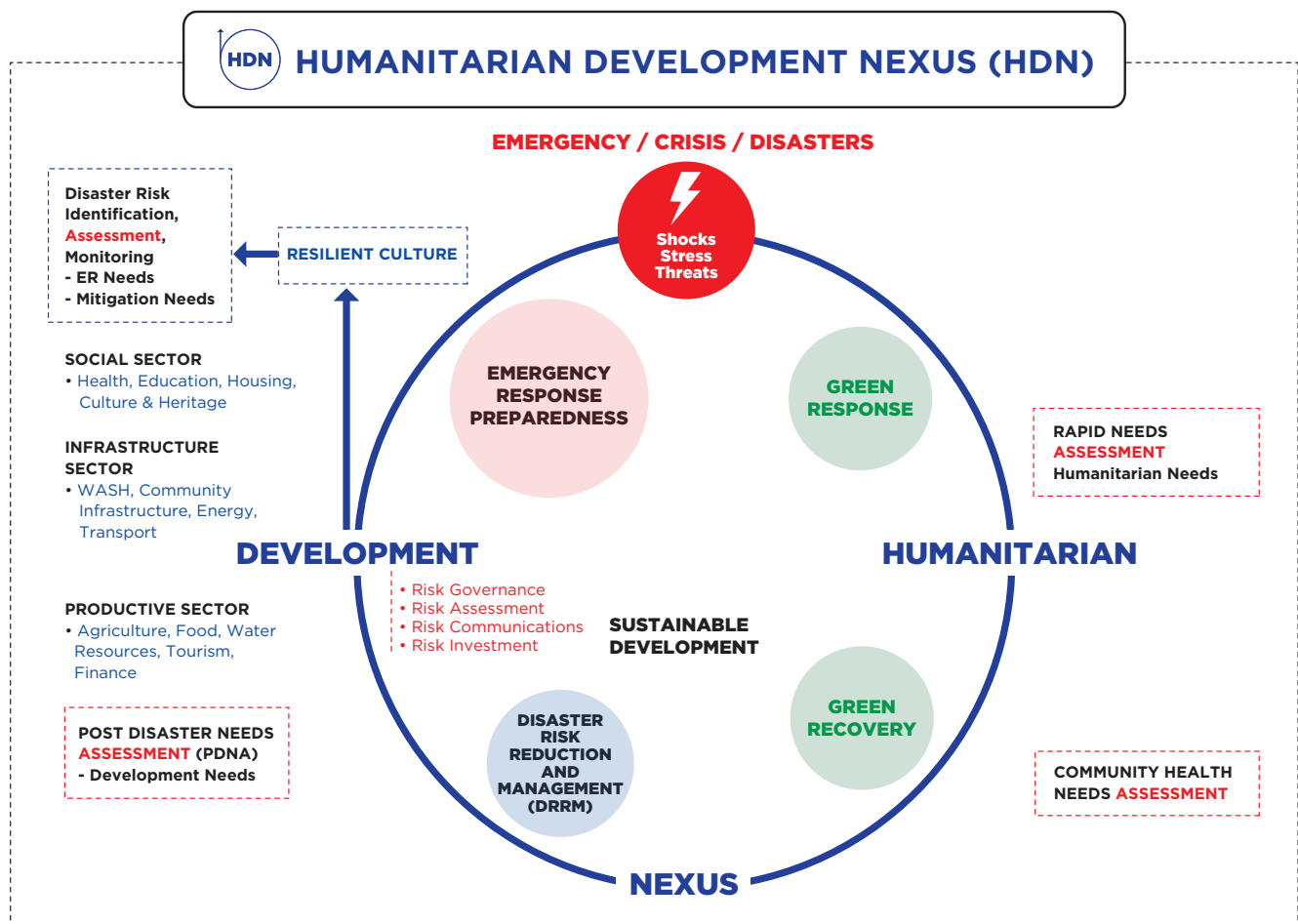
Humanitarian Development Nexus

The Humanitarian Development Nexus (HDN) is an approach that streamlines short-term humanitarian response into longer-term development solutions to achieve human well-being and peace, economic prosperity, and sustainable

environment management, as well as focusing on improving the humanitarian-development link and coordination, to achieve enhanced responses to both immediate needs and systemic causes of vulnerabilities.

The HDN approach adopted by MERCY Malaysia aims to create synergies between humanitarian and development aid, therefore

improving the effectiveness of the overall effort as well as achieving sustainable outcomes that have been co-created together with communities and other stakeholders. Ultimately, delivering meaningful actions through multidisciplinary responses and facilitating effective partnerships with the aim of building communities' resilience to shocks and future disasters.





For a humanitarian NGO, embracing HDN requires a shift from a traditional humanitarian response to a more comprehensive and sustainable approach to addressing the needs of vulnerable populations.





MERCY Malaysia's Strategic Objectives Delivering Meaningful Humanitarian Action



SO1 IMPACTFUL HUMANITARIAN AND DEVELOPMENT PROGRAMMES

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



SO2 RESOURCE OPTIMISATION FOR ORGANISATIONAL EXCELLENCE

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



SO3 SUSTAINABLE AND DIVERSIFIED FINANCING

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



SO4 ENHANCED LEADERSHIP AND ADVOCACY

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



2022 Year in Review





PAKISTAN MONSOON FLOOD RESPONSE 2022

MOBILE CLINIC

In partnership with



FLOOD 2022



2022: Year In Review



A test of preparedness and agility.

The year in review for MERCY Malaysia has us reflecting on our responses to some of the most pressing emergencies of 2022. We responded to the devastating floods and other climate-related disasters in Malaysia and Pakistan, the catastrophic earthquake in Afghanistan and various new and protracted crises requiring emergency aid and healthcare support. Our COVID-19 recovery programmes continued to support the COVID-19 safe transition to national recovery in Malaysia. MERCY Malaysia's commitment to building resilient communities is reflected through intensified efforts to build capacity in disaster risk reduction as well as mental health and well-being among members of vulnerable and at-risk communities.





The prolonged COVID-19 pandemic remains a key challenge in our work programmes.

The COVID-19 pandemic continued to present significant challenges to our work in Malaysia, Bangladesh and Myanmar. MERCY Malaysia continued our COVID-19 programmes to support the country's safe transition to national recovery. In Bangladesh and Myanmar, our teams remained committed to supporting protracted crises caused by ongoing conflicts and displacement. Our clinics provided primary healthcare services, including mental health support and

maternal and child health services, to vulnerable populations in refugee and IDP camps. While ensuring that our operations adopted the protocols needed to mitigate the ongoing spread of the COVID-19 virus, our medical teams also provided COVID-19 testing, treatment, and vaccination campaigns, and supported vulnerable populations with food assistance, hygiene kits, and other essential supplies.





Climate change is becoming a top driver of humanitarian needs and human suffering.

Our flood response efforts in Malaysia and Pakistan were critical in providing emergency relief to hundreds of thousands of people affected by floods from heavy rainfalls and natural disasters. Both immediate and longer-term aid include provision of shelter, water and sanitation, and food / livelihood assistance. Mindful of the never-ending response of a humanitarian NGO, we ensure our staff and volunteers benefit from structured capacity building through training and preparedness. They worked tirelessly to reach remote and hard-to-reach areas, resolute that those in need received the support they required.





Future-proofing communities by empowering them to take charge of their own recovery and preparedness.

Developing resilient communities is at the cornerstone of MERCY Malaysia's long-term strategy. Our building capacity programmes and modules specially developed for schools, villagers and community members incorporate knowledge and exercises on disaster risk reduction and preparedness, psychological first aid, and training of first responders. Community resilience and preparedness can minimise the effects of shocks and stresses of any future occurrences.





Advocating support for more sustainable humanitarian and developmental assistance.

While MERCY Malaysia's reputation is built on our success in emergency medical response and health support to vulnerable populations, we also seek to promote long-term sustainability, resilience and positive impact on communities we serve. Our fundraising arm seeks to advocate more sustainable health-related development and risk reduction funding for meaningful humanitarian programmes for communities, in both crisis and non-crisis situations. We look forward to continuing our work in the years to come, with a renewed focus on collaboration and innovation in the humanitarian development sector.



 **Maybank**


Ramadhan Relief

Humanitarian Partners

 **mercy**

 **mercy**

 **GCS**

Islamic Social Financing



Islamic Finance For Social Good

Instruments of Islamic Social Financing (ISF) are utilised in the eradication of poverty, funding humanitarian and charitable activities as well as the promotion of socioeconomic growth and social equality.

Instruments of ISF include Zakat, Waqf, Sadaqah, and purifying fund. These funds can be used to offer

healthcare, education, WASH and social welfare programmes as well as infrastructure development for the benefit of impoverished communities.

MERCY Malaysia's ISF initiative encourages the use of these instruments in order to raise money for the distribution of humanitarian aid and solutions that can either provide immediate emergency relief or build longer-term resilience and capacities in communities that are at risk or vulnerable.



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, an award-winning global Shariah advisory firm Amanie Advisors, operates globally from Dubai, Kuala Lumpur, Astana and the UK. Tan Sri Dr. Daud serves as the Chairman of the

Shariah Advisory Council (SAC) of the Securities Commission Malaysia, Astana International Financial Centre (AIFC), Kazakhstan, 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. He is a renowned global Islamic finance thought leader who serves as a Shariah board member of various leading financial institutions across Europe, Middle East and Asia.

Tan Sri's experiences range from national agencies to corporates, from academia to entrepreneurship and sports. He currently serves as the Chairman of Federal Territory Islamic Religious Department [Majlis Agama Islam Persekutuan (MAIWP)], he sits on the board and committees of various corporates, was the 8th

President of the International Islamic University of Malaysia (IIUM), and is the owner of the Kedah Football Club. Tan Sri is a prolific writer with 40 titles under his name. Several of his books have bagged international awards, including for his first book entitled "Shariah Minds in Islamic Finance: An Inside Story of A Shariah Scholar" and a book on Sukuk entitled "An Insightful Journey to Emirates Airline Sukuk: Pushing The Boundaries of Islamic Finance".

In 2022, he received the Royal Award for Islamic Finance 2022 (RAIF 2022) from the King of Malaysia, and in February 2023 was awarded the Islamic Finance Premier Leadership Award (IFPLA). Both awards recognised his achievements in the development in Islamic finance locally and in the global arena.



Accountability Reporting on MERCY Malaysia's COVID-19 Response and Recovery Projects

This Accountability Report is an evaluation of MERCY Malaysia's COVID-19 Response for the period of March 2020 – December 2021, which coincided with the most critical phase of the pandemic in the country. Using an accountability lens, it assesses MERCY Malaysia's COVID-19 Response against international humanitarian response principles and standards. MERCY Malaysia's COVID-19 Response are measured against first, the **Core Humanitarian Standard (CHS)** which outlines the broad principles of humanitarian response in a disaster or crisis. Second, MERCY Malaysia's efforts are evaluated according to the **Sphere Standards** which describes the minimum standards of key sectors in a humanitarian response.

A joint evaluation, this Accountability Reporting was prepared by a team comprising an independent consultant and two staff representatives of MERCY Malaysia.

Outcome of Measurement Findings against the Core Humanitarian Standard

Measured against the nine (9) core commitments outlined in the CHS and Sphere Standards for international humanitarian response standards, this report concludes that overall, MERCY Malaysia's COVID-19 Response demonstrated a **high degree of accountability** and a **high level of quality towards affected populations**. It achieved high performance in four commitments, average performance in four commitments and poor performance in one commitment as listed below:

COMMITMENT	PERFORMANCE
C1: Humanitarian response is appropriate and relevant	High
C2: Humanitarian response is effective and timely	High
C3: Humanitarian response strengthens local capacities and avoids negative effects	High
C4: Humanitarian response is based on communication, participation, and feedback	Average
C5: Complaints are welcomed and addressed	Poor
C6: Humanitarian response is coordinated and complementary	High
C7: Humanitarian actors continuously learn and improve	Average
C8: Staff are supported to do their job effectively, and are treated fairly and equitably	Average
C9: Resources are managed and used responsibly for their intended purpose	Average

REFERENCE NOTE:

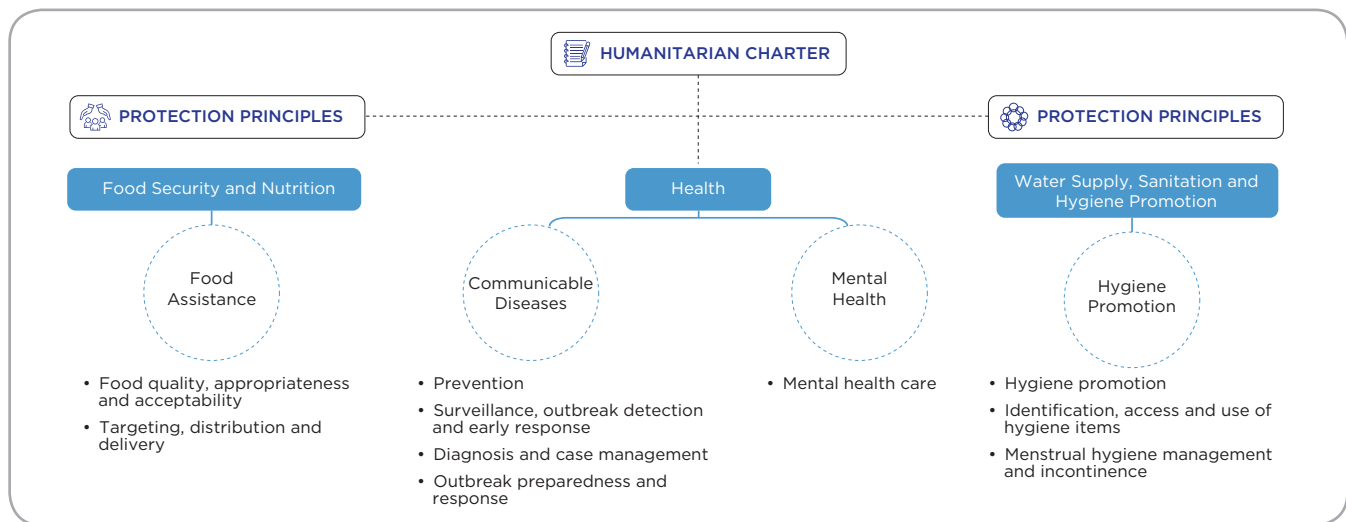
High Performance indicates the response has carried out all the key actions and fulfills majority of the performance indicators of the commitment.

Average Performance indicates the response has carried out some of the key actions and fulfilled some of the performance indicators of the commitment.

Poor Performance indicates the response has carried out minimal key actions and failed to fulfill performance indicators.



Findings against the Sphere Technical Standards



Health Chapter

- People have access to healthcare and information to prevent communicable diseases.
- Essential medical devices comply with standards and MERCY Malaysia aid supports public healthcare workers. Emergency Medical Training (EMT) deployment and field hospital setup contribute to the continuity of health services provision and surveillance, although it was insufficient in some cases.

Mental Health Chapter

- The MHPSS programme design addressed multiple sectors of the pyramid, including existing resources and pre-existing mental health conditions.
- PFA was provided to manage acute stress after traumatic events.
- Efforts were made to design a sustainable mental health system.

Food Security and Nutrition Chapter

- Food quality is safe and conforms to local standards. However, the needs assessment was inadequate, especially among the at-risk populations.
- Briefings conducted with beneficiaries on the ground, but requires improvements in coordination among stakeholders in food distribution (e.g., advance details of the distribution plan and schedule)
- Clear mechanism and channels of registration established. Also, the distribution of food aid was effective and timely, but not prepared for security changes.

Hygiene Promotion Chapter

- Information, Educational and Information (IEC) materials positively contributed to hygiene promotion, including to at-risk populations.

- The impacted individuals had access to and used the appropriate supplies in a timely manner to support cleanliness, health, dignity, and well-being.
- Coordinated effort with external stakeholders to distribute items.

Lessons Learned

- Tailoring and adapting the humanitarian response to specific contexts and needs increases effectiveness. MERCY Malaysia has built trust with affected communities during the COVID-19 Response due to their understanding of the context and culture of different communities.
- MERCY Malaysia is seen as a key source of assistance in the COVID-19 Response, and was awarded by MoH for its performance.
- Outsourcing when internal capacity is lacking is an effective model, but requires internal capacity to oversee, facilitate and monitor progress.
- Timely and continuous assessment is key to ensuring relevant response that meets the needs of government authorities and affected populations.
- The sharing of information between the actors in the COVID-19 Response has enabled MERCY Malaysia to better manage the outcomes of the response.
- A four-pillar approach based on the Total Disaster Risk Management (TDRM) model increases hospital and frontline resilience.
- Use of informal communication means such as WhatsApp has increased the speed of COVID-19 Response. However, formal follow-up through email is necessary for accountability and tracking purposes.
- Having standby options for community feedback during emergencies would improve delivery of the COVID-19 Response.
- MERCY Malaysia was successful in reaching out to remote communities, despite lack of access due to lockdowns and natural disasters. They initiated "House to House" visits and obtained information from the community head on "bedridden patients".



What MERCY Malaysia will do differently?

Matched against the nine specific core commitments of humanitarian response outlined in the CHS and the Technical Standards in the Sphere Standards, MERCY Malaysia's COVID-19 Response has generally met these commitments. However, as always, there is room for improvement given the unprecedented scale and magnitude of the COVID-19 pandemic.



Recommendation 1.

Balance between quantity and quality. Train staff and volunteers on accountability tools, especially CHS and Sphere Standards to understand and demonstrate the balance between quantity and quality in a humanitarian response.

Recommendation 2.

Demonstrate the Total Disaster Risk Management (TDRM) model in practice by strengthening the linkage between the different components of the emergency response.

Recommendation 3.

Continue to strengthen preparedness at HQ and MERCY Malaysia Chapters and flexibility to increase MM's ability to rapidly respond without adding undue burden to its existing human resources. This includes enhancing the financial management system.

Recommendation 4.

Develop a strategy and approach for partnership with various stakeholders.

Recommendation 5.

Improve Monitoring, Evaluation, Accountability, Learning and Reporting, particularly focusing on outcome levels.

Recommendation 6.

Focus on enhancing effectiveness of emergency response and, in some cases, the design of response, by prioritizing needs assessment.

Recommendation 7.

Improve feedback system, and thereby strengthen communication and participation of internal and external stakeholders.

Recommendation 8.

Identify strategy and approach to new areas of response such as provision of relief items or food distribution and mental health support.

Our 2022 Outreach: Malaysia and International



38 programmes



Vulnerable, At-risk and Affected communities in

10 countries



321,811 recipients
of humanitarian and developmental aid*



47%
of programmes are health-related



11,319 participants
in capacity building / awareness sessions*



RM 28.7 million
spent on charitable expenditures

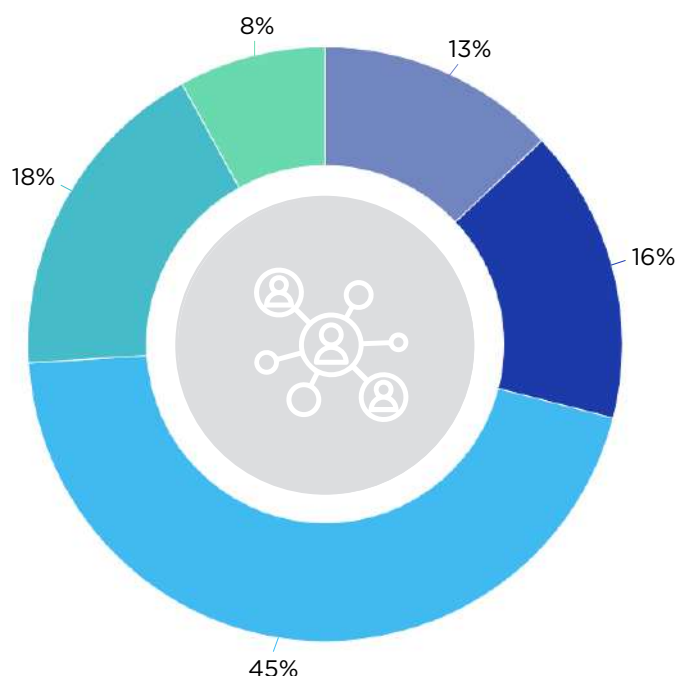
* numbers do not include public who also benefit from general awareness campaigns

Programme, by Category



Programme Category	Number
COVID-19-related	5
Flood-related	10
Humanitarian Emergency Response	14
Community Development and Resilience	9
	38

Programmes, by Communities Reached



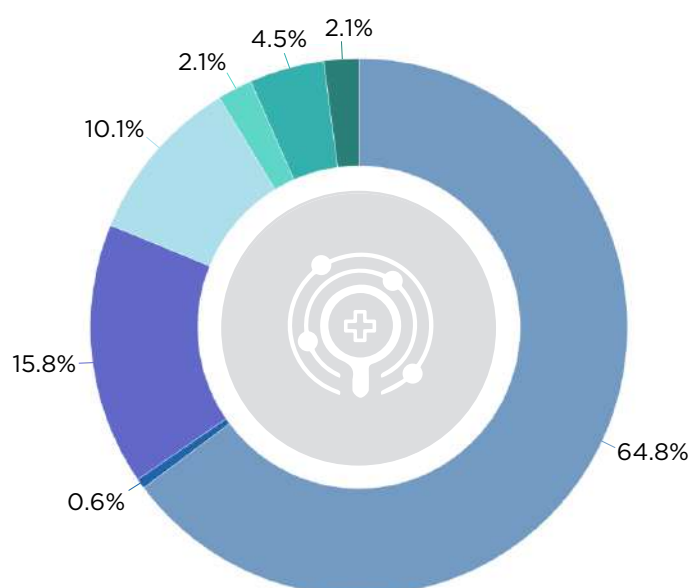
Community	Percentage
At-risk	13
Displaced	16
Affected	45
Vulnerable	18
Others	8

● At-risk
 ● Displaced
 ● Affected
 ● Vulnerable
 ● Others

Programmes, by Response Sector*

Response Sector	Percentage
Medical & Health Related	64.8
Livelihood	0.6
Shelter / NFI	15.8
Water, Sanitation & Hygiene - WASH	10.1
Disaster Preparedness	2.1
Emergency Food Assistance	4.5
Educational Support	2.1

* One programme may cover multiple sectors



● Medical & Health Related
 ● Livelihood
 ● Shelter / NFI
 ● Water, Sanitation & Hygiene - WASH
 ● Disaster Preparedness
 ● Emergency Food Assistance
 ● Educational Support



Treasurer's Report

Financial Statements

The Executive Council 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.

How Our Work Is Funded

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

There has been a decrease on total income compared to year 2021. The total income received in 2022 is RM19.9 million compared to year 2021 which amounted to RM54.2 million.

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

In 2022, MERCY Malaysia also received funding for our Islamic Social Financing initiatives amounting to RM1.1 million and RM119,000 for Afghanistan Humanitarian Response funds.

Where Your Giving Goes

MERCY Malaysia spent RM28.7 million on Charitable Expenditure which is equivalent to 92.2% of total expenses in 2022. Another 1.6% were spent on Communications and Fundraising and 6.2% for Operating Expenses.

The total operating expenses for 2022 amounted to RM1.9 million compared to RM1.3 million in 2021. The operating expenses also consist of management and governance costs in 2022.

How Your Giving Helps

Medical relief and health-related programs remain our focus and priority. This was translated on the spending of 64.8% of the total charitable expenditure or equivalent to RM18.6 million, mainly for COVID-19 Response and also for refugees in Malaysia. In 2022 we also spent 15.8% on Shelter and Non-Food Item (NFI) mainly for Malaysia Flood Response.

Where Your Giving Helps

MERCY Malaysia implemented more than 30 projects and activities both locally and overseas. Based on the spending, our activities mainly focus on Southeast Asia which consists of Malaysia accounted for 80.5% and 12.1% on other countries in Southeast Asia. Whereas 5.0% was spent for South Asia such as for Afghanistan and Bangladesh. Another 2.4% goes to Middle-East, which is mainly for projects in Palestine.

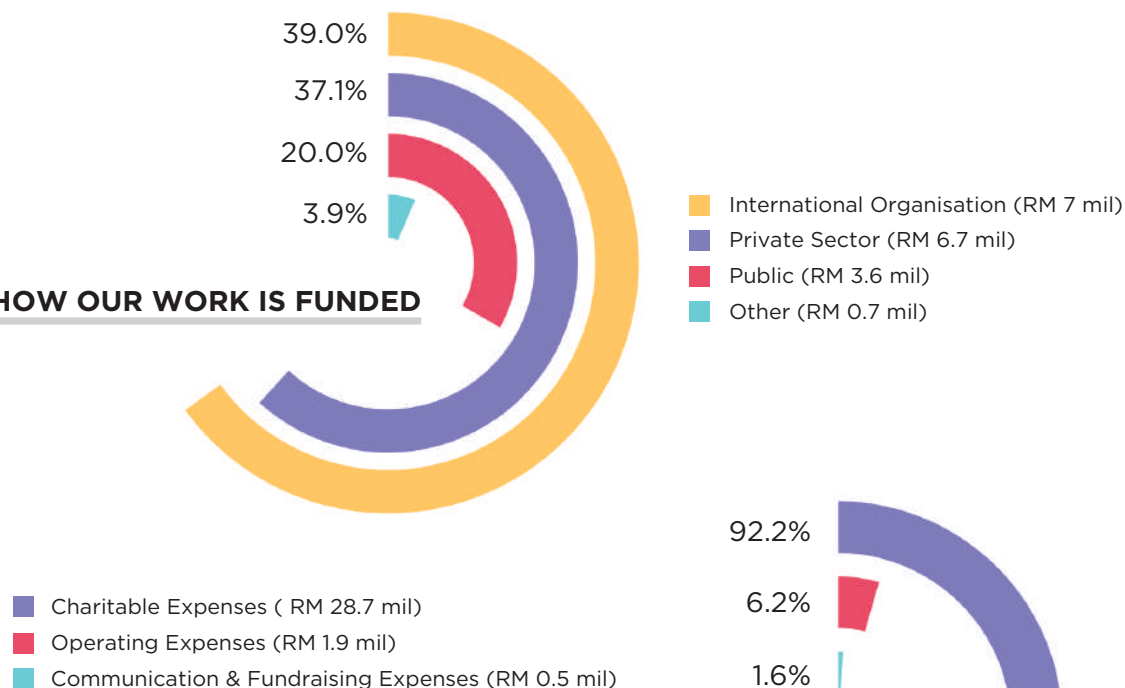
Last but not least, we would like to express our deepest appreciation to all our stakeholders including the EXCO, secretariat, members, pool of volunteers, partners and donors who have worked with us throughout the year.



AR MOHAMAD AYOF BIN BAJURI
Honorary Treasurer

Financial Review

HOW OUR WORK IS FUNDED

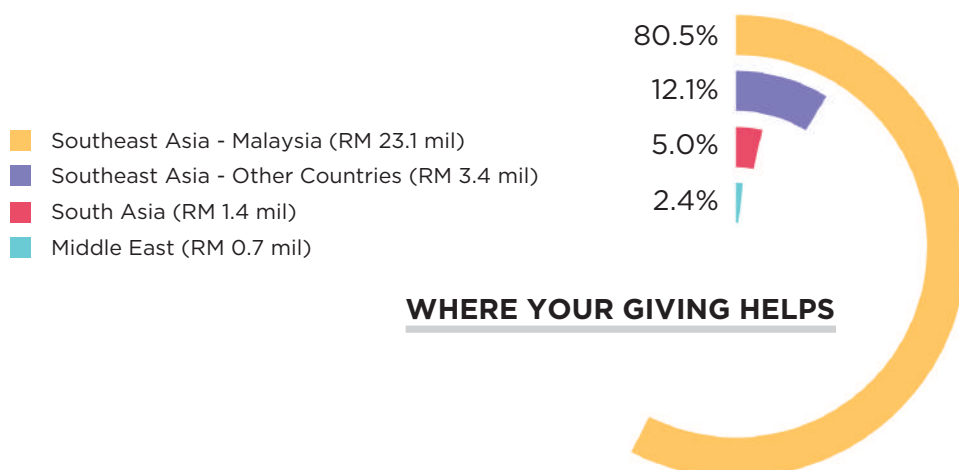


WHERE YOUR GIVING GOES

HOW YOUR GIVING HELPS



WHERE YOUR GIVING HELPS



Condensed Audited Financial Information

For the 12-months period ending 31 December 2022

DONATION AND OTHER INCOME	2022 RM	2021 RM
Donation		
Unrestricted	4,736,213	7,954,429
Restricted	14,250,261	45,406,119
Reserved & Sustainability Fund	171,660	267,998
Total Donation	19,158,134	53,628,546
Other Income		
Membership Fee	3,040	1,780
Other Income	837,611	616,625
Total Other Income	840,651	618,405
TOTAL DONATION AND OTHER INCOME	19,998,784	54,246,951
EXPENSES	2022 RM	2021 RM
Charitable Expenses		
Medical & Health Related	18,622,201	29,919,324
Shelter / NFI	4,531,370	931,039
Livelihood	183,836	846,338
Water, Sanitation & Hygiene (WASH)	2,889,708	2,334,599
Emergency Food Assistance	1,293,742	4,722,705
Disaster Preparedness	613,641	1,765,191
Educational Support	589,924	-
Total Charitable Expenses	28,724,421.38	40,519,197
Communication and Fundraising	504,937	468,216
Operating Expenses	1,921,463	1,299,225
TOTAL EXPENSES	31,150,821	42,286,638
CHANGES IN CHARITABLE FUND	2022 RM	2021 RM
Balance as of 1 January	32,553,222	20,592,908
Surplus / (Deficit) for the year	(11,152,037)	11,960,313
Balance as at 31 December	21,401,185	32,553,221
Charitable Funds consist of:		
Unrestricted	6,273,961	5,614,502
Restricted	13,547,268	25,530,426
Reserved & Sustainability Fund	1,579,954	1,408,294
BALANCE OF FUNDS	21,401,183	32,553,222

Operational Framework: Year in Review

The Operational Framework presents a visual look at how MERCY Malaysia operates. It serves to connect and align all our programmes and activities to the organisation's Vision and Mission. Having a view of this overarching framework will assist in understanding the next part of this report.



HUMANITARIAN PRINCIPLES



HUMANITY



IMPARTIALITY



NEUTRALITY



INDEPENDENCE



PILLARS



People



Programme



Resources

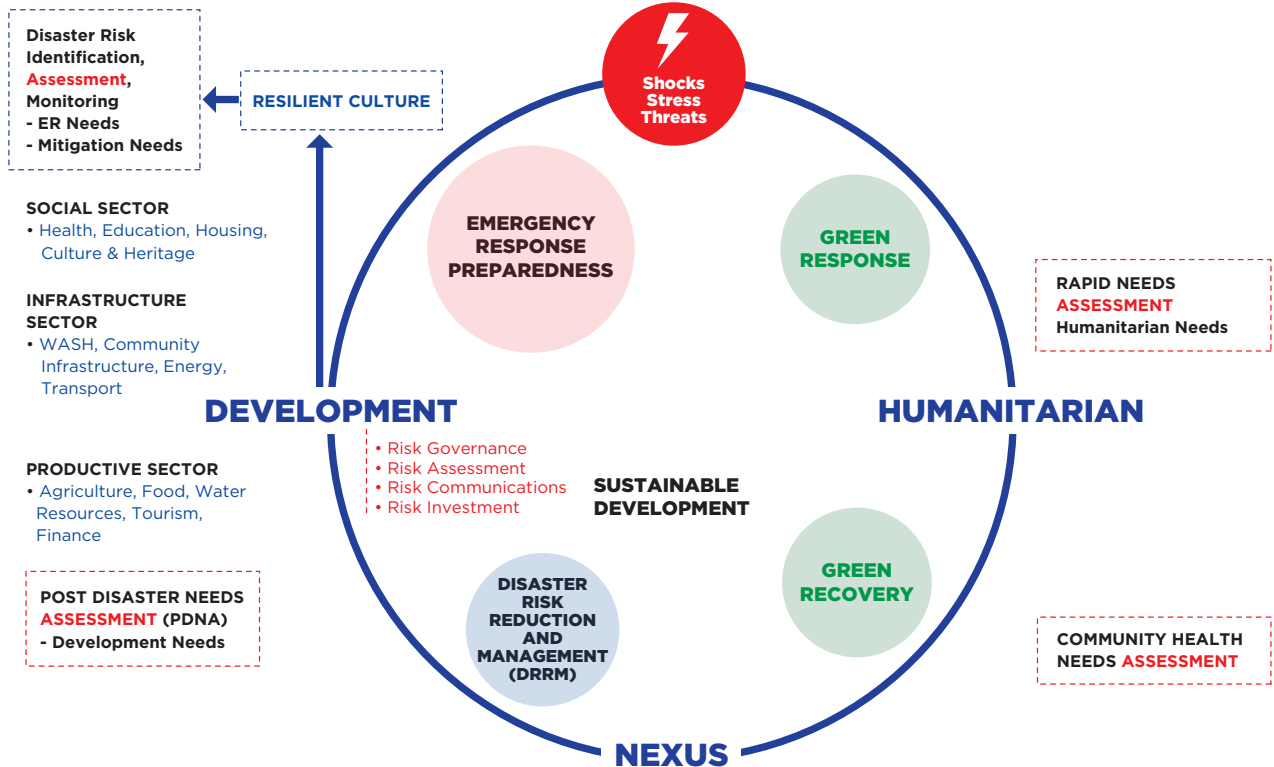


Finance



RETHINKING HUMANITARIAN DEVELOPMENT NEXUS (HDN): DRRM STRATEGY & FRAMEWORK

EMERGENCY / CRISIS / DISASTERS



SERVICE RECIPIENTS

- COMMUNITIES AT - RISK
- DISPLACED PERSONS
- AFFECTED COMMUNITIES
- VULNERABLE COMMUNITIES
- ASNAF
- OTHERS



RESPONSE SECTOR

- RESPONSE
- RECOVERY
- HEALTH
- MHPSS
- BUILD BACK BETTER
- CLIMATE & DISASTER RESILIENCE
- WATER, SANITATION & HYGIENE
- LIVELIHOOD
- LEARNING & EDUCATION
- PROTECTION
- POLICY & ADVOCACY
- DESIGN & INNOVATION



WHERE WE SERVE





Our Work
Malaysia








COVID-19: Managing a Safe Transition to National Recovery

The COVID-19 outbreak has affected all segments of the Malaysian population and has been particularly detrimental to the vulnerable segments of the society. In 2022, Malaysia had seen the worst of the raging pandemic. It has not been an easy transition. While communities strived to get on with life with new norms, the after-effects of the worldwide outbreak continue to affect communities, especially those living in poverty situations, older persons, persons with disabilities, youth, and indigenous peoples.

For the vulnerable communities, the COVID-19 crisis posed significant challenges in the areas of education, employment, mental health, and livelihood (income). As such, alongside the need to ensure the continuation of good hygiene practices, regular self checks, access to physical and mental health support, equipped healthcare facilities and other urgent requirements, MERCY Malaysia identified the need to develop resilience within communities in relation to the COVID-19 crisis in Malaysia.

COVID-19 RECOVERY PLAN

PROGRAMME STATUS 		DEVELOPMENTAL AID Affected Community	
 Recovery Climate and Disaster Resilience		 Perak State Education Department Klang District Office Pasir Mas District Office	
 Kelantan, Perak and Selangor		 12 months (Jan - Dec 2022)	




OUTPUTS




- 1,000 community members from 22 villages and 10 schools trained in CBDRM-P and PRRS
- 22 sessions of CBDRM-P workshop conducted
- 10 sessions of PRRS workshop conducted

DESCRIPTION AND KEY IMPACT

MERCY Malaysia introduced the Community-Based Disaster Risk Management-Pandemic (CBDRM-P) and Pandemic Risk Reduction for School (PRRS) workshops to prepare and equip at-risk communities with knowledge, skills and resources to transition safely to the endemic phase, reduce the spread of COVID-19 as well as to increase the resilience of local communities. Both workshops covered four modules, including Disaster Risk Reduction (DRR) and Pandemic Risk Reduction (PRR) concepts, public health measures, hazard mapping and self-care during stressful situations.

 Poised for Purpose includes building community preparedness and resilience. Through MERCY Malaysia's disaster resilience and capacity building programmes such as the CBDRM and PRRS workshops, we are able to reach out to community members of all ages, backgrounds and behaviours, and give them the knowledge and ability to take safe steps and good hygiene practices that can help reduce COVID-19 transmission. The workshop modules include ways in practising good hygiene, steps in proper handwashing, and the importance of mental health self-care during the quarantine period.

MERCY MALAYSIA PSYCHOSOCIAL HELPLINE

PROGRAMME STATUS 	HUMANITARIAN AID Affected Community
 Response MHPSS	 Allianz Malaysia
 Nationwide	 12 months (Jan - Dec 2022)



OUTPUTS

- 2,825 calls attended to
- 1,101 calls related to psychosocial support / counselling
- 37 calls related to aid
- 1,687 reports and complaints

DESCRIPTION AND KEY IMPACT

The MERCY Malaysia Mental Health and Psychosocial Support (MHPSS) Helpline is one of the major psychosocial support helpline services available for Malaysians during and post-COVID-19 pandemic outbreak. It was initially a collaboration between MERCY Malaysia and the Ministry of Health, and as part of its outreach, was well-promoted through MOH's official website and social media platforms, as well as in the mainstream print, electronic and online media channels to ensure it reached those who need it most.

Verbal feedback obtained at the end of each call recorded many callers being appreciative of having a helpline available to assist them on health and COVID-19 concerns. Some callers expressed relief after receiving relevant information and guidance on next steps and actions to take. Callers with psychological distress mostly expressed gratitude for having a safe space to communicate.

HND MERCY Malaysia was a key player in providing Malaysians access to emotional and psychosocial support through the Psychosocial Support Helpline and Hotline services throughout the pandemic. Although the COVID-19 situation nationwide is improving, this pertinent crises response initiative remained active and dynamic from March 2020 to December 2022. The helpline also serves to provide Psychological First Aid (PFA) to those impacted by the pandemic and other natural disasters or crisis events in the country. Psychosocial, emotional and mental health support is provided to callers in a safe and confidential online setting. It also serves to educate and promote knowledge on topics/areas related to mental health, self-care, COVID-19 concerns, post-care, and other topics depending on the needs of the group members. The MHPSS helpline service has been essential in supporting the general public's mental health and well-being.



This helpline helped me to have a different perspective for my problems, and I feel validated.





SOKONGAN PSIKOSOSIAL COVID-19

HELPLINE

03 29359935

MASA OPERASI:

8 pagi - 5 petang
(Isnin - Jumaat)

8 pagi - 1 petang
(Sabtu)



This helpline is really helpful! Thank you so much for listening to my problems and answering all my queries.



In addition, a brief tele-psychotherapy session will be extended by the helpline - a clinical psychologist, to callers who experience distress and psychiatric disorders via Zoom meeting. The initiative is to help out callers who are unable to get therapy due to financial constraint and/or referral to the government setting.

COMPONENT 1 - COVID-19 REHABILITATION



Recovery

5 months
(May – Sep 2022)Johor, Pahang, Penang, Perak and WP Putrajaya,
WP Kuala Lumpur, Selangor (Klang), Melaka

OUTPUTS

Operational support to health facilities to facilitate COVID-19 recovery

DESCRIPTION AND KEY IMPACT

The readiness of public health facilities to manage the needs of the general public is critical to ensure the delivery of smooth and unobstructed health services. MERCY Malaysia's post COVID-19 Rehabilitation support aimed to assist health facilities with the provision of medical equipment and supplies necessary to support their delivery of healthcare services to the public. This component of the COVID-19 Recovery Plan involved the delivery of operational support to five hospitals and one elderly care home.



Operational Support

Semi-permanent structure as part of
facility expansion

Recipient

Hospital Putrajaya



Date

3 Jun 2022 (Handover)



Donor

Permodalan Nasional Berhad (PNB)

MERCY Malaysia handed over a semi-permanent field hospital to Hospital Putrajaya as part of continued efforts under its COVID-19 Hospital Surge Capacity Support Plan. The 20-bed fully equipped ICU facility provided for the admission of COVID-19 and Severe Acute Respiratory Infections (SARI) patients.



Operational Support

4 ECG machines



Recipient

Hospital Pontian, Johor



Date

May 2022



Donor

Coca-Cola

PROGRAMME
STATUS

HUMANITARIAN AID

Other - Health Facilities



Operational Support

Wheelchairs and commode chairs



Recipient

Rumah Seri Kenangan, Perak



Date

7 Jul 2022



Donor

Coca-Cola



Operational Support

Nocospray and ultrasound machines



Recipient

Hospital Bukit Mertajam, Penang



Date

3 Aug 2022



Donor

Avago Technology (Broadcom)



Operational Support

2 portable suction machines
2 thermometer scanners
10 wheelchairs

Recipient

Hospital Kuantan, Pahang



Date

August 2022



Donor

Coca-Cola



Operational Support

Morgue fridge



Recipient

Hospital Sultanah Aminah, Johor



Date

27 Sep 2022








Donor

Coca-Cola



MEDICAL / HEALTHCARE AID FOR UNDERPRIVILEGED PEOPLE AFFECTED BY COVID-19

PROGRAMME STATUS 		HUMANITARIAN AID Affected Community	
 Response Health Livelihood		 Maybank Islamic Berhad (MIB)	
 Kuala Lumpur, Selangor and Kelantan		 8 months (Aug 2021 - Mar 2022)	



OUTPUTS

- 36 individuals from underprivileged families received health/livelihood assistance in terms of medical fees, medical/assistive devices or access to clinical experts/healthcare services


DESCRIPTION AND KEY IMPACT

The COVID-19 pandemic had a huge impact on the nation's household income, especially during the country's economic recovery phase over the past year. Preliminary data from a study on this shows that urban low-income families are much more likely to be unemployed, face reduced working hours, and experience greater challenges in making ends meet and accessing healthcare.






MERCY Malaysia stepped forward by initiating a programme dedicated to addressing this critical livelihood need by providing:

- health/livelihood assistance in terms of medical fees payment
- medical/assistive devices to improve quality of life and activities of daily living
- improved access to the clinical experts/healthcare services

The total allocation for this project was RM 125,000. Among the assistance provided included physiotherapy sessions for a stroke patient enabling him to walk with support post-treatment; providing healthcare/medicine supplies to reduce the financial burden of recipients so they are able to use their money to support living expenses; donation of hospital beds and wheelchairs to ease mobility and care routines for both patients and caregivers. Wheelchairs also allow recipients to become more active.

 This programme is part of MERCY Malaysia's holistic approach to augment and promote better living conditions for underprivileged families.

PENAMPANG COVID-19 RECOVERY

PROGRAMME STATUS 		HUMANITARIAN AID Others - Schools	
 WASH		 ConocoPhillips Malaysia	
 Tuaran and Penampang, Sabah		 6 months (1 Jan - 30 Jun 2022)	



The kiosk construction takes into consideration the utilisation of unused spaces within the school compound, and adds to the school's aesthetics.


OUTPUTS

Construction of permanent hand washing kiosks in 5 schools; SK Berunggis, SK Serusup, SK Sungai Damit in Tuaran, and SK Babagon and SK Kipovo in Penampang

DESCRIPTION AND KEY IMPACT

The hand washing kiosk (HWK) project is a COVID-19 related initiative by MERCY Malaysia to support the Malaysian government in reducing and containing the spread of the virus in schools. The project aims to cultivate good hygiene practices among students to prevent and minimise the risk of infection in the longer-term. The kiosks allow the school community to have easy access to clean water to facilitate the promotion of good hygiene among the school community (teachers, staffs, students and visitors).

The RM 80,000 donation from ConocoPhillips Malaysia was initially allocated for delivery of humanitarian assistance for COVID-19 in the state of Sabah. However, after Penampang was hit by devastating floods in September 2021, the amount was reallocated to both flood recovery and COVID-19 recovery programmes.

 The HWK project is part of MERCY Malaysia's WASH response sector. It involves the construction of the kiosk in selected schools. However, to achieve the objective of this project, the school must continue the effort to cultivate good hygiene practices.

Flood Recovery: Outreach to Ensure Safety, Health and Well-being of Affected Communities

The 16 December 2021 tropical depression rainfall saw tens of thousands of families being severely displaced and hundreds of thousands affected, in one of the country's worst floods in decades. Downpours led to overflowing rivers, submerging many areas, damaging houses, cutting off main roads and affecting the provision of essential services such as water, food and health. Poised for Purpose meant that MERCY Malaysia was able to swiftly pivot its emergency response to provide much-needed aid to flood victims. This was against the backdrop of a country still battling the ongoing effects of the COVID-19 pandemic.

Significant heavy rains caused flooding in five states in Peninsular Malaysia - Johor, Pahang, Kelantan, Selangor and Perak, and continuous heavy rains caused dramatic increases in affected areas geographically, resulting in the opening of many temporary

evacuation centres and hoards of people being evacuated from their homes.

MERCY Malaysia's immediate response and recovery efforts focused on food, water and hygiene kit distribution to affected communities. Recovery efforts continued in 2022, with the launch of its Malaysia Flood Recovery Programme, targeted to be implemented over the period of six months starting from January to June 2022. This programme aims to assist and support the affected communities in Hulu Langat, Selangor and Karak, Pahang to rebuild their lives in the aftermath of the floods. The programme consists of 6 components which are WASH, Shelter and NFI (non-food items), Livelihood, Educational Support, Healthcare and Programme Support. Teams were mobilised to provide humanitarian and developmental response to help the communities in flood-affected areas gain a sense of normalcy, build back their basic livelihood necessities, and increase preparedness and community resilience to face future flood events.

In response to the unprecedented climate changes in 2022, flood relief and recovery efforts were also extended to other parts of the country including Sabah, Perak and Kedah.

COMPONENT 1 - WATER, SANITATION AND HYGIENE (WASH)

PROGRAMME
STATUS



DEVELOPMENTAL AID

Affected Community



WASH



Hulu Langat District,
Selangor
Karak District, Pahang



12 months
(13 Jul 2022 - 30 Jun
2023)

OUTPUTS

- Over 1,000 individuals received access to clean and safe water from the water supply system project
- 60 families received access to appropriate, safe, clean and reliable toilets from the toilet repairs and desludging works
- 235 sets of basic hygiene kits distributed

DESCRIPTION AND KEY IMPACT

Water supply infrastructure and toilets had been seriously damaged by the floods in both areas. The lack of water and functioning latrines are particularly challenging for personal hygiene and safety of communities, especially for women and girls. As such, ensuring adequate water quantity and quality to meet basic needs is critical in post-disaster situations, as lack of clean and safe water can be an underlying cause of many public health problems.

This programme allocated over RM 500 thousand on five water supply projects in both Hulu Langat and Karak. This included works on the construction of water catchment areas or water tanks, and the installation of filtration membranes and piping networks.

A further RM 250,000 was spent on toilet repair and construction as well as desludging activities. The programme brought access to clean, safe water and hygiene and sanitation facilities to those severely affected by the floods.

HDN Water, Sanitation and Hygiene (WASH) is a key component of any flood response and recovery programme. According to the Sphere Handbook, all people should have access to appropriate, safe, clean and reliable toilets. Defaecation with dignity is a highly personal matter and its appropriateness is determined by cultural practices, people's daily customs and habits, perceptions and whether individuals have used sanitation facilities before.

WASH programmes continue to be part of MERCY Malaysia's response under the HDN approach, as it is able to mitigate the spread of unwanted and preventable hygiene-related diseases and health problems.

WATER SUPPLY INFRASTRUCTURE



Construction of a tubewell system in Kg Paya Lebar, Hulu Langat, benefitted 130 families / households

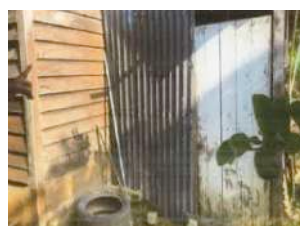
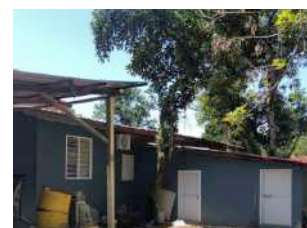


Water supply system infrastructure in Kg Sg Leweng, Hulu Langat, benefitted 100 families / households

TOILET REPAIR WORKS

Before

After



Before

After



Toilet repair / reconstruction work was done for 10 families in Selangor and Pahang

COMPONENT 1 - WATER, SANITATION AND HYGIENE (WASH) *continued*

TOILET REPAIR WORKS

Before

After




Toilet repair / reconstruction work was done for 10 families in Selangor and Pahang

HYGIENE KIT DISTRIBUTION





Basic hygiene kits were distributed to the villagers in Hulu Langat, Selangor


COMPONENT 2 - SHELTER AND NFI SUPPORT

PROGRAMME STATUS


DEVELOPMENTAL AID
 Affected Community


Recovery Livelihood


9 months
 (1 Jan - 31 Oct 2022)


Hulu Langat District, Selangor
Karak District, Pahang

OUTPUTS

- 82 houses repaired under the Shelter Repair Project
- 3 families provided with temporary shelter
- 1 family (of 9 members) received Permanent Housing
- 188 families received Non-Food Item (NFI) aid
- 11 buildings benefited from Communal Rebuilding of Infrastructure (CRI)

DESCRIPTION AND KEY IMPACT

A technical assessment conducted in the early weeks after the flood in Pahang and Selangor identified the components for the flood recovery plan as a) shelter repair; b) temporary shelter; c) permanent housing aid; d) non-food item aid; and e) communal infrastructure rebuilding.

The programme saw a total of 86 families, whose homes were previously destroyed/badly affected by floods, having adequate and safe living spaces through the repair works and reconstruction carried out. The programme enables these recipients to perform essential household and livelihood activities with dignity.


A total of 82 houses (59 in Hulu Langat and 23 in Karak) were identified as part of MERCY Malaysia's Shelter Repair Project. Over RM 1.4 million was spent on shelter repairs, which included raw materials, logistics and wages for repair and painting works.

RM 64,000 was spent on the construction of three units of temporary shelters. The three families, two of which are from the indigenous community in Hulu Langat, moved into newly-constructed temporary shelters which were equipped with sleeping, food preparation/eating, and toilet/bathing spaces.

One family in Hulu Langat, whose home was completely destroyed in the floods, received a new permanent home sufficient to house the family of 9 including one bed-ridden woman.

MERCY Malaysia also provided household items to allow the affected families restore and undertake their domestic activities with dignity, and ensure their health and safety. A total of 188 families received non-food aid items including washing machines, beds, and electrical appliances.

Over RM 190,000 was spent to rebuild communal infrastructure for the communities, including places of worship (surau), public halls, preschool, badminton court and roads.

 According to the Sphere Handbook, living space is crucial for the well-being of families and is a core human need for families to dwell, feel safe and perform a variety of essential domestic activities including, space for sleeping, food preparation and eating. It is also important that the space immediately surrounding the living space supports safe access to fundamental activities including cooking,

bathing, and toilet areas. Based on this understanding, repair and reconstruction works carried out were based on agreed technical and performance standards taking into consideration the minimum standards of what constitutes a living space.



Temporary homes

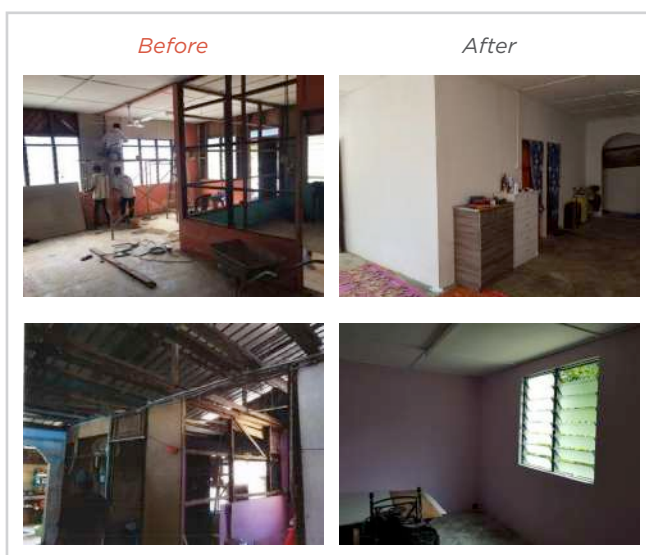


New permanent home








Communal facilities

SHELTER REPAIR



COMPONENT 3 - LIVELIHOOD

PROGRAMME STATUS 	HUMANITARIAN AID Affected Community
 Climate & Disaster Resilience	 NADMA Hulu Langat District Office Selangor State Education Department
 Kedah, Kelantan, Pahang and Selangor	 10 months (Mar – Dec 2022)



OUTPUTS

- 13 Community Based Disaster Risk Management (CBDRM) workshops conducted, attended by 520 villagers


DESCRIPTION AND KEY IMPACT

Heavy prolonged rainfall in January 2022 starting in the East Coast of Peninsular Malaysia extended to other areas in the country resulting in catastrophic flooding in five states - Johor, Pahang, Kelantan, Selangor, and Perak. By mid-January, tens of thousands of people had been moved to evacuation centres. Looking at this situation, in March 2022, MERCY Malaysia initiated its Emergency Response Preparedness initiative aimed at promoting Disaster Risk Reduction toward at-risk communities as well as enhancing their local capacity in dealing potential disaster.

CBDRM workshops were organised in 13 localities nationwide, participated by almost 520 villagers.





The workshop serves to improve the literacy of disaster risk management (DRM) of affected communities, increasing their preparedness in the wake of impending disaster. As a result, a working committee was set up with the guidance from the MERCY Malaysia Building Resilient Communities team. The working committee would act as the coordinator between the government agencies and community members, enabling more effective DRM during and after such occurrences.


The modules covered in this workshop include; a) Introduction to Disaster Risk Reduction (DRR); b) Public Health; c) Concept of Building Resilient Communities; d) Risk Mapping (Village Watching); and e) Disaster Preparedness Strategies.

 The HDN approach promotes building a resilient culture and communities. The CBDRM and similar workshops developed by MERCY Malaysia aims at protecting communities from hazards and minimising their vulnerability to disaster risks. CBDRM is a process of Disaster Risk Management in which at-risk communities are actively engaged in efforts to reduce their vulnerabilities and enhance their capacities. The programme also focuses on managing disaster risk by increasing communities' capacity and resilience and reducing their vulnerability to natural hazards.



COMPONENT 3 - LIVELIHOOD

PROGRAMME STATUS 	HUMANITARIAN AID At-risk Community
 Climate & Disaster Resilience	 NADMA Hulu Langat District Office Selangor State Education Department
 Kedah, Kelantan, Pahang and Selangor	 10 months (Mar – Dec 2022)




A readily available and accessible ADP kit is essential for a community's preparedness to respond in the event of a local disaster.

OUTPUTS

- Handover of 13 Asset Disaster Preparedness (ADP) kits to affected communities


DESCRIPTION AND KEY IMPACT

To increase the preparedness of at-risk communities in the event of a future floods, MERCY Malaysia's Building Resilient Communities (BRC) distributed Asset Disaster Preparedness (ADP) kits to the participating communities under the CBDRM workshop.






A total of 13 communities were identified to receive the specially designed ADP kit as part of the workshop's action plan. The ADP kits included the following items:

1. Safety Reflector Vests (30 units)
2. First Aid Kits (12 units)
3. Life Buoy Kits (12 units)
4. Safety Light Kits (11 units)
5. Megaphone Light Hailers (4 units)
6. Walkie Talkies (12 units)
7. Life Jackets (30 units)
8. Nylon Ropes (3 units)
9. Durable Torch Lights (30 units)

To instil community ownership of ADP kit, a one-off simulation session was carried out as part of the CBDRM workshop where the communities were taught on how to optimally use the ADP kit.

 An element of HDN is emergency response preparedness. This is aligned with MERCY Malaysia's Poised for Purpose theme, which includes having the necessary assets to mobilise and act. A readily available and accessible ADP kit is essential for a community's preparedness to respond in the event of a local disaster. It has been proven to ease disaster management efforts in stressful situations.

COMPONENT 4: EDUCATION

PROGRAMME STATUS 	DEVELOPMENTAL AID Affected Community
 Recovery Learning and Education	 Pejabat Pendidikan Daerah, Hulu Langat
 Hulu Langat, Selangor	 6 months (30 Jun - 1 Nov 2022)

OUTPUTS

Repairs on various school facilities carried out under the School Repair Programme

DESCRIPTION AND KEY IMPACT

Floods tend to damage all in its wake, and school and educational buildings are not spared from the devastation. MERCY Malaysia's technical team carried out an assessment on the existing structure of SRJK (C) Choon Hwa in Hulu Langat, Selangor and it was found that several repair works were deemed necessary for the school to ensure the safety of public areas accessible by students.






MERCY Malaysia carried out repair works for the school's store room and dining areas as well as paint works for other parts of the school building. The repairs allowed the school to continue to operate at full capacity, and ensure a conducive learning environment for students and teachers.

HDN Learning and education is a basic right for the youth. Providing for the basic needs of a conducive and safe learning environment is part of a humanitarian response and recovery efforts. Education among at-risk, vulnerable and affected communities continue to be a focus of humanitarian and development work.

SCHOOL REPAIR FOR STUDENTS AND TEACHERS OF SJKC CHOON HWA, HULU LANGAT



COMPONENT 4: EDUCATION

PROGRAMME STATUS 	DEVELOPMENTAL AID Affected Community
 Recovery Learning and Education	 Pejabat Pendidikan Daerah, Hulu Langat
 Hulu Langat, Selangor	 6 months (30 Jun - 1 Nov 2022)

OUTPUTS

Provision of sports equipment as part of the School Asset Procurement Programme

DESCRIPTION AND KEY IMPACT

Many schools suffered from damaged infrastructure, equipment and assets in flood disasters. Recognising this, MERCY Malaysia procured sports equipment including cones, balls and racquets which were lost and damaged during the floods for the benefit for primary school children from SRJK (C) Choon Hwa, in Hulu Langat, Selangor.


The procurement of such assets enables the school to continue with its sports-related curricular, which is an essential component of the national education system for youth development.

HDN Learning and education is a basic right for the youth. Providing for the basic needs of a conducive and safe learning environment is part of a humanitarian response and recovery efforts. Education among at-risk, vulnerable and affected communities continue to be a focus of humanitarian and development work.



Handover of sports equipment to SJKC Choon Hwa

COMPONENT 5 - MHPSS

PROGRAMME STATUS


HUMANITARIAN AID
Affected Community



Recovery MHPSS


Permodalan Nasional Berhad (PNB)
Pavilion Bukit Jalil

Hulu Langat, Selangor
Karak, Pahang

4 months
(Apr - Jul 2022)


OUTPUTS

- 8 MHPSS awareness workshops conducted, attended by 179 participants from affected villages
- 2 PFA training sessions conducted for 22 firefighters in Karak
- 230 COVID-19 wellness kits distributed to villagers from affected communities

DESCRIPTION AND KEY IMPACT

Mental health support is a key part of maintaining good health and well-being of both affected persons and frontliners or responders. In relation to the Flood Recovery 2022, Mental Health and Psychosocial Support (MHPSS) falls under Component 5 of the programme. The MHPSS team conducted three activities as part of this programme - MHPSS Self Care Workshop & Health Literacy Session, PFA training for frontliners, and distribution of COVID-19 Wellness Kit. The aim of the activities was to create awareness on mental health-related issues and provide coping skills to overcome challenges.

Verbal feedback on Mental Health and Self Care Workshop and Health Literacy Session indicated that the modules taught offered some relaxation techniques to manage stress levels and anxiety. The PFA training, conducted for the Balai Bomba dan Penyelamat Karak, saw frontline firefighters being equipped with necessary knowledge of Psychological First Aid. The participants found PFA to be beneficial in their daily tasks and frontline response, as it gave them the skills to help reduce the initial distress of the victims caused by traumatic events and assist them to foster short- and long-term adaptive functioning and coping techniques.




MHPSS awareness and PFA skills are becoming more critical as the threat of disasters increase. Creating the awareness and equipping community members with knowledge on how to manage mental and emotional health situations will improve the readiness and resilience in disaster risk management.

UNDERSTANDING OF MHPSS PRE AND POST TRAINING AMONG PARTICIPANTS

Mental Health Self Care and Health Literacy Session		Pre	Post	Understanding
1. Mental Health Literacy	Indicator: Improved knowledge and understanding on Mental Health	78%	100%	↑ ↑
2. Coping Strategies	Indicator: Increase in coping abilities in dealing with post-disaster reactions	46.2%	95.6%	↑ ↑ ↑
3. Literacy on Social Support	Indicator: Improved knowledge on where to seek social support	41.8%	97.8%	↑ ↑ ↑
4. Mental Resilience	Indicator: Increased mental resilience and preparedness to deal with future disasters	84.6%	95.6%	↑ ↑

PENAMPANG FLOOD RECOVERY, SABAH

PROGRAMME STATUS 	HUMANITARIAN AID Affected Community
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 WASH	 ConocoPhillips Malaysia
 Penampang, Sabah	 5 months (Jan – May 2022)

**OUTPUTS**

- Road clearing allowing 500 villagers access to the main road
- A gravity feed system installed allowing access to clean and safe water to Kg Tobihung, Penampang

DESCRIPTION AND KEY IMPACT

The devastating floods that hit Penampang restricted access to main utilities and water for the villagers of Kampung Tobihung and Kampung Mahanga in this district of Sabah.


Road clearing to allow access to the main road was identified as a critical support in a post-disaster assessment. The flood debris, which had cut off access to the main road, was cleared using the assistance of heavy machinery, easing the movement of villagers in the surrounding areas.

The installation of a gravity feed system, which was concluded in May 2022, also equipped villagers with clean and consistent water supply to their homes.

The programme was funded by a donation from ConocoPhillips Malaysia, which was originally intended to deliver humanitarian assistance for COVID-19 for Sabah state. It was however rechallenged to flood recovery efforts after Penampang was hit by floods in September 2021.

HDN The HDN approach promotes the provision of basic rights of vulnerable and affected communities. In this particular programme, villagers in a remote area were given access to clean water, as well as their main means of connectivity with the outside world. These interventions allow the villagers to have a better quality of life, and ease their day-to-day affairs. Road access is important as it facilitates livelihood, food supply, education and other such necessities.

KOTA MARUDU FLOOD RESPONSE

PROGRAMME STATUS 	HUMANITARIAN AID Affected Community
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 Response Livelihood	 Forest Solutions Yayasan Sime Darby
 Kota Marudu, Sabah	 1 day (4 Jan 2022)

**OUTPUTS**

- 1,600 cartons of drinking water distributed
- 200 sets of hygiene kits distributed

DESCRIPTION AND KEY IMPACT

The continuous heavy rainfall at the very end of 2021 triggered floods in several districts in Sabah, with Kota Marudu being one of the major districts severely affected. Many main roads were impassable due to the water rising waist-high. Nine evacuation centres or Pusat Pemindahan Sementara (PPS) opened in Kota Marudu on 2 Jan 2022, filled with 457 families and 1,279 evacuees. The number continued to rise in the following days.

As an immediate humanitarian response to provide relief to evacuees, MERCY Malaysia's Sabah Chapter deployed a team of volunteers to deliver hygiene kits and drinking water to the affected families at the nine PPS in Kota Marudu. They were delivered to the following PPS:





- | | |
|---------------------------|-----------------------|
| 1. SK Taritipan | 6. SRA Damai |
| 2. Dewan SMK Tandek | 7. Dewan Longob |
| 3. Dewan St Theresa | 8. Dewan Kg Asin-Asin |
| 4. Dewan RK Salimandut | 9. Dewan SK Ranau |
| 5. Dewan SM Advent Goshen | |

HDN This emergency humanitarian aid provides relief to meet the immediate pressing needs of those affected by a disaster. Generally in the form of food, water and hygiene kits, the livelihood aid serves to ease the recipients allowing them to face the challenges with dignity.

HUMANITARIAN PROGRAMME AND OPERATIONS: STRATEGIC RESPONSE PRIORITIES

- 1 Healthcare
- 2 Psychosocial Support and Protection
- 3 Water, Sanitation and Hygiene (WASH)
- 4 Shelter, Food and Non-Food Items

MALAYSIA REFUGEES HEALTHCARE PROGRAMME

PROGRAMME STATUS 	HUMANITARIAN AID Vulnerable Community
 Health	 Qatar Fund for Development Qatar Charity Berhad Yayasan Kebajikan Negara (YKN) Malaysian Relief Agency (MRA) IMAM Response and Relief Team (IMARET)
 Kuala Lumpur and Selangor, Malaysia	 4.5 years (Jan 2020 - Aug 2024)



OUTPUTS

The programme benefitted 123,421 refugees and asylum-seekers in 2022.

- 64,994 patients were given primary healthcare consultation and treatment
- 15,556 patients treated at mobile clinics
- 38,687 benefitted from health promotional campaigns
- 3,783 received vaccination
- 60 patients received referrals to secondary/tertiary healthcare services

DESCRIPTION AND KEY IMPACT

The Malaysia Refugees Healthcare Programme initiated and funded by the Qatar Fund for Development (QFFD) comprises five components; a) primary healthcare centres; b) mobile clinics; c) health promotion; d) vaccination; and e) medical referral system. This humanitarian health programme aims to reduce the health inequalities faced by these displaced and at-risk populations, providing basic health access and protection to refugees, asylum-seekers and the host populations from harm and diseases.

This long-term programme has successfully:

- continued offering healthcare services at two previously established Primary Healthcare Centres, in Ampang and Kajang
- conducted 12 mobile clinics in the Klang Valley
- conducted health promotion workshops and health

education programmes for refugee and asylum-seeker communities and schools

- provided childhood vaccination and immunisation services as per the Ministry of Health's schedule for refugee and asylum-seeker children living within Klang Valley
- offers referral services to secondary and tertiary healthcare services






In 2022, several key observations are noted in this programme.

1. Vaccination drives conducted at Alternative Learning Centres (ALCs) and mobile clinic have increased the vaccination coverage of these vulnerable communities, which has a positive impact on the improvement of public health outcomes for both the refugee and asylum-seeker communities and the local host population.
2. Both Primary Healthcare Centres have seen steady increases in patient volume, displaying both the relevance of providing accessible healthcare to these vulnerable segments, and the communities' increasing trust in MERCY Malaysia's clinics.
3. The health and hygiene modules have been shared with 32 different Alternative Learning Centres (ALCs) as an effort to improve the health literacy of refugee and asylum-seeker children.
4. The mobile clinic team has increased the number of monthly sessions from 8 to 12 in order to meet the needs of the refugee and asylum-seeker populations who are not able to access our centres due to location and work commitments.

HDN The health needs of refugees and asylum-seekers in Malaysia are complex, and limited access to comprehensive healthcare remains a significant problem. Their access to healthcare is underpinned by numerous social, cultural and economic determinants with key barriers linked to poor health literacy and the lack of awareness on one's right to healthcare; language and cultural differences; and inability to afford healthcare due to inadequate livelihoods.

Poor access to healthcare has detrimental consequences on the health of the communities, ultimately resulting in greater costs to the health system in the long run. From this perspective, addressing the impacts of migration and displacement on people's health and advocating for the diverse and unique needs of refugees and migrants are imperative.

MAYBANK ISLAMIC BERHAD (MIB) DEKAT DENGANMU (DDM) YEAR 2 & YEAR 3

PROGRAMME STATUS 	DEVELOPMENTAL AID Vulnerable Community
 Health	 Little Caliphs International Sdn. Bhd. ROSE Foundation
 Kuala Lumpur (PPR Sri Pantai, PPR Pekan Kepong and PPR Muhibbah)	 18 months (May 2021 - Dec 2022)



OUTPUTS

- 351 patients attended to in 6 mobile clinics
- 149 women received cervical screening
- 8 Child Learning Space (CLS) activities conducted
- 1,200 sets of essential food packs distributed
- 1,050 sets of COVID-19 wellness kits distributed
- 700 sets of school equipment distributed
- Daily/weekly religious education classes for children in PPR

DESCRIPTION AND KEY IMPACT

This medium-term collaboration to provide basic health and wellness needs of the urban poor communities in Kuala Lumpur's public housing areas (Program Perumahan Rakyat, or PPR) started in May 2021 until December 2022. The programme specifically aims to benefit and improve the quality of life of the urban poor population, which can be defined by their health status, access to personal safety and existing social support.

The programme consists of various components, as follows:

- mobile clinics and cervical screening clinics conducted by ROSE Foundation
- child learning spaces with related activities
- distribution of essential food packs, COVID-19 wellness kits and school equipment
- religious class for children conducted by Little Caliphs

HDN The urban poor community in Malaysia is a vulnerable segment of the population whose quality of life and access to basic needs will improve with humanitarian aid. A medium- to long-term support programme helps to ensure that more people will benefit from access to healthcare services, livelihood and educational assistance.

BASIC HEALTH SCREENING PROGRAMME (SABAH)

PROGRAMME STATUS 	HUMANITARIAN AID Vulnerable Community
 Health	 1 day (5 Aug 2022)
 Kg. Merampong, Keningau, Sabah	



MERCY Malaysia's health screening received positive participation among the local community

OUTPUTS

- 96 patients were given basic medical screening and treatment, and two hospital referrals issued for further investigation
- 88 cases identified with vision problems during eye checks, and 13 cases given hospital referrals for further treatment
- 84 convex and 59 reading glasses were dispensed
- tooth brushing drills and health talks conducted

DESCRIPTION AND KEY IMPACT

MERCY Malaysia was invited to run a health screening programme during a Health Carnival in Kg Merampong, Keningau, Sabah. The carnival also saw the involvement of other organisations and government agencies such as Agensi Anti Dadah Kebangsaan (blood donation drive) and Pejabat Kesihatan Daerah Keningau (dental services and pap smear screening).

The MERCY Malaysia team consisted of 14 volunteers (9 medical and 5 non-medical).

HDN The Health Carnival is an annual event held in Kg Merampong, which had to take a break for a few years due to the pandemic. The 2022 event noted that the majority of the local population were farmers, small-time vendors and rubber tappers. MERCY Malaysia continues to support local health initiatives that promote the health and well-being of local communities.

OUTREACH CLINIC (SABAH)

PROGRAMME STATUS 

HUMANITARIAN AID
Vulnerable Community

 Health

 Esteem Dental Clinic
Lululemon Athletica
Malaysia
Axiata Foundation

 Kg Ulu Nandal,
Tambunan, Kg Maidan,
Paitan and Kg Paka Ulu
Sugut, Ranau, Sabah

 Jul, Sep & Dec 2022



A villager receiving much-welcomed dental care during the mobile outreach clinic in Sabah.

OUTPUTS

A total of 779 people received basic medical screening, dental and eye checks, and other healthcare services. Several serious medical cases that require further attention were referred to the nearest hospital.

DESCRIPTION AND KEY IMPACT

Three three-day clinics were conducted by a team of medical and non-medical volunteers offering a range of medical and health-related services, as follows:

- Basic medical screening and treatment
- Dental checks and treatment
- Pap smear tests and breast examinations
- Eye checks and dispense of spectacles
- Health education talks
- Hygiene kit distribution


The details are as follows:

158 patients	Kg Ulu Nandal, Tambunan	8-10 July 2022
262 patients	Kg Maidan, Paitan	16-18 September 2022
359 patients	Kg Paka Ulu Sugut, Ranau	9-11 December 2022

A highlight of the outreach clinic was the inclusion of a unique denture service using 3D printing technology, allowing prompt delivery of dentures to patients. This service brought smiles and benefited 11 recipients, greatly impacting their quality of life and confidence levels.


HDN The Sabah mobile outreach clinic programme restarted in 2022 after a two-year hiatus due to COVID-19. Villages were selected based on the previous lists identifying locations that did not traditionally receive attention from government health agencies and other NGOs. In line with the United Nation's Sustainable Development Goal 3 to achieve equitable access of healthcare services to all of the population where no one is left behind, the selection of villages also took into consideration both the indigenous community and nearby immigrant populations.


OUTREACH VACCINATION PROGRAMME


PROGRAMME STATUS 

HUMANITARIAN AID
Vulnerable Community

 Health

 Pejabat Kesihatan Daerah Nabawan
Pejabat Kesihatan Daerah Tuaran
Pejabat Kesihatan Daerah Kinabatangan
Pejabat Kesihatan Daerah Keningau
Philip Morris Malaysia
Yayasan Hasanah
Malayan Banking Berhad

 Nabawan, Tuaran,
Kinabatangan, and
Keningau districts,
Sabah

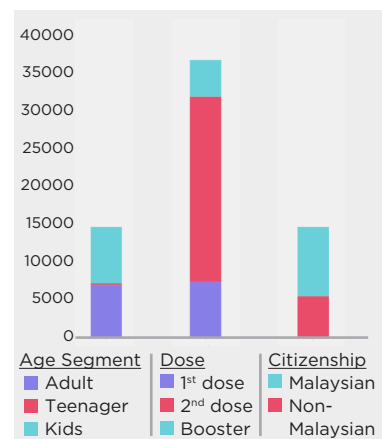
 4 months
(Jan - Apr 2022)



Vaccination outreach successfully approached both citizens and non-citizens in remote villages to help increase vaccination rates in Sabah

OUTPUTS

14,647 individuals received their COVID-19 vaccinations, including 218 elderly and 3 less-abled persons



DESCRIPTION AND KEY IMPACT






MERCY Malaysia deployed four teams to the Nabawan, Tuaran, Kinabatangan and Keningau districts to assist the Sabah state's Vaccination Outreach programme.

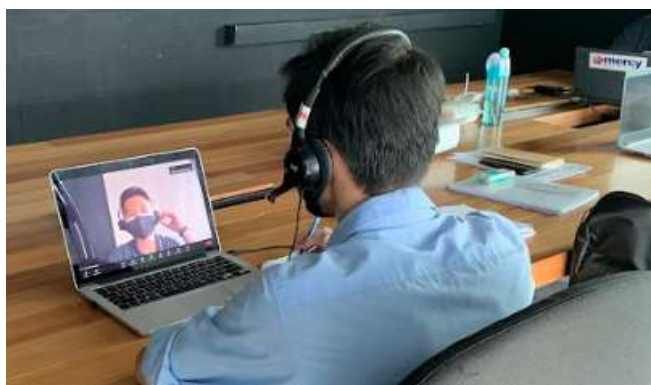
The vaccination rates in Sabah were among the lowest in the country recorded under the Malaysia's National Immunisation Programme. The low rate could be due to various factors. One

such challenge is geographical location and poor road conditions or insufficient road coverage affecting both travelling time and costs to reach the designated national vaccination centres and health facilities. Another challenge is the possibility that undocumented citizens in the rural areas do not come out to get vaccinated fearing legal action. The vaccination outreach programme to access rural communities received the support of Philip Morris Malaysia, Yayasan Hasanah and Malayan Banking Berhad.

HDN The National Immunisation Programme (NIP) aimed to achieve a national vaccination rate of 80% for the whole country. Vaccines are the most effective way to prevent infectious diseases, and protect the population from the harsh effects of COVID-19. As a community, it also helps reduce and contain the spread of the virus, allowing people to continue to go about their daily lives and livelihoods. MERCY Malaysia played a key role in facilitating the NIP nationwide, helping in the management of vaccination centres and administering vaccinations to vulnerable and at-risk communities.

MHPSS PSYCHOTHERAPY CONSULTATION/SESSIONS

PROGRAMME STATUS 	HUMANITARIAN AID Affected Community
 MHPSS	 Turning Point Integrated Wellness Sdn. Bhd. Thrive Well Pusat Pakar Psikologi Jiwadamai MyPsychology Pusat Psikologi N&J WQ Park Ripple Community
 Nationwide	 12 months (Jan - Dec 2022)



OUTPUTS

- 2,103 consultation sessions conducted
- 420 individuals referred to psychological service providers

DESCRIPTION AND KEY IMPACT

As part of our efforts to address the mental health and well-being of Malaysians and vulnerable communities, MERCY Malaysia offers free psychotherapy consultation sessions to front liners and Malaysian citizens, with priority for the B40 communities and those who are unable to afford therapy sessions.

The initial consultations were able to identify callers who may require a greater level of psychological intervention. As such, some callers were given referrals (paid and free) to other psychological service providers for further consultation and treatment.

The mental health and well-being of individuals and front liners is a critical focus for MERCY Malaysia's health segment in the last few years. Many front liners are visibly struggling with feelings of sadness, anxiety, mental stress as they work closely with patients affected by the pandemic and deal with death (and impending death cases) on a daily basis. The spikes in COVID-19 cases across Malaysia has intensified the workload, stress and anxiety experienced by the front liners such as health actors and volunteers.

At the same time, in addressing the worrying reports and increasing trends in suicide cases and mental health issues among the Malaysian public in mid-2021, the Psychotherapy consultation session was open up to Malaysian citizens aged 18 and above. As of early December 2021, the registration for consultation reached over 340 slots. The project was continued until December 2022 due to this positive and overwhelming response.



Mental health and well-being is an integral part of having a resilient culture in our communities under the HDN approach. The need to continue this effort and MHPSS services is evident in the positive feedback received from the individuals who had attended the free psychotherapy sessions. Among the feedback include:






'This initiative is great! Please do more of this and not limit it to COVID-19 because we need much more awareness. Would be great if there are special rates for those who want to continue the session after the free session',

'Thanks for the free therapy, I've learned to understand more about my mental issues'

"Terima kasih kepada MERCY Malaysia atas tajaan ini. Ia sedikit sebanyak membantu dalam proses rawatan saya walaupun tidak sembuh sepenuhnya. Harapan saya semoga MERCY Malaysia boleh menawarkan lagi tajaan seperti ini supaya dapat membantu lebih ramai orang".

'Please provide more programmes as such, it really helps for families who can't afford properly therapies, thank you so much'.

WATER, SANITATION AND HYGIENE (WASH) PROGRAMME 2022 FOR GUA MUSANG COMMUNITY, KELANTAN

PROGRAMME STATUS 		DEVELOPMENTAL AID Vulnerable Community
 WASH		Gua Musang District Health & BAKAS (Water Supply & Environmental) Kg Jelaping, Gua Musang SMK Panggung Jaya, Gua Musang Coway (Malaysia) Sdn Bhd
 Gua Musang, Kelantan		6 months (1 Mar - 1 Aug 2022)



The RM 230 thousand fund spent resulted in 100% improvement in the quantity and quality of drinking water and provided a sustainable and safe water source for these underserved communities.

The WASH Programme 2022 for the Gua Musang Community and Kelantan Community, funded by Coway, aimed to contribute to the improvement of health and socioeconomic well-being of the local communities by reducing the incidence of water and sanitation-related diseases through the provision of sustainable safe water, sanitation, and hygiene practices.



OUTPUTS

- 783 individuals from Kg Jelaping (46 households and the village surau) and SMK Panggung Jaya (657 students, staff and teachers) received access to clean and safe water supply
- Community Based Disaster Risk Management (CBDRM) training conducted were attended by members of the Gua Musang community
- School Preparedness training conducted were attended by 60 students from SMK Panggung Jaya
- 46 hygiene boxes distributed to families of Kg Jelaping
- 617 basic hygiene kits distributed to students of SMK Panggung Jaya

DESCRIPTION AND KEY IMPACT

The programme was targeted to serve the underprivileged communities in Gua Musang, Kelantan. It consisted of 2 components:

Component 1: Construction of a new of gravity feed system, filtration system and the installation of a piping distribution network for the communities of Kg. Jelaping and SMK Panggung Jaya, Gua Musang.

Component 2: Community-based Resilience Development Initiative (CBRDI) training, which is a combination of CBDRM, WASH and health education training, aimed to build awareness and knowledge on the prevention and mitigation of public health risks and capacity building of targeted communities. It also aimed to distribute hygiene kits to promote good hygiene practices among community members.

WATER, SANITATION AND HYGIENE (WASH) PROGRAMME 2022 FOR THE SABAH COMMUNITY

PROGRAMME STATUS 		DEVELOPMENTAL AID Vulnerable Community	
 WASH		 Unit Bekalan Air & Kesihatan Alam Sekeliling, Pejabat Kesihatan Daerah Pitas, Sabah Gerak Saga Sdn Bhd Coway (Malaysia) Sdn Bhd	
 Pitas, Sabah		 10 months (Mar - Dec 2022)	



Installation of 10 units of 5,000L water tanks were able to provide 15 days of water supply to the underserved Tanjung Layak-Layak community

OUTPUTS


- 10 units of 5,000-litre water tanks installed, providing consistent water supply to 160 villagers
- Safe communal space for sanitation and washing constructed
- Community training on facility management and maintenance conducted
- Environmental hygiene and woman hygiene awareness talks conducted for villagers

DESCRIPTION AND KEY IMPACT



The programme was targeted to serve the underprivileged communities in Tanjung Layak-Layak, Sabah. Tanjung Layak-Layak is located in deep interior Pitas (205km from Kota Kinabalu). The hardcore poor community are mainly from the Bajau indigenous group with a total population of 160 people (31 families living in 24 houses), the village has never had running water, and depends on collection of rain water for their (inconsistent) water supply. It was also observed that only 50% of homes had water tanks (small-capacity), and most homes lacked proper sanitation and waste management facilities. Lack of environmental and hygiene awareness was also apparent with rubbish and waste floating around the housing area. The programme consisted of 3 components:

1. Installation of centralised rain water harvest (RWH) system
2. Construction of communal sanitation area
3. Community Based Resilience Development harvesting initiative

MERCY Malaysia team developed the plans and drawings to ensure best method were delivered to the community. The programme benefitted these underserved villagers, giving them access to more consistent and clean water supply, workable communal space for sanitation and washing, and education on facility maintenance and environmental and women hygiene.

 This WASH development programme was designed to promote community empowerment in terms of provision of water and sanitation infrastructure, and building capacity and understanding on good hygiene and sanitation practices. The water tanks installed was able to provide water supply that complies to the Sphere standard quantity for individual water requirements for health and hygiene. MERCY Malaysia's WASH programmes aim to improve quality of life, and bring positive impact on community health and socioeconomic status.

KG FOREST, SANDAKAN KING TIDE PHENOMENON EMERGENCY RESPONSE

PROGRAMME STATUS 		HUMANITARIAN AID Affected Community	
 Health		 Yayasan Sime Darby	
 Sandakan, Sabah		 1 day (28 Dec 2022)	



Many villagers were displaced as their homes were destroyed by the king tide on the coast of Sandakan on 24 December 2022

OUTPUTS


125 hygiene kits distributed to the affected communities

DESCRIPTION AND KEY IMPACT

A king tide phenomenon occurred on the East Coast of Sabah on 24 December 2022, causing the total destruction of 63 stilt houses and partially damaging another 39 homes in Kg Forest, Sandakan. The devastation affected 685 people from 122 families, who were evacuated to the evacuation centre in SK Sungai Anip, Sandakan.

On 28 December 2022, a MERCY Malaysia emergency response team distributed 125 sets of hygiene kits at the evacuation centre. The hygiene kits aim to provide immediate relief to those affected and ease their daily hygiene needs.

A Rapid Assessment Team (RAT) was also deployed on the ground to assess and respond to the various needs of those affected. The team continues to engage regularly with the relevant local authorities in their assessment findings.

 RAT is part of the HDN response to disasters. An assessment was conducted in Kg Forest aimed at identifying and assessing both the immediate humanitarian needs, and possible longer-term development needs to assist the recovery of the affected community.

COMMUNITY DEVELOPMENT AND RESILIENT CULTURE

BUILDING RESILIENT COMMUNITIES - UNICEF PROJECT 2022

PROGRAMME
STATUS



DEVELOPMENTAL AID

At-risk Community



Response



Ministry of Education (MOE)
NADMA



Kelantan, Perak,
Selangor and Sabah



12 months
(Jan - Dec 2022)



Students showing their poster presentation on understanding risks and hazards during an SPP workshop in Perak

OUTPUTS

- 15 School Preparedness Programme workshops conducted
- 4 CBDRM workshops conducted

DESCRIPTION AND KEY IMPACT

The School Preparedness Program (SPP), implemented locally and internationally, aim to inform and share experiences in building the resilience of schools against natural disasters in a safe and secure learning environment for children and their teachers. The SPP creates awareness that having precautions in place are very important for schools to be prepared for unforeseen events, and are crucial to ensure the safety of the school community. In addition, school buildings are also often used as temporary evacuation centres in the event of disasters. Therefore, improving the resilience of students, teachers, and schools in the face of natural disasters is important to ensure community preparedness.

HDN MERCY Malaysia acknowledges the role of the community as the early responders in any emergency or crisis situation. Recognising this important role, the Building Resilient Communities initiative has over the years conducted workshops to educate local leaders and community members on Disaster Risk Reduction (DRR).

PSYCHOLOGICAL FIRST AID (PFA) TRAINING

PROGRAMME
STATUS



DEVELOPMENTAL AID

Vulnerable Community



Learning and Education
MHPSS



Hospital Melaka
Jabatan Kesihatan Negeri
Melaka
Public universities



Klang Valley, Melaka,
Seremban and Sabah



12 months
(Jan - Dec 2022)



OUTPUTS

13 PFA sessions conducted, attended by 318 participants from among public university students and health and non-health actors.

DESCRIPTION AND KEY IMPACT

Humanitarian work is never ending with the continuous occurrences of emergencies and disasters in Malaysia, MERCY Malaysia continues to promote the importance of PFA training to equip the community, especially front liners and community leaders with psychological first aid skills and knowledge. This programme is specifically targeted at medical and non-medical actors, as well as students in public universities.

The training was the first training on psychosocial support for most of the health worker participants, who found it most relevant and useful for their day-to-day work. Some participants highlighted the value of knowing about stress symptoms, stress management, relaxation techniques, self-care as well as how to support others.

HDN Psychological First Aid (PFA) is an evidence-based approach to help children, adolescents, adults and families in the immediate aftermath of disaster and terrorism. PFA training is designed to reduce the initial distress caused by traumatic events and to foster short- and long-term adaptive functioning and coping. MERCY Malaysia's PFA training modules are designed for delivery in diverse settings and to diverse audiences. MERCY Malaysia believes that we should not leave anyone behind. Based on this, reaching out to all segments of society and different communities to provide awareness and support on mental health and well-being is a long-term goal for the organisation, and will contribute to a more resilient community.

4-WHEEL DRIVE TRAINING

PROGRAMME
STATUS

DEVELOPMENTAL AID

Others - Volunteers

Response
Learning and EducationMERCY Malaysia Sabah Chapter
Office
Duvanson 4WD Track1 day
(10 Sep 2022)

It's not just about driving a 4WD. Knowledge of the right tools and equipment are essential to safely navigate tough off-road terrains.

OUTPUTS

1-day training on the basics of 4-Wheel Drive (4WD) driving attended by 16 volunteers from MERCY Malaysia's Sabah Chapter

DESCRIPTION AND KEY IMPACT

The geographical terrain of most areas in Sabah are a mix of mountainous and tropical rainforests. This challenging terrain presents logistical and accessibility issues to remote settlements, where some can only be accessed via logging dirt-roads using 4WD vehicles.

The 1-day training was conducted by volunteer, Mr Sarjit Ramday who has 50 years experience in off-road driving locally and internationally. The 4x4 Basic Driving Course included the following modules:

1. Theory session: Types of 4WD/Maintenance/Tyres, Off-roading techniques and Recovery kits
2. Practical session - Hands-on Driving Skills

Participant's feedback:

- Trainer taught us the proper way to communicate and use signalling during marshalling
- We were taught the correct use of 4WD gear according to the road surface and terrain
- Equipped with this proper knowledge and skills, I now feel more confident about driving through rough terrains during missions



Poised for Purpose in Sabah means having 4WD driving skills. With many Sabah response and outreach programmes (mobile clinics and WASH) carried out in rural interiors and locations, it is imperative that volunteers are equipped with the necessary skills to handle off-road vehicles to ensure safe and successful project implementation. With the last 4WD training conducted in 2011, it was timely for this training to be conducted to equip new volunteers and staff with this critical driving skill.

MENTAL HEALTH AWARENESS
WORKSHOP: "DEAR SELF: HOW ARE
YOU?"PROGRAMME
STATUS

HUMANITARIAN AID

At-risk Community

Learning and Education
MHPSS

Klang Valley & Sabah



Johnson & Johnson

6 months
(Oct 2022 - Mar 2023)

OUTPUTS

- 8 Mental Health Awareness workshops conducted, attended by 210 students and teachers from among the refugee community
- 2 more workshops are scheduled in March 2023

DESCRIPTION AND KEY IMPACT

MERCY Malaysia has seen evidence that refugee children experience high levels of stress, anxiety, which may significantly impact on their mental health and is detrimental in the progress of their education and personal development. In addressing this concern, MERCY Malaysia works with the educators within the communities, as many refugee children and adolescents speak only in their mother tongue, and thus experience difficulty in communicating with clinicians. Teachers who can speak both refugees' mother tongue and local languages can help to overcome this language barrier.

Following the success of three mental health awareness workshops in Alternative Learning Centres (ALC) with refugees and stateless children in early 2021, the mental health awareness workshop themed "Dear Self: How Are You?" was mooted, which aims to raise awareness on the mental health continuum, reduce stigma associated with mental illness, as well promote help seeking behaviour and emotional support among refugees and stateless children in Malaysia. The half-day physical session is targeted for ALC school students between the ages of 7 - 17 years old, and ALC educators with a total of 35 participants per session.

This programme has successfully increased the awareness on mental health and well-being among the ALC school community, positively improving their lifestyle routines and mental health choices.

“Dear Self: How Are You?” Workshop

Mental Health Awareness
for Refugee Children

“Thank you MERCY Malaysia
for the lovely and wonderful
workshop! Please come again.”

“It was fun! I
learned many good
things and things I
haven’t heard of!”



“I learn how to enjoy
your life. How to
manage stress and
believe in yourself!”



Mental Health Awareness Workshop: “Dear Self: How Are You?”

No	Date	Alternative Learning Centre	Total Pax
1	25/10/2022	Destiny C3 Education Centre Subang, Selangor	24
2	27/10/2022	GHULAM HUSSAIN AYAZ Learning Centre Batu Caves, Selangor	38
3	3/11/2022	Kachin Refugee Learning Centre, Bukit Bintang, Kuala Lumpur	35
4	10/11/2022	Myanmar Learning Centre, Jalan Bukit Maluri, Kuala Lumpur	23
5	16/11/2022	Rainbow of Love Learning Centre, Batu Caves, Selangor	24
6	5/12/2022	Stairway to hope, Kota Kinabalu, Sabah	33
7	6/12/2022	CLC Alam Mesra, Kota Kinabalu, Sabah	38
8	28/12/2022	Afghan Youth Club, Kampung Baru Ampang, Selangor	28

YOUTH RESILIENCE WORKSHOP

PROGRAMME
STATUS

HUMANITARIAN AID

Displaced Community



Response

Klang District Office
Pasar Mas District Office

Nationwide

3 months
(Jun - Aug 2022)

OUTPUTS

10 sessions of Youth Resilience Workshops conducted, attended by 300 youth from among the refugee and stateless adolescent communities.

DESCRIPTION AND KEY IMPACT

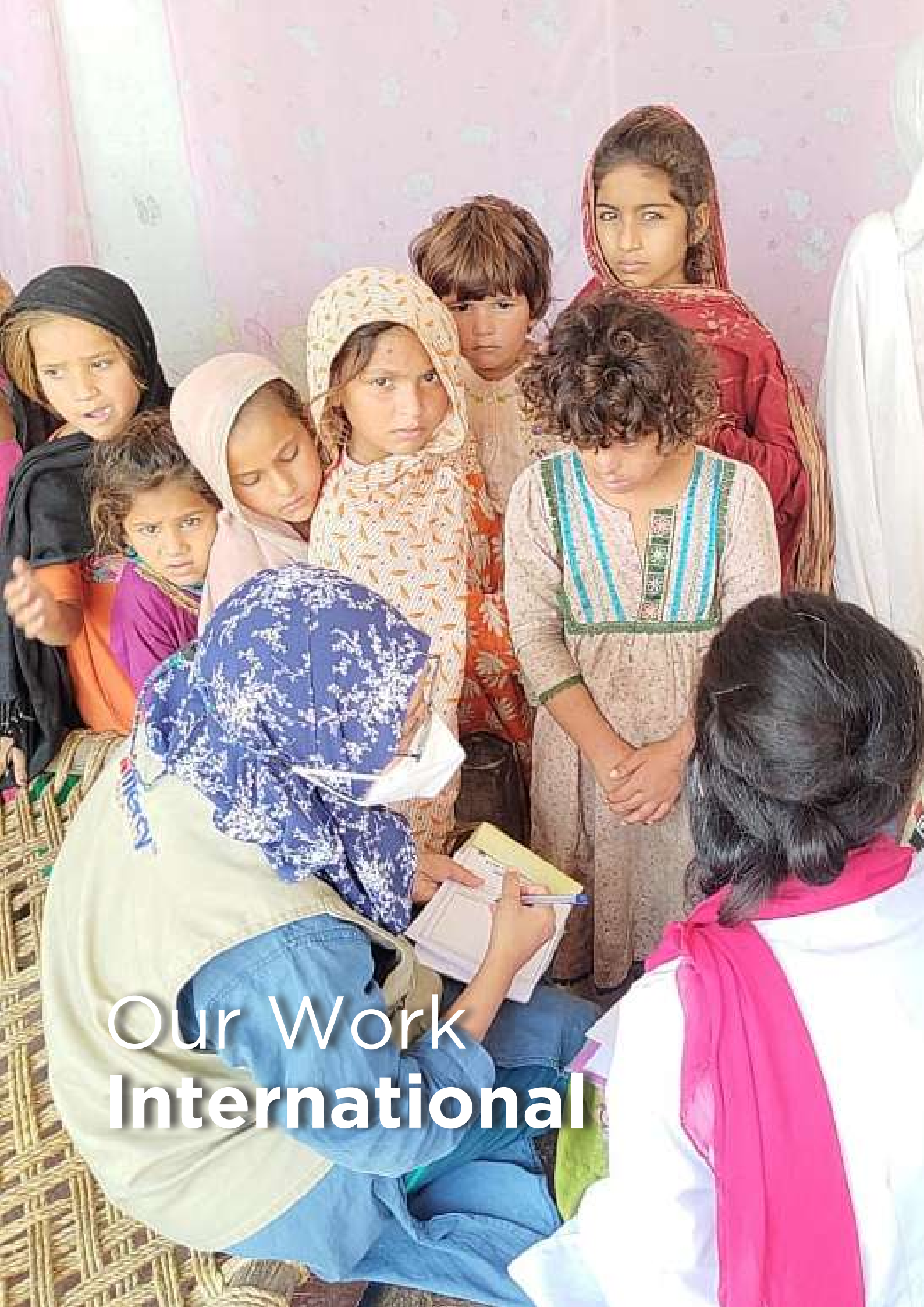
Various studies and articles have shown a high correlation between refugee children, adolescents and psychological health. A survey conducted by colleagues in 2018, found that refugees aged 14 to 27 years in Malaysia reported extreme levels of anxiety, stress, and depression. MERCY Malaysia has seen evidence that this situation has been amplified during the COVID-19 pandemic, which brings with it significant risks in the progress of these adolescent's education and personal development.

The half-day training sessions were conducted at the Alternative Learning Centres (ALCs) in nine locations across Malaysia including Klang Valley, Penang, Johor and Sabah.



The COVID-19 is much more than a health crisis. The unprecedented outbreak has affected all segments of the population. It is particularly detrimental to members of those social groups in the most vulnerable situations, and continues to affect populations, including people living in poverty (United Nations, 2020). Given the high prevalence rate of mental health issues among refugees in general, mental health awareness among refugee students and educators working with refugee children and adolescents was seen as essential in helping to address and prevent higher cases of anticipated mental health issues and problems. MERCY Malaysia aims to work with our vulnerable communities to ensure their basic rights and access to healthcare, including mental health and well-being support.






NO.	SCHEDULE	TRAINERS	PARTICIPANTS
1	29 - 30/6/2022	4	30
2	14 - 15/7/2022	4	30
3	17 - 18/7/2022	4	30
4	20 - 21/7/2022	4	25
5	25 - 26/7/2022 (2 sessions)	4	25
6	10 - 11/8/2022	4	30
7	22 - 24/8/2022	4	18



Our Work
International

AFGHANISTAN

AFGHANISTAN EARTHQUAKE RESPONSE

PROGRAMME STATUS 	HUMANITARIAN AID 954 individuals Affected communities
 Response, Health	 Afghan Protection, Health and Charity Organisation (APHCO)
 Khost and Kabul Provinces	 1 month (Jun - Jul 2022)



OUTPUTS

- Rapid Assessment Team (RAT) comprising of medical and non-medical teams
- Emergency provision of clean water and food aid
- Medical health support services through mobile medical teams, specialised medical teams and provision of medical supplies, which attended to 761 patients and supported 23 surgeries
- Public health awareness sessions conducted benefitting 50 participants, including 25 women
- Distribution of 120 household items and health kits

DESCRIPTION AND KEY IMPACT

One of the deadliest earthquakes in the country over the past two decades caused massive devastation in the southwest provinces of Paktika and Khost. Recording a 5.9 magnitude, the earthquake, which saw thousands being displaced and over 1,400 deaths, was also felt in Kabul, as well as in Islamabad, Pakistan and India.






MERCY Malaysia's emergency response was focused on the following activities: a) mobile clinic; b) consultation and surgery; c) hygiene awareness; d) mental health and psychosocial support; e) water, sanitation and hygiene (WASH); f) self-care workshops; and g) medical supplies to health facilities, as well as a recovery phase assessment.

HDN Besides responding to the immediate post-earthquake needs, a post-disaster recovery and development assessment was completed to initiate a more impactful and longer-term response to address the needs of the vulnerable groups. The key areas identified for further aid are health, WASH and shelter. Some components of these programmes would also contribute towards building more disaster-resilient communities in Afghanistan.

A Psychological First Aid training programme has been identified to be conducted in January 2023, to equip the local community members with the ability to respond to emergency needs and contribute to build more disaster-resilient communities in Afghanistan.

BANGLADESH

PRIMARY HEALTH CARE SERVICES FOR MYANMAR IDPs

PROGRAMME STATUS 	HUMANITARIAN AID 51,560 patients Displaced communities
 Health MHPSS	 Community Initiative Society (CIS)
 Camp 15, Cox's Bazar,	 5 months (5 Dec 2022 - 5 May 2023)



OUTPUTS

The programme aims to serve 51,560 patients over the span of 5 months

- Outpatient Department (OPD) Patients: 45,000
- Normal Delivery: 60
- Antenatal Care (ANC) & Postnatal Care (PNC) Patients: 500
- Mental Health Support: 500
- Family Planning (FP) Method Receiver: 500
- Public Health Education Receivers: 5,000

DESCRIPTION AND KEY IMPACT

A Comprehensive Primary Healthcare Centre (CPHC) has been established at Jamtoli Camp-15 since December 2018 under a strong and fruitful collaboration between MERCY Malaysia and CIS. The centre provides various types of medical and health services to support Forcefully Displaced Myanmar Nationals (FDMN) and Host Communities in Cox's Bazar, Bangladesh.

The CPHC currently offers primary health care services including medication, vaccination, emergency care, emergency obstetrical care, safe normal delivery, ante-natal and post-natal care (including safe deliveries), pathology, USG, ECG, consultation, emergency ambulance service for the referral patients, emergency referral system, and home visits by community health workers (CHW). It also offers family planning kits, family planning counselling and public health awareness programmes to the FDMN community.

By the end of the five months, it is estimated that the programme will reach a total of 283,580 beneficiaries (direct 51,560, and indirect 232,020), with a total cost of USD 63,812 (RM 301,831).

HDN This long-term development programme is creating a significant impact on the health and well-being of the FDMN and host communities in Cox's Bazar. Access to health care is crucial for any community as it helps promote and maintain good health, prevent and manage diseases, and ultimately reduce unnecessary diseases, disabilities and even premature deaths. During the pandemic years of 2020 and 2021 for example, aside from normal healthcare, the CPHC also offered critical vaccination services to the community.

BANGLADESH

REGIONAL RAMADHAN RELIEF (RRR) PROGRAMME 2022

PROGRAMME
STATUS



HUMANITARIAN AID

160 families
Displaced communities



Livelihood



Community Initiative
Society (CIS)



Camp 15, Cox's Bazar



2 months
(1 Mar - 30 Apr 2022)



OUTPUTS

160 Ramadhan food packs distributed to 160 families among the host and FDMN communities in Cox's Bazar

DESCRIPTION AND KEY IMPACT

The communal violence in August 2017 in Rakhine had resulted in over 700,000 forcibly displaced Myanmar citizens living in Cox's Bazar for shelter. The large influx brought the number of refugees in the camps to over a million people, including elderly, women and children. Due to the protracted situation, while the situation remains dire for the refugees, support towards the communities has since decreased. Priority was given to the more vulnerable in the community, including widows, single and pregnant mothers, and families with elderly or disabled/special needs members.

The RRR programme aims to:

1. meet the immediate food needs (in the month of Ramadhan), restore and protect the livelihoods of vulnerable and marginalised groups in the camp.
2. provide proper nutrition, where the food packs are made up of a combination of macronutrients (protein, fat, carbohydrate) and micronutrients (vitamin and minerals) to ensure dietary diversity and nutrition needs.



The regional Ramadhan Relief Programme is part of an annual programme during Ramadhan by MERCY Malaysia, which distributes food to vulnerable and marginalised communities in Malaysia and several countries in which MERCY Malaysia operates. It aims to meet the food and nutritional needs of these communities during the holy month.

MYANMAR

COMPREHENSIVE HEALTH SERVICES FOR IDP CAMPS

PROGRAMME
STATUS



HUMANITARIAN AID

32,905 patients
Displaced communities



Health, MHPSS



Myanmar Humanitarian
Fund (MHF)



Sittwe, Rakhine



12 months
(1 Feb 2022 - 31 Jan 2023)



OUTPUTS

- 32,905 outpatient consultations for healthcare services (2,689 men, 12,564 women, 8,886 boys and 8,766 girls)
- Training on Protection from Sexual Exploitation and Abuse (PSEA) and Gender Based Violence for all staff and camp-based workers

DESCRIPTION AND KEY IMPACT

The programme is designed to ensure that vulnerable communities, both within and outside the Sittwe IDP camps would have access to comprehensive health services. The clinics offered outpatient consultations to Internally Displaced Persons (IDPs) including the provision of primary healthcare, maternal, child healthcare, reproductive healthcare (including support for non-communicable diseases such as diabetes and hypertension). The care provided also included 24/7 in-camp referral via Tuk Tuk service, and night shift services and support for medical supplies for the Thet Kel Pyin Station Hospital.






All the activities and support given had to ensure that COVID-19 preventative measures were followed for both the safety of the communities served, and to avoid any disease outbreak.



The health and well-being of vulnerable communities is an important part of MERCY Malaysia's long-term work. Providing access to health care to vulnerable communities, especially in high-density areas such as IDP camps is crucial in promoting and maintaining good health, preventing and managing diseases, and ultimately reducing unnecessary diseases, disabilities and even premature deaths.

MYANMAR

ENABLING CONTINUED ACCESS TO LIFE-SAVING HEALTHCARE SERVICES FOR IDP COMMUNITIES

PROGRAMME STATUS 	HUMANITARIAN AID 50,977 patients Displaced communities
 Health	 Myanmar Humanitarian Fund (MHF)
 Sittwe, Rakhine	 12 months (16 Jul 2021 - 15 Jul 2022)



OUTPUTS

- 30,602 patients received access to healthcare services
- 20,351 beneficiaries (10,026 males and 10,325 females) received 2 doses of COVID-19 vaccination
- 24 patients received COVID-19 treatment and discharged from Thet Kel Pyin Hospital
- 38 children with moderate acute malnutrition were treated
- Renovation and rehabilitation of the Ohn Daw Gyi and Kaung Doke Khar static clinics which includes disability-friendly

DESCRIPTION AND KEY IMPACT

Healthcare services offered include medical supplies and primary health care services (which include health education sessions, non-communicable disease, maternal and child health care services and family planning services) through both static and mobile clinics.

Over 30,000 patients who received treatment comprised 4,558 men, 13,858 women, 6,484 boys, and 5,702 girls (including 70 disabled patients), from among the Sittwe IDP camp - both Rohingya and Rakhine communities.






At the same time, renovation and rehabilitation works were carried out at the Ohn Daw Gyi and Kaung Doke Khar static clinics to include disability-friendly facilities, allowing easier access to the patients requiring medical treatment.

To ensure the safety of clinic operations, COVID-19 preventative measures such as appropriate Personal Protective Equipment (PPE) for 59 staff comprising MERCY Malaysia frontline health workers, community health workers, female community mobilisers as well as, social distancing, and disinfection of the clinics were carried out.

To increase community access to healthcare, Tuk Tuk services were used to safely transport patients from the camps to the Station Hospital.

 The support of the MHF fund and partnership ensures this programme continues to benefit vulnerable and IDP communities for a longer term. Despite massive challenges, the programme has been able to provide life-saving healthcare services since 2012. Additional elements have been explored and added to increase the programme's effectiveness in providing safe and accessible healthcare services to those who need it.

ENSURING CONTINUED ACCESS TO HEALTH SERVICES FOR IDP CAMPS AND SUPPORT FOR HOSPITALS

PROGRAMME STATUS 	HUMANITARIAN AID 64,561 patients, 7,500 participants Displaced communities
 Health	 European Union - World Health Organisation (EU-WHO)
 Sittwe, Rakhine	 12 months (1 Aug 2021 - 31 Jul 2022)




OUTPUTS

- 64,522 patients from among the IDP communities were treated and given essential healthcare services during COVID-19 pandemic
- 39 COVID-19 patients were admitted and discharged from Thet Kal Pyin Station Hospital
- 1,068 health and hygiene education sessions on COVID-19 prevention held (822 in clinics, and 246 within the communities)

DESCRIPTION AND KEY IMPACT

The programme was delivered by community mobilisers and community health workers (CHW) who played a key role in monitoring the health and COVID-19 situations in their respective camps and villages. These community mobilisers and CHW also conducted the health and hygiene education session on the prevention of COVID-19. These sessions, based on the guidelines of the Ministry of Health Myanmar, were delivered to small groups of 5-10 patients, held either in the clinics or within the communities.

MERCY Malaysia also conducted Mid-Upper Arm Circumstance (MUAC) screening of children, and gave counselling support for family planning, pregnant and post-natal women, as well as patients with special needs.

 The programme focused on providing vulnerable communities the full spectrum of primary health care services at the Thet Kal Pyin Station Hospital and through mobile health teams.

Aside from the direct impact of treating patients, the programme also helped to strengthen and improve the following:

- Surveillance, risk assessment and contact tracing for COVID-19 in the communities
- Risk communication and community engagement
- Case management
- Identification and maintenance of essential health services and systems
- Operational support and logistics

PALESTINE

COMPUTER LAB REFURBISHMENT

PROGRAMME
STATUS



HUMANITARIAN AID

816 high school students
Affected communities



Learning and Education



Dar Al-Arqam High School



Gaza Strip



5 months
(Jul - Nov 2022)



OUTPUTS

- 20 sets of computers were installed with the needed hardware and software, benefitting 816 students
- A room was renovated into a computer lab, complete with wiring and electrical networks and furniture

DESCRIPTION AND KEY IMPACT

The shortage of computer labs and high ratio of students per computer was highlighted in the Ministry of Education (MoE) statistical book 2018/2019. MERCY Malaysia's support aims to improve the digital literacy of the younger generation in Gaza through the establishment of a computer lab in Dar Al-Arqam High School for boys. The programme saw an immediate impact of a lower computer to student ratio, and increased number of hours per student in practical digital literacy lectures.

HDN Israel's control over the Palestinian import of technology had inhibited the ability of schools to keep up with digital literacy trends and offer online schooling to children during times of aggression, and during the COVID-19 pandemic. This resulted in a massive education and digital gap between children in the Gaza Strip and the rest of the world. The protracted blockade over Gaza, and intense conflicts had also caused severe damage to digital infrastructure and facilities in schools.

Aside from the impact on students and teaching, the computer lab also allows the school the ability to offer digital literacy classes and training to the families in the surrounding areas, thus increasing the community's digital capacity.

PHILIPPINES

TYPHOON RAI EMERGENCY RESPONSE

PROGRAMME
STATUS



HUMANITARIAN AID

1,000 families
Affected communities



Response



1 month
(18 Jan - 17 Feb 2022)



Southern Leyte



OUTPUTS

- 1 Post-Disaster Needs Assessment conducted
- 1,000 emergency kits distributed to 6 barangays and 1 evacuation centre






DESCRIPTION AND KEY IMPACT

Typhoon Rai struck various areas of the Philippines in December 2021, causing vast devastation and damage to villages and infrastructure, injuring thousands, and displacing millions of people. MERCY Malaysia mobilised a response team in January 2022 to conduct a post-disaster needs assessment and distribute emergency kits to those affected by the typhoon. The emergency kits comprising solar lamps, mosquito nets, dippers and 5L water containers served to ease the immediate needs of those affected as they had restricted access to electricity and clean water as a result of the heavy rain, flooding and landslide during the disaster.

HDN The Post-Disaster Needs Assessment (PDNA) is part of the HDN response to disasters. The PDNA was conducted in several areas which were badly hit by Typhoon Rai, and was specifically aimed at identifying and assessing possible renovation or build back better projects for schools, covered courts or health centres to assist the recovery of the affected communities.

PAKISTAN

PAKISTAN 2022 MONSOON FLOOD AID PROGRAMME (PHASE ONE)

PROGRAMME STATUS 	HUMANITARIAN AID 21,140 patients, 500 families 835 participants Affected communities
 Response, Health, WASH	 Alkhidmat Foundation Pakistan Islamic Medical Association (PIMA) PETRONAS
 Charsadda and Dera Ismail Khan districts, Khyber Pakhtunkhwa Province and other locations	 4 months (8 Sep 2022 - 6 Jan 2023)

OUTPUTS

- 21,523 patients provided primary healthcare services, including those from vulnerable groups (children, pregnant women and elderly)
- 181 patients provided specialised women's health services
- 69 awareness sessions were conducted attended by 835 participants
- 2.4M litres of safe water was provided for 60 days
- 500 families received tarpaulin sheets



The Phase 1 response is part of a longer recovery and community resilience programme which will continue in 2023 and 2024.



MERCY Malaysia's Pakistan Monsoon Flood Emergency and Recovery Response Plan

Acute Phase

Emergency team to support medical operations in most affected areas Rapid Assessment team to gather information for further strategic assistance Mental Health and Psychosocial Support services and awareness Medical kit distribution

Recovery Phase

Identification of long-term inputs for health and Water, Sanitation and Hygiene (WASH) Capacity building activities and programmes for primary healthcare, MHPSS services and public health

Development Phase

Community resilience activities, including knowledge on disaster risk management.

DESCRIPTION AND KEY IMPACT

The 2022 monsoon season in Pakistan resulted in devastating floods and landslides affecting millions of people. On 29 August 2022, UN OCHA reported that 33 million people in various areas have been impacted, with 1,136 people including children have been killed. Over 1 million homes, and roads and infrastructures, including 162 bridges were destroyed. The devastation did not stop there, and the numbers were expected to rise.

Furthermore, post-flooding, hundreds of thousands remain, exposed to unpredictable weather conditions, and they grapple with water borne diseases such as diarrhoea, dengue fever, malaria, skin problems as well as upper respiratory tract infections (URTI).



Following the organisation's emergency response protocols, MERCY Malaysia's Rapid Assessment Teams (RAT) were deployed to the disaster areas and their assessment generally found that emergency medical support, basic access to safe water, and temporary shelter as the critical response needs of the severely affected communities.

Nationwide, 81 districts were officially notified as 'calamity hit' specifically in the areas of Baluchistan, Sindh, Khyber Pakhtunkhwa, Gilgit-Baltistan and Punjab.

HEALTH

Access to health and medical emergency services is crucial and can help save lives in a post-disaster situation. Mobile clinics were set up by MERCY Malaysia in various areas that were severely affected by the flood, providing necessary health and medical support to local communities.

Along with local medical volunteers, MERCY Malaysia's emergency medical teams provided medical support and consultations to over 21.5 thousand people, including the elderly, women and children.

The mobile clinics also served as platforms to distribute hygiene kits and other non-food items to the communities.

MHPSS

Psychological First Aid (PFA) is a component that features in many of MERCY Malaysia's emergency responses. The pressures and stresses caused by the calamity and scarcity of the floods can have adverse effects on the mental health of those affected by the floods, as well as those who were involved in the flood relief efforts. MERCY Malaysia's MHPSS teams will assist flood victims manage their emotions when faced with the loss and suffering of their families and loved ones, thus providing them some relief and tools to face these stresses. Looking at the community's post-disaster needs, a more detailed MHPSS awareness and support programme has been identified for implementation in 2023.

WASH & SHELTER

The provision of safe water was identified as both an immediate and long-term need. Extreme weather conditions and the unprecedented amount of rainfall throughout the country had caused rivers to break their banks along with severe occurrences of flash floods and glacial lake bursts. These caused major damage to Pakistan's infrastructure and affected clean water supply to communities.

Some affected villages had to resort to consuming unsafe pond water along with their livestock, jeopardising and putting their communities' health at risk. MERCY Malaysia teams were mobilised to prepare for WASH interventions and aid in selected villages.

Ten tanks (2,000 litre capacity) were installed in each village and water trucks were arranged to provide safe water to the villages for 60 days. More WASH interventions are planned for implementation in the longer-term.

UKRAINE

UKRAINE CHARITY MOVIE SCREENING

PROGRAMME STATUS 	HUMANITARIAN AID Ukraine diaspora in Malaysia
 Policy and Advocacy	 1 day (27 May 2022)
 Kuala Lumpur, Malaysia	



OUTPUTS

Screening of Ukrainian movie “The Stronghold” as a fundraising initiative to support MERCY Malaysia’s Ukraine Response Programme for Relief and Solace

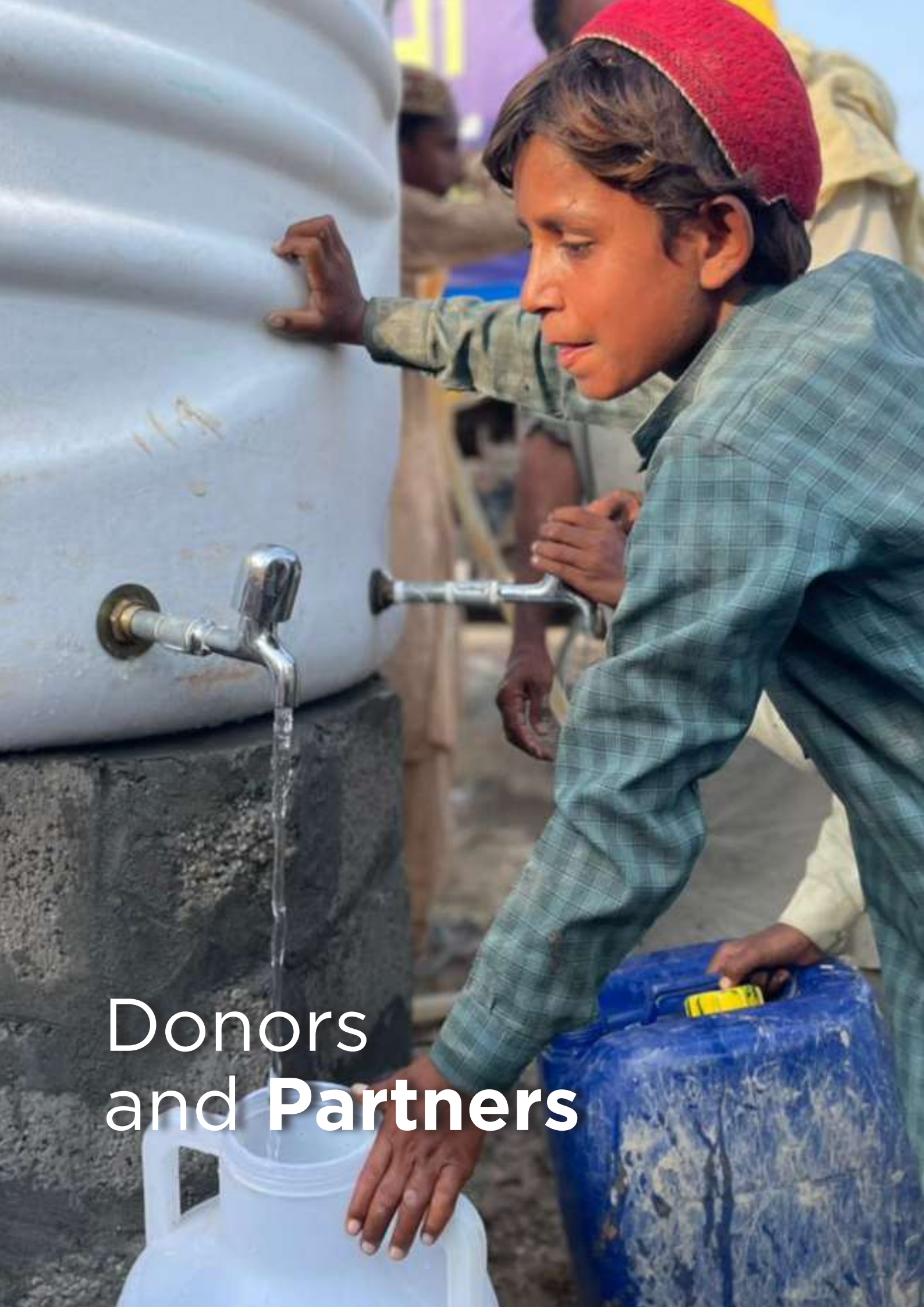
DESCRIPTION AND KEY IMPACT

The Russian invasion of Ukraine began on 24 February 2022 with attacks on multiple cities in Ukraine. The invasion has resulted in a humanitarian crisis peppered with civilian casualties, destruction of cities, villages and infrastructure, and has forced citizens to flee their homeland. Millions have become refugees as they cross borders into neighbouring lands while the millions who choose to stay find themselves being displaced within their own country.

Responding to this massive humanitarian need, MERCY Malaysia supported a Ukraine Response Programme for Relief and Solace. A Charity Movie Screening to raise funds for the response. The event was held in collaboration with the Ukrainian Embassy in Kuala Lumpur on 27 May 2022. Along with corporate sponsors and key donors, guests included representatives from UNHCR and UNICEF. The Ukrainian adventure/fantasy movie “The Stronghold” was selected for the event. The 2017 film, directed by Yuriy Kovalyov is based on a book by Volodymyr Rutkivskyi. It tells the story of Victor, a present-day schoolboy, who goes a thousand years into the past.



The fundraising event is part of MERCY Malaysia’s response to engage stakeholders on the Ukrainian cause.



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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.



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Kolej Universiti Islam
Melaka (KUIM)



The United Nations
Educational, Scientific
and Cultural Organization



Islamic University
of Gaza



Medical Education
Council Syria (MEC)



ASEAN Safe Schools Initiative
(ASSI)



Kolej Yayasan UEM



Our
People



MERCY Malaysia
Team



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 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

L to R:

Shareen Shariza Binti Abdul Ghani
Nur Syazana Binti Kamal
Intan Suraya Binti Ghazali



STRATEGIC PLANNING AND MONITORING, EVALUATION, ACCOUNTABILITY & LEARNING

L to R (TOP):

Zuraidah Binti Mian
Nur Azhar Bin Wahab
Badrul Hisham Bin Ibrahim
Normaliza Binti Mohd Nasir

L to R (BOTTOM):

Tunku Arif Mustaqim Bin Tengku Hamnet
Hajar Marnisya Binti Zulkifly
Ku Zahidah Binti Ku Zainudi



FINANCE

L to R (TOP):

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Adi Safiuddin Bin Ahmad Sufi
Muhammad Khairul Amin Bin Samion
Abdul Mukmin Bin Tajaludin
Noorazila Binti Ahmad

L to R (BOTTOM):

Hamizah Bitni Md. Rithza
Nor Zuri Aziela Binti Jamaluddin
Norzalikha Binti Mohd Zakaria

MERCY Malaysia Team



HUMAN RESOURCES & ADMINISTRATION SERVICES

L to R (TOP):

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Nur Hanani Binti Hamzah
Muhammad Shauqi Bin Saad
Nur Badlizan Zahira Binti Juhari
Fazrin Suzain Bin Supian

L to R (BOTTOM SECOND ROW):

Wan Shazana Binti Ab Aziz
Mohd Amir Syafiq Bin Mohd Zulkefli
Fadhil Bin Roslan

L to R (BOTTOM THIRD ROW):

Hasnizan Bin Hashim
Nurfarisha Binti Amiruddin
Siti Athirah Binti Rosfa



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Khadeejah Binti Mohd Shafie
Nur Asyureen Binti Tajaluddin
Nur Nabilah Huda Binti Nasaruddin



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Nurul 'Aain Binti Mohd Musa

MERCY Malaysia Team



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Sharifah Farah Hidayah Binti Syed Azahar
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Cristina Nadia A/P C Willims Fernandez
Wan Anis Afeeqa Binti Wan Mohamad Azhar
Siti Zaleha Binti Abdullah

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Shoji Endo
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Pavithira A/P Selvaras
Nik Muhammad Amirul Adli Bin
Nik Mohd Sidek



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Nusrah Rabiha Binti Yunus
Noor Ain Zaira Binti Hasnan
Azizan Bin Zambri



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Mohd Radzi Bin Mohd Redzuan
Faisal Azhar Bin Badly

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Mohd Hafeez Bin Abdullah

MERCY Malaysia Team



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Khairul Rijal Bin Jamaluddin



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Maznah Binti Mohd Adenan
Jacinta Gilik Gumbang
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Lanusha A/P Krishnan

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 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.

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INTAN SURAYA BINTI GHAZALI

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Director Strategic Planning

NORMALIZA BINTI MOHD NASIR

M&E Officer

HAJAR MARNISYA BINTI ZULKIFLY

M&E Officer

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CHAN VISAN

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WAN ANIS AFEEQA BINTI WAN MOHAMAD AZHAR

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MOHD NASHRIQ BIN NIZAM

Programme Officer

ALYA IMAN BINTI MOHAMED ROSLAN

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AISHAH SABRINA ABDUL JALAL

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NIK MUHAMMAD AMIRUL ADLI BIN NIK MOHD SIDEK

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Programme Officer

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YE HTUT @ MOHAMMAD IQBAL BIN OMAR

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Programme Officer, Myanmar

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MOHD SHAHFIQ BIN MANSOR

Logistics Assistant

MUHAMMAD DZULQARNAIN BIN ADZMI

Logistics Assistant

MOHD HAFEEZ BIN ABDULLAH

Logistics Assistant



Society
Members

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 Aziz Ahmad
 Abdul Aziz Ismail
 Abdul Halim Abdullah
 Abdul Halim Din
 Abdul Latiff Mohamed, Dr.
 Abdul Malik Bin Abdul Gaffor, Dr.
 Abdul Muin Ishak, Dr.
 Abdul Rahim Abdul Majid
 Abdul Rahim Omar
 Abdul Rahman Ahmad Badayai, Dr.
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 Badorul Hisham Abu Bakar
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 Balakrishnan a/l Amathelingam
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 Balwant Kaur A/P Indar Singh
 Basheer Ahmad Abdul Ravoob
 Basmullah Yusof, Dr.
 Basyariatul Fathi Othman
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 Bilkis Abd Aziz, Dr.
 Burhanudin Busu
 Bybiana Anak Michael
 Chai Chin Pee
 Chan Ai Ding
 Che Tah Hanafi
 Chee Hon Long
 Cheong Yee Tsing, Dr.
 Chuan Mei Ling
 Collin Glen Joseph
 Damina Khaira
 Daniel Alan Anthony Percival
 Diana Shah Alif Shah
 Dilshaad Ali Hj. Abas Ali, Dr.
 Dina Tagal
 Dzulkarnaen Ismail, Ts Dr. (PhD)
 Edward Hew Cheong Yew
 Ehfa Bujang Safawi, Dr.
 Elaine Pang Poh Hee
 Engku Ahmad Zaki Syed Mohamed
 Fairoz Mohamed Amin
 Fairrul B Kadir, Dr.
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 Fara Suzeera Abdul Rashid
 Farah Abdullah @ Farah Hamzah
 Faridah Abu Bakar, Dr.
 Faridah Akmar Ibrahim
 Faridah Osman
 Faridatul Azna Ismail
 Faridi Yaakob
 Fatima Yunus, Datin
 Fatimah Ahmad
 Fatimah Hj Md Eusof
 Fatimah Ismail
 Fatimah Mahmood
 Fauziah Adnan, Dr.
 Fauziah Hj. Mohd. Hassan, Dr.
 Fauziah Md Desa
 Fawzia Hanoum Ariff
 Freddie Ng Chee Hock
 Fuziah Md Zain

Fuziah Yahya
 Ganeshanantha Satkunalingam
 Ghazali Abdul Wahab, Dr.
 Gunalan A/L Palari @ Arumugam, Dr
 Gunasegaran Doraisamy
 Gurcharan Singh
 Habibah @ Norehan Haron
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 Hafizoah Kassim
 Hairol Azrin Othman
 Halim Abdullah
 Halimah Sadia Hussin
 Haliza Awang
 Hamizah Ismail, Dr.
 Hanis Hidayu Kasim
 Hanita Ramuy
 Hariyati Shahrina Abdul Majid, PHD
 Harlina Mohamed Lani
 Harmandar Singh Naranjan Singh, Prof.
 Haruna Rashid, Assoc. Prof. Dato' Dr.
 Hasman Ibrahim, Ir.
 Hasnah Hanapi @ Hanafi, Datin
 Hasnah Ismail
 Hasri Samion, Dr.
 Hasriah @ Maziah binti Hamzah
 Hasrizal Hassan
 Hazarina Mokhtar
 Hazimin Abu Bakar
 Hazura Mohd. Sood
 Hee Le Ling
 Helen Benedict Lasimbang, Assoc. Prof. Dr.
 Hemala Devi, Dr.
 Heng Aik Cheng, Datuk Dr.
 Hibatur Rahman Ahmad
 Hishammuddin Abd Rahman
 Ho Tze Hock
 Humairah Samad Cheung, Prof. Dr.
 Husin Md. Yasin
 Huwaida Abdul Halim, Dr.
 Ibrahim Umbichi Moideen
 Ilyas Ali Noor, Dr.
 Imri Dolhadi Abd. Wahab
 Inderjeet Kaur, Rani
 Intan Suri Abu
 Irawati Ismail
 Isabel Fong Lim, Dr.
 Isham Ramli
 Jaidon Romli, Dr.
 Jamilah Shaikh Mohd Jain
 Jegan Thanabalan
 Jemilah Mahmood, Tan Sri
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 Kamaruddin Ibrahim
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 Kamaruzaman Abdullah
 Kamat Norit
 Khairul Anuar Bin Jaafar
 Khamarrul Azahari Razak Dr, DPPC MJIIT UTM
 Kharijah Mohd. Yassin
 Kok Yin Hau

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 Lau Seth Kiong
 Lee Boon Cheok
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 Lily Fariza Karim
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 Mafeitzeral Mamat, Dr.
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 Mahathat Abdul Wahab
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 Mariah Zainatul Maknun A. Zahidin
 Marina Md. Nor
 Marjimin Osman
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 Masni Mohamed Azhari
 Mawarni Mohd. Riduan
 Mazni Ahmad
 Md. Desa Said
 Melor Mahon
 Mimi Iznita Mohamed Iqbal
 Mimi Maziah Mat Sabu
 Mior Rosli Mior Md Jaafar
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 Mohamad Don Cheang
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 Mohamed Nazir Abu Bakar, Dr.
 Mohamed Noor Suleiman
 Mohd Azhar Yusoff
 Mohd Faarok Sk. Mohd
 Mohd Faizal Harun
 Mohd Halimi Abdullah
 Mohd Hamzah Kamarulzaman, Dato' Dr.
 Mohd Khalit Othman
 Mohd Mazri Yahya, Dr.
 Mohd Misri Dollah Kanan
 Mohd Mohid Saidin
 Mohd Nazlee Sabran, Dr.
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 Mohd Rafee Md. Aris
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 Mohd Sanusi Mohamed
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 Mohd Shaharuddin Asmani
 Mohd Shahizal Amre Ismail
 Mohd Shukri Che Ahmad
 Mohd Yusree Mohd Rodzi

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 Noor Filzah Zubir
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 Nor Azleena Abd Rahman
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 Nor Rohaini Abd. Hamid
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 Nor Suhaila Mohamd Noor
 Nora Azizi Uzir
 Noraida Mohamed Shah
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 Noraini Mohamad Ali
 Noraini Mohamed
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 Nur Dini Jennifer Abdullah
 Nur Farinda Ibrahim
 Nurahan Maning, Dr.
 Nurulhuda Ismail
 Ong Cheong Beng
 Osman Mia
 Othman Mohd. Hashim, Dr.
 Ow Lu Yee
 P. Shanmuhasuntharam, Assoc. Prof. Dr.
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 Peter Gan Kim Soon, Dr.
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 Radziah Arshad
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 Raja Abdul Aziz Raja Musa, YM
 Raja Azrina Raja Othman, YM
 Raja Khuzaiah Raja Abu Bakar, YM Dr.
 Raja Nor Asiah Raja Hussin, YM
 Raja Riza Shazmin Raja Badrul Shah, YM Datin
 Rakiah Ahmad
 Rana Mohd Daud, Dr.
 Rasheedah Abu Bakar
 Razali Bin Kamisan
 Razi Pahlavi Abdul Aziz
 Razuki Ibrahim
 Rica Farah Muhd. Abdullah
 Risnawati Yassin
 Rohaida Ali
 Rohana Jaafar, Dr.
 Rohani Mat Saman
 Roniyuzam Abd Malek
 Roro Dewi Majhita Mamat
 Rosdi Mohammad
 Roslan Harun, Dr.
 Rosleena Anin Rozalee @ Zahari, Dr.
 Rosnah Abdul Aziz
 Roszita Ismail
 Rowani Mohd Rawi, Dr.
 Rozana Rusli
 Rugayah Mohamed, Prof. Dr.
 Ruhaniah Mohd. Derus

Ruhayah Mohd. Derus
 Saadiah Daud
 Safarina Joblee, Dr.
 Saiah Abdullah, Dr.
 Sakbiah Din
 Sakti Devi Thillainayagam
 Salamah Mahamudin
 Salawati Md. Yusoff
 Salina Umar
 Saliyati Suhaimi
 Saliyaty Dora Md. Ramly
 Salwah Daud
 Sarah Haniza Abdul Ghani, Dr.
 Sarudin Bin Rohseli
 Sazlyana Safiee
 Segaran, Dr.
 Sejahratul Dursina @ Chomel Mohamad
 Shahrudin Saamin, Dr. PhD.
 Shahridan Mohd Fathil, Dr.
 Shahrir Hashim
 Shaiful Azmi Yahaya
 Shalimar Abdullah, Assoc. Prof. Dr.
 Shamsudin Kamaruzaman, Dr.
 Shanti A/P Palanisamy
 Shareen Shariza Dato Abdul Ghani
 Shariah Nor Haron Alhabshi, Datin
 Sharida Suhaila Abdul Shukor
 Sharifah Faridah Syed Mahadzar
 Sharifah Muhairah Shahabudin
 Sharifah Norashikin Syed Ahmad Kamal
 Sharifah Sakinah Syed Hassan
 Sharima Ruwaida Abbas
 Sharizad Hj. Shamsuddin
 Shazharn Muhammad Zain
 Sheikh Muszaphar Shukor, Datuk Dr.
 Shelina Oli Mohamed, Dr.
 Siti Hajar Minani Othman
 Siti Hawa Altaf Ismail
 Siti Hindun Abd Rahman
 Siti Khadijah Abd Ghani
 Siti Muawanah Hj. Lajis
 Siti Noor Ali Shibrumulisi
 Siti Noraishah Sheikh Salim
 Siti Norhayati Md. Nor
 Siti Norjinah Moin
 Siti Sarah Md. Zhahir
 Siti Zainab Ibrahim
 Sitiza Harim
 Sivalingam A/L Raja Gopal
 Soh Yih Harng, Dr.
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 Sri Kumar, Datuk Dr.
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 Suryani Kamaruddin
 Susan Binti Abdullah @ Susan Shamin, Datin
 Suzain Datuk Hj. Suhaimi, Dr. Hjh.
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 Syed Abdul Haris Syed Mustapa, Sr.
 Syed Hashim Tuan Long
 Syed Mohd. Adeeb Syed Jalil Jalaludin
 Syed Yaziz Syed Yusof
 Sylvia Laman
 Sylvia Lim Sze Wei, Dr.
 Tajul Edrus Nordin
 Tan Choi Wah
 Tan Hooi Chien, Dr.
 Tan Sim Hwee
 Tee Kam Bee

Tengku Ain Fathlun Tengku Kamalden, YM Dr.
 Tengku Mohd Ariff Raja Hussin, YM Dr.
 Timothy Cheng Tsin Jien, Dr.
 Tunku Azela Tunku Aziz
 Tunku Sara Tunku Ahmad Yahaya
 Tye Sue Kiat, Dr. (Dr. Keith)
 Ummu Harieza Abd Aziz
 Usmirah Ahmad
 Viveganathan Rajangam
 Vivian Wong Wei Ling
 Wan Adleen Shahril Wan Hanafi
 Wan Badrul Shah Wan Husain
 Wan Fadhilah Wan Ismail, Dr.
 Wan Hasfizal Wan Mohamed
 Wan Hazmy Che Hon
 Wan Jaihaniza Sheikh Mohd Jamaludin
 Wan Mazwin Wan Mansor
 Wan Mohd Hafidz Wan Hisham, Dr.
 Wan Muhaizan Wan Mustaffa
 Wan Muliyadi Wan Sulaiman
 Wan Nik Wan Ismail, Dato'
 Wan Nur Nafisah Wan Yahya
 Wan Nurdiana Zaireen Wan Zainal Abidin
 Wan Nurdiyana Wan Mahyuddin
 Wan Rafidah Wan Isa
 Wan Raimah Wan Abdul Kadir
 Wan Zakiah Wan Yusof
 Wong Poh Ting
 Woo Khai Yeen
 Yang Wai Wai
 Yanti Mohd Yasim
 Yasmin Yahya Nassim
 Yazid Zahid
 Ye Htut @ Mohammad Iqbal Omar, Dr.
 Yong Chee Khuen, Dr.
 Yusmawati Md. Yusoff
 Yusof Hassim
 Zabidi Azhar Mohd Hussin, Prof.
 Zahaitun Mahani Zakariah
 Zailina Ahmad Jailani
 Zain Ariffin Ismail
 Zainab Kassim
 Zainal Fitri Abdul Aziz
 Zainal Fitri Zakaria, Dr.
 Zainal Mohamed
 Zainudin Hj. Ahmad
 Zaiton Md.
 Zaitun Husin
 Zakinah Zainuddin
 Zaleha Abdullah Mahdy, Prof. Dr.
 Zaleha Mokhtar
 Zalina Nusee, Dr.
 Zamaliah Md Juah
 Zamri Hj. Rahman
 Zamzam Zainuddin
 Zamzuri Hj. Abd Rashid
 Zariah Mohd Zain, Dr.
 Zool Raimy Abdul Ghaffar, Dr.
 Zubaidah Jamil Osman, Dr.
 Zubidhah Ab. Hamid
 Zulkefli Atan
 Zullaili Zainal Abidin (Pak Jol)
 Zunaidah Abd Hamid
 Zuraidah Abdullah
 Zuraidah Kamaruddin
 Zuraidah Mian
 Zuridah Hayati Abd Hamid
 Zurina Ismail
 Zurina Mohamad, Dr.

A group of volunteers are painting the exterior of a light-colored building. They are using long-handled rollers to reach higher sections of the wall. The building has several windows with metal grates. The ground is dirt, and there are paint buckets and trays nearby. The scene is outdoors with trees in the background.

Volunteers



Volunteers

MERCY Malaysia's volunteers drive the organisation's work. In 2022, 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.

Adrian Chong Jin Yao
Afif Firdaus Noli
Ahmad Bulya Hakimi Safawi
Ahmad Nasir Che Rosli
Aida Syafiqah Suryadi
Ailie Sofyiana Serasa
Aiman Alias, Dr.
Aini Fahriza Ibrahim
Aiza Amierah Abdull Ropha
Alia Abdul Aziz
Alia Emira Ismail
Amanina Najib
Aminah Fatanah Zaidi
Amirul Asyraf
Amisam Hamzah
Anis Syahirah Muhamad Ridzwan
Arief Fikry Hassan Ashari
Arwa M. Haider
Arziah Apandi
Ashraf Awang
Athira Mazli, Dr.
Azlina Mustapha
Badrul Hisham Hussein
Bilkis Banu Shri Abd Aziz
Bong Jen Nee
Chan Mei yee
Chew Peck Hoon
Chiew Jia Ying
Chuang Jia Yuan
Dayang Khadijah Hamdaz
Dewi Kencana Putri Md Noor
Divinah A/P Murugan
Dzulkarnaen Ismail, Dr.
Dzuzaini Mohd Ghazali
Emy Shahida Zulkipli
Esah Nini Tajuddin
Evelyn Wong Tze Li
Fahmi Hassan
Faliza Erylina Rameli
Farah Hazirah Shahrl Azhar
Farah Jainal Arifin
Farzana Abdullah
Fatin Amira Hazwani Mohamad Yusof
Fazreen Azman
Gan Rick Kye
Gengadran Arunasalam
Gunasegaran Doraisamy
Hafiz Ali Abdul Manap
Halimatul Saadiah Abdul Razak
Hanitah Harun
Hilmi Abdullah
Jamaah Mohd
Jasmine Avalani Chandrakant
Juhanna Azura Abdul Rahman
Kesa Mogan
Khairul Faizal
Khairunnisa Khairiah Hairudin
Khairunnisa Makmon, Dr.

Lai Fui Boon, Dr.
Lim Wei Jun
Low Tze Ken
Luqman Hakim Noor Azmi
Magdalene Koea
Martin Anak Jandom
Mas Hani Hazwani Alwee
Mastura Yacob
Meenatharisni Sundramohana
Mohamad Shaiful
Mohamad Shaiful Ashrul Ishak
Mohamed Noor Suleiman
Mohammad Esa Hossen
Mohd Mokrish Ajat
Mohd Nasurudin Hasbullah
Mohd Nazri Omar
Mohd Radzi Jamaludin
Mohd Rahman Omar, Dr.
Mohd Ridzuan Mohd
Mohd Syafri Mohd Daud
Mohd Syukri Ruzlan
Muhamad Luqman Mohd Nazir
Muhammad Hapis Jamil
Muhammad Syafiq
Nabilah Ooi Abdullah
Nadiyah Ridzuan
Nasir Ramli
Naszirah Roslan
Natasha Razali, Dr.
Nazatul Syima Saad
Nazimah Idris, Dr.
Ng Wan Chiew
Ngiam Ai Leng Alicia
Noor Akmal Mohd Nor
Noor Hidayah Abdul Halim Chua
Noor Shuhada Yusoff
Nor Azmi Johari
Nor Shahirah Abdul Shukor
Nor Shilawati Omar
Nor Zaiazmin Yahaya, Dr.
Norain Jaime
Norazlinda Che Hussin
Nordiyana Yusoff
Norfarhana Mizan
Norhayati Paraman
Norizan Mohd Noor
Nur Ain Mohd Radzali
Nur Amanina Mat Najib
Nur Asmaranis Nadirah Rosdi
Nur Athyrar Roslan
Nur Balqis Noramlan
Nur Balqis Noramlan
Nur Fitryqarsharry Morshidi
Nur Hasanah Abu Bakar
Nur Naqibah Hawa
Nur Sofia Adlina Zakri
Nurfarah Faisal
Nurfarahiyah Nasuha, Dr.

Nurhafizah Ishak
Nurhazila Zakaria
Nurhidayah Ab. Rahim
Nurul Afaaf Mohd Nasir
Nurul Afifah Zafirah
Nurul Atikah Roshan
Nurul Hayyum Hamdan
Nurul Liana Roslan
Ong Boon Ping
Phuah Hoe Yung
Puteri Nor Atiqah Megat Mohamed Abdul Wahab
Putri Wan Aainaa Abd Rashid
Qidran Asyraf Ayob, Dr.
Raihan Abd Rahim
Richard Ngu Ping Hoe
Risha Zulaikha Abdul Razak
Saadiah Ridzuaniah Abu Hassan Ashaari
Sabrina Anuar
Saidatul Huda Hamzah
Santhini A/P Thamilarasan
Shareena Bibi Mohd Arif
Sharifah Aminah Syed Anwar Aly, Dr.
Sharima Ruwaida Abbas
Shazreen Ahmad Puad
Siti 'Aishah Mohamed
Siti Maisarah Ahmad, Dr.
Siti Nadzirah Azmi
Siti Noor Haryani Ismail
Siti Nur Amani Mohamad
Siti Royany Ariff
Sockalingam A/L Thanimalay
Soh Yih Harng, Dr.
Suhaina Yaakub
Syazwani Izzati Norizaddin
Syazwani Zalkilfeli
Tan Huia Lee
Tan Kah Wei
Tay Choon Bee
Ten Jie Ying
Teoh Gwen Shu Yu
Theresa Chan Siew Yoong
Umi Natasyha Ramli
Vivegananthan A/L Rajangam
Wan Mohd Hafidz Wan Hisham
Wang Liew Yuan
Wong Yuet Peng
Yuki Julius Ng We Yong
Zool Raimy Abdul Ghaffar, Dr.
Zuriani Basri



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MALAYSIA



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PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)
(Registered under the Societies Act, 1966) (Society No.: PPM-020-14-16091999)

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	1 st Floor, MCOBA Building 42 Jalan Syed Putra 50460 Kuala Lumpur
BANKERS	Bank Islam Malaysia Berhad CIMB Bank Berhad Malayan Banking Berhad RHB Bank Berhad

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)
(Registered under the Societies Act, 1966) (Society No.: PPM-020-14-16091999)

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 2022, 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 2022, 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.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
 PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)
 (Registered under the Societies Act, 1966) (Society No.: PPM-020-14-16091999)

Report on the Audit of the Financial Statements (continued)

Responsibilities of the Executive council for the Financial Statements

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

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

Auditors' Responsibilities for the Audit of the Financial Statements

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

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

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

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)
(Registered under the Societies Act, 1966) (Society No.: PPM-020-14-16091999)

Report on the Audit of the Financial Statements (continued)

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

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

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

Report on Other Legal and Regulatory Requirements

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

Other Matters

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

azuddin&co.

AZUDDIN & CO.
AF 1452
Chartered Accountants

Kuala Lumpur,
Date:

15 JUN 2023


AZUDDIN BIN DAUD
Partner
2290/07/2024 (J)

PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)
(Registered under the Societies Act, 1966) (Society No.: PPM-020-14-16091999)

EXECUTIVE COUNCIL'S REPORT FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2022

The Executive Council have pleasure in submitting their report and the audited financial statements of the Society for the financial year ended 31 December 2022.

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
Deficit for the financial year	<u>(11,152,037)</u>

EXECUTIVE COUNCIL OF THE SOCIETY

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

PRESIDENT	Dato' Dr. Ahmad Faizal Bin Mohd Perdaus
VICE PRESIDENT I	Datuk Dr. Heng Aik Cheng
VICE PRESIDENT II	Yang Mulia Datin Raja Riza Shazmin Raja Badrul Shah
VICE PRESIDENT III	Prof. Madya Dr. Shalimar Binti Abdullah
HONORARY SECRETARY	Razi Pahlavi Bin Abdul Aziz
ASSISTANT HONORARY SECRETARY	Ir. Mohamad Hanafi Bin Ramli
HONORARY TREASURER	Ar. Mohamad Ayof Bin Bajuri
COMMITTEE MEMBERS	Prof. Dr. Nazimah Binti Idris Dr. Norzila Binti Mohamed Zainudin Ahmad Faezal Bin Mohamed Hj. Norazam Ab Samah
CO-OPTED MEMBERS	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

PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)
(Registered under the Societies Act, 1966) (Society No.: PPM-020-14-16091999)

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.


PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)
(Registered under the Societies Act, 1966) (Society No.: PPM-020-14-16091999)

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 2022 and financial performance and cash flows of the Society for the year ended on that date.

On behalf of the Executive Council:


DATO' DR. AHMAD FAIZAL BIN MOHD PERDAUS
President


RAZI PAHLAVI BIN ABDUL AZIZ
Honorary Secretary

Kuala Lumpur,

Date:

15 JUN 2023

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)


AR. MOHAMAD AYOF BIN BAJURI

15 JUN 2023

Before me,

COMMISSIONER FOR OATHS



NO 8A, LORONG SELANGOR
TAMAN MELAWATI,
53100 KUALA LUMPUR
0126385528

PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)
(Registered under the Societies Act, 1966) (Society No.: PPM-020-14-16091999)

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2022**

	Note	2022 RM	2021 RM
INCOME			
Donations	5	19,158,134	53,628,546
Membership fee	6	3,040	1,780
Other income	7	<u>837,610</u>	<u>616,625</u>
		<u>19,998,784</u>	<u>54,246,951</u>
LESS: EXPENSES			
Charitable expenditure	8	(28,724,421)	(40,519,197)
Communication and fundraising expenses	9	(504,937)	(468,216)
Operating expenses	10	<u>(1,921,463)</u>	<u>(1,299,225)</u>
		<u>(31,150,821)</u>	<u>(42,286,638)</u>
(DEFICIT)/SURPLUS FOR THE FINANCIAL YEAR		<u><u>(11,152,037)</u></u>	<u><u>11,960,313</u></u>

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

PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)
(Registered under the Societies Act, 1966) (Society No.: PPM-020-14-16091999)

STATEMENT OF FINANCIAL POSITION AS AT 31 DECEMBER 2022

	Note	2022 RM	2021 RM
ASSETS			
NON-CURRENT ASSET			
Property, plant and equipment	11	691,402	607,754
CURRENT ASSETS			
Inventories	12	14,749	15,760
Other receivables	13	918,303	677,943
Cash and cash equivalents	14	20,701,759	34,620,702
		<u>21,634,811</u>	<u>35,314,405</u>
CURRENT LIABILITY			
Payables	15	925,028	3,368,937
		<u>925,028</u>	<u>3,368,937</u>
NET CURRENT ASSETS		<u>20,709,783</u>	<u>31,945,468</u>
NET ASSETS		<u>21,401,185</u>	<u>32,553,222</u>
FINANCED BY:			
Charitable funds		<u>21,401,185</u>	<u>32,553,222</u>
MEMBERS FUND		<u>21,401,185</u>	<u>32,553,222</u>

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

PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)
(Registered under the Societies Act, 1966) (Society No.: PPM-020-14-16091999)

**STATEMENT OF CHANGES IN CHARITABLE FUND
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2022**

	Note	2022 RM	2021 RM
Balance as at 1 January		32,553,222	20,592,909
(Deficit)/Surplus for the year		(11,152,037)	11,960,313
Balance as at 31 December		<u>21,401,185</u>	<u>32,553,222</u>
Charitable funds consist of:			
Unrestricted funds		6,273,961	5,614,502
Reserved and sustainability fund	16	1,579,954	1,408,294
Restricted funds/(deficit):			
Afghanistan		268,709	346,181
Bangladesh		95,883	307,569
Cambodia		-	4,072
Lebanon		93,132	93,132
Malaysia		8,692,033	19,191,316
Myanmar		202,984	547,806
Pakistan	17	(309,390)	-
Palestine		3,748,367	4,340,380
Philippines		-	29,647
Syria		389,239	335,820
Yemen		366,313	334,503
		<u>13,547,270</u>	<u>25,530,426</u>
		<u>21,401,185</u>	<u>32,553,222</u>

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

PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)
(Registered under the Societies Act, 1966) (Society No.: PPM-020-14-16091999)

CASH FLOW STATEMENT**FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2022**

	Note	2022 RM	2021 RM
CASH FLOWS FROM OPERATING ACTIVITIES			
(Deficit)/Surplus for the year		(11,152,037)	11,960,313
Adjustments for:			
Depreciation of property, plant and equipment		137,693	99,388
Gain in disposal of property, plant and equipment		-	(33,150)
Interest income		(264,994)	(31,095)
Written off property, plant and equipment		-	71,467
(Deficit)/ Surplus before working capital changes		(11,279,338)	12,066,923
Changes in working capital:			
Decrease in inventories		1,011	19,027
Increase in other receivables		(240,360)	(108,616)
(Decrease)/Increase in payables		(2,443,909)	1,828,256
Cash (used in)/from operating activities		(13,962,596)	13,805,590
Interest received		264,994	31,095
Net cash (used in)/from operating activities		(13,697,602)	13,836,685
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of property, plant and equipment	20	(221,341)	(467,215)
Proceeds from disposal of property, plant and equipment		-	42,500
Net cash used in investing activities		(221,341)	(424,715)
Net (decrease)/increase in cash and cash equivalents		(13,918,943)	13,411,970
Cash and cash equivalents at beginning of the year		34,620,702	21,208,732
Cash and cash equivalents at end of the year	14	20,701,759	34,620,702

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

PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)
(Registered under the Societies Act, 1966) (Society No.: PPM-020-14-16091999)

NOTES TO THE FINANCIAL STATEMENTS FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2022

1 GENERAL INFORMATION

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

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

2 ADOPTION OF NEW AND REVISED MALAYSIAN FINANCIAL REPORTING STANDARDS

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

Standard	Title	Date
MFRS 101	Classification of Liabilities as Current or Non-current (Amendments to MFRS 101)	1 January 2023
	Disclosure of Accounting Policies (Amendments to MFRS 101)	1 January 2023
MFRS 108	Definition of Accounting Estimates (Amendments to MFRS 108)	1 January 2023

* 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.

PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)
(Registered under the Societies Act, 1966) (Society No.: PPM-020-14-16091999)

3 SIGNIFICANT ACCOUNTING POLICIES

BASIS OF PREPARATION

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

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

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

3.1 PROPERTY, PLANT AND EQUIPMENT

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

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

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

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

	<u>Rate</u>
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.

PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)
(Registered under the Societies Act, 1966) (Society No.: PPM-020-14-16091999)

SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

3.2 FINANCIAL INSTRUMENT

3.2.1 Initial Recognition and Measurement

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

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

3.2.2 Derecognition of Financial Instruments

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

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

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

3.2.3 Financial Assets

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

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

PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)
(Registered under the Societies Act, 1966) (Society No.: PPM-020-14-16091999)

3 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

3.2 FINANCIAL INSTRUMENT (CONTINUED)

3.2.3 *Financial Assets (Continued)*

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

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

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

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

PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)
(Registered under the Societies Act, 1966) (Society No.: PPM-020-14-16091999)

3 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

3.3 FINANCIAL LIABILITIES

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

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

3.3.1 Financial Liabilities At Fair Value Through Profit Or Loss

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

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

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

3.3.2 Financial Assets At Fair Value Through Profit Or Loss

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

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

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

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

PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)
(Registered under the Societies Act, 1966) (Society No.: PPM-020-14-16091999)

3 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

3.4 IMPAIRMENT OF FINANCIAL ASSETS

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

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

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

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

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

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

3.5 INVENTORIES

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

PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)
(Registered under the Societies Act, 1966) (Society No.: PPM-020-14-16091999)

3 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

3.6 CASH AND CASH EQUIVALENTS

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

3.7 INCOME RECOGNITION

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

3.7.1 *Donation*

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

3.7.2 *Interest income*

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

3.8 SUSTAINABILITY RESERVE FUND

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

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

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

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

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3 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

3.9 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.

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

	31 December 2022 RM	31 December 2021 RM
Foreign currency:		
1 US Dollar	4.4150	4.1740
1 Sri Lanka Rupee	0.0121	0.0206
1 Australian Dollar	2.9876	3.0272
1 Euro	4.7099	4.7279
100 Myanmar	0.2109	0.2359
1 Japanese Yen	0.0334	0.0363
100 Indonesian Rupiah	0.0282	0.0293
1 Philippine Peso	0.0791	0.0818
1 Singapore Dollar	3.2867	3.0869
1 Swiss Franc	4.7867	4.5690
1 Pound Sterling	5.3271	5.6353
1 Thai Bhat	0.1276	0.1250
1 India Rupee	0.0533	0.0561
1 Bangladesh Taka	0.0427	0.0487

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3 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

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.

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5 DONATIONS

	2022 RM	2021 RM
Unrestricted funds:-		
General Donation	4,076,656	6,976,459
Yasmin Ahmad fund	8,298	22,560
Zakat	651,259	955,410
	<u>4,736,213</u>	<u>7,954,429</u>
Restricted funds:-		
Afghanistan	195,110	14,586
Bangladesh	55,261	105,357
Cambodia	30,000	21,196
India	4,801	608,969
Indonesia	1,327	1,297
Lebanon	-	10,846
Pakistan	260,898	-
Palestine	110,491	1,487,163
Philippines	1,771	3,404
Malaysia	11,272,853	40,211,617
Myanmar	2,232,521	2,725,439
Syria	53,419	129,121
Yemen	31,809	87,124
	<u>14,250,261</u>	<u>45,406,119</u>
Sustainability Reserve Fund	171,660	267,998
	<u>19,158,134</u>	<u>53,628,546</u>
Total donation	<u>19,158,134</u>	<u>53,628,546</u>

6 MEMBERSHIP FEE

	2022 RM	2021 RM
Entrance fee	300	100
Life membership	2,500	1,500
Ordinary membership	240	180
	<u>3,040</u>	<u>1,780</u>

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7 OTHER INCOME

	2022 RM	2021 RM
Gain on disposal of property, plant and equipment	-	24,782
Gain on foreign exchange	193,800	196,063
Training fee	-	4,000
Internal project	27,033	94,443
Interest received	264,994	31,107
QFFD clinic registration fee	339,340	236,160
Sale of merchandise	114	18
Other	12,329	30,052
	<u>837,610</u>	<u>616,625</u>

8 CHARITABLE EXPENDITURE

	2022 RM	2021 RM
Afghanistan	522,582	118,405
Bangladesh	272,075	578,343
Cambodia	29,231	21,660
India	57,605	610,296
Indonesia	16,365	500,461
Malaysia	23,111,056	33,800,782
Myanmar	3,112,272	2,916,809
Pakistan	570,287	-
Palestine	702,504	1,099,077
Philippines	330,444	873,364
	<u>28,724,421</u>	<u>40,519,197</u>

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9 COMMUNICATION AND FUND RAISING EXPENSES

	Note	2022 RM	2021 RM
Advertisement and promotion		-	8,188
Air fare		824	-
Allowance	19	37,556	53,499
Bank charges		53,367	88,928
Depreciation		2,007	-
EPF	19	34,065	28,169
Equipment		640	-
Food and beverages		444	-
Gift and souvenir		230	14
Hotel ballroom/Venue expense		4,400	-
Medical	19	3,096	2,389
Mission volunteer pack		17	-
Postage and courier		156	851
Printing and stationeries		21,023	7,203
Professional fee		26,363	17,889
Publication expenses		9,600	7,150
Repair and maintenance - IT maintenance		-	4,378
Salaries, allowances and wages	19	295,561	245,949
SOCSSO	19	3,555	3,040
Small equipment		8,742	-
Sales and service tax		2,791	566
Training		200	-
Travelling and transportation		300	3
		<u>504,937</u>	<u>468,216</u>

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10 OPERATING EXPENSES

	Note	2022 RM	2021 RM
Accommodation		35,234	9,414
Advertisement and promotion		600	3,703
Air fare		66,476	2,129
Audit fee		18,000	17,000
Allowance	19	10,277	30,003
Bank charges		8,412	10,483
Depreciation of property, plant and equipment		91,696	45,663
Loss on disposal of property, plant and equipment		-	1
EPF	19	72,991	49,435
Equipment		47,262	54,122
Food and beverages		16,640	21,253
Gift and souvenir		1,413	568
Hotel ballroom/Venue expense		14,520	17,570
Insurances		136,209	101,831
Medical	19	11,922	14,370
Membership fee		56,439	18,425
Mission volunteer pack		70	4,909
Office rental		58,883	103,565
Photocopy machine rental		6,000	8,852
Postage and courier		1,481	865
Printing and stationeries		20,636	10,697
Professional fee		22,611	9,778
Repair and maintenance - IT maintenance		35,962	26,236
Repair and maintenance - motor vehicle		2,968	16,091
Repair and maintenance - office		78,942	38,180
Repair and maintenance - office equipment		203	626
Realised loss on foreign exchange		542	12,470
Road tax and insurance		2,045	9,441
Small equipment		7,251	17,904
Salaries, allowances and wages	19	932,356	576,271
SOCSSO	19	9,122	6,164
Sales and service tax		24,872	15,652
Staff uniform		1,087	1,155
Staff welfare		500	5,673
Telephone, fax and internet		35,764	20,677
Training		36,687	5,078
Travelling and transportation		9,719	5,226
Utilities		44,346	7,745
Visa		1,325	-
		1,921,463	1,299,225

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11 PROPERTY, PLANT AND EQUIPMENT

	As at 1 January 2022	Additions	Disposals	As at 31 December 2022
	RM	RM	RM	RM
<u>Cost</u>				
Air conditioner	18,395	-	-	18,395
Computer and EDP	1,078,265	67,484	-	1,145,749
Equipment	8,000	14,310	-	22,310
ERU - Asset equipment	325,751	123,561	-	449,312
Furniture and fittings	37,296	-	-	37,296
Medical equipment	75,045	-	-	75,045
Motor vehicle	554,182	-	-	554,182
Office equipment	99,749	15,986	-	115,735
Renovation	254,667	-	-	254,667
Security equipment	9,000	-	-	9,000
	2,460,350	221,341	-	2,681,691

	As at 1 January 2022	Charges for the financial year	Disposals	As at 31 December 2022
	RM	RM	RM	RM
<u>Accumulated Depreciation</u>				
Air conditioner	10,236	189	-	10,425
Computer and EDP	979,074	32,214	-	1,011,288
Equipment	7,998	1,086	-	9,084
ERU - Asset equipment	100,835	38,755	-	139,590
Furniture and fittings	37,250	-	-	37,250
Medical equipment	64,018	2,400	-	66,418
Motor vehicle	550,133	4,042	-	554,175
Office equipment	78,790	10,250	-	89,040
Renovation	15,264	48,757	-	64,021
Security equipment	8,998	-	-	8,998
	1,852,596	137,693	-	1,990,289

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11 PROPERTY, PLANT AND EQUIPMENT (CONTINUED)

	2022	2021	Depreciation charge
	RM	RM	2021 RM
Carrying Amounts			
Air conditioner	7,970	8,159	945
Computer and EDP	134,461	99,191	25,780
Equipment	13,226	2	-
ERU - Asset equipment	309,722	224,916	45,383
Furniture and fittings	46	46	-
Medical equipment	8,627	11,027	2,400
Motor vehicle	7	4,049	11,389
Office equipment	26,695	20,959	9,106
Renovation	190,646	239,403	4,385
Security equipment	2	2	-
	<u>691,402</u>	<u>607,754</u>	<u>99,388</u>

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

	2022	2021
	RM	RM
Air conditioner	9,295	9,295
Computer and EDP	925,951	944,662
Equipment	8,000	8,000
Furniture and fittings	37,296	37,296
Medical equipment	59,045	59,045
Motor vehicle	554,182	497,239
Office equipment	28,933	19,215
Renovation	10,884	10,884
Security equipment	<u>9,000</u>	<u>9,000</u>
	<u>1,642,586</u>	<u>1,594,636</u>

12 INVENTORIES

	2022	2021
	RM	RM
At cost:		
Merchandise	9,514	10,525
Mobile clinic	<u>5,235</u>	<u>5,235</u>
	<u>14,749</u>	<u>15,760</u>

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13 OTHER RECEIVABLES

	2022 RM	2021 RM
Other receivables	181,068	177,314
Deposit	167,657	157,926
Prepayment	276,002	166,824
Advance to mission members and basecamp	293,576	175,879
	<u>918,303</u>	<u>677,943</u>

14 CASH AND CASH EQUIVALENTS

	2022 RM	2021 RM
Cash in hand	376,416	273,472
Cash at bank	6,257,115	32,881,289
Deposits with licensed banks	14,068,228	1,465,941
	<u>20,701,759</u>	<u>34,620,702</u>

15 PAYABLES

	2022 RM	2021 RM
Other payables	167,665	161,642
Accruals	757,363	3,207,295
	<u>925,028</u>	<u>3,368,937</u>

16 SUSTAINABILITY RESERVE FUND

	2022 RM	2021 RM
Balance as at 1 January	1,408,294	1,140,296
Addition during the year	171,660	267,998
Balance as at 31 December	<u>1,579,954</u>	<u>1,408,294</u>

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17 RESTRICTED FUNDS /(DEFICIT)

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

18 INCOME TAX EXPENSE

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

19 STAFF COSTS (NOTE 9 & 10)

	2022 RM	2021 RM
EPF and SOCSO	119,733	86,808
Medical	15,018	16,759
Salaries and allowances	1,275,750	905,722
	<u>1,410,501</u>	<u>1,009,289</u>
Number of employees (excluding Executive Council) at the end of financial year	<u>69</u>	<u>68</u>

20 PURCHASE OF PROPERTY, PLANT AND EQUIPMENT

	2022 RM	2021 RM
Purchases of property, plant and equipment	221,341	486,962
Less: Purchases made directly by other payables	<u>-</u>	<u>(19,747)</u>
Purchases of property, plant and equipment by cash	<u>221,341</u>	<u>467,215</u>

21 FINANCIAL INSTRUMENTS

21.1 FINANCIAL RISKS MANAGEMENT OBJECTIVES AND POLICIES

The Society has exposure to financial risks as the following:

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

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21 FINANCIAL INSTRUMENTS (CONTINUED)

21.2 NET GAINS AND LOSSES ARISING FROM FINANCIAL INSTRUMENT

	2022 RM	2021 RM
Deposits placed in a licensed bank	264,994	31,095
Cash and cash equivalent	-	1
	<u>264,994</u>	<u>31,096</u>

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

	Carrying amount RM	AC RM
2022		
Financial assets		
Other receivables	642,301	642,301
Cash and bank balances	6,633,531	6,633,531
Fixed deposit	14,068,228	14,068,228
	<u>21,344,060</u>	<u>21,344,060</u>
Financial liabilities		
Payables	<u>925,028</u>	<u>925,028</u>
2021		
Financial assets		
Other receivables	511,119	511,119
Cash and bank balances	33,154,761	33,154,761
Fixed deposit	1,465,941	1,465,941
	<u>35,131,821</u>	<u>35,131,821</u>
Financial liabilities		
Payables	<u>3,368,937</u>	<u>3,368,937</u>

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22 FINANCIAL RISK MANAGEMENT OBJECTIVES AND POLICIES

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

22.1 CREDIT RISK

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

Receivables presented in the statement of financial position are net of allowances for impairment losses, estimated by management based on prior experience and the current economic environment.

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

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

22.2 LIQUIDITY AND CASH FLOW RISK

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

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

In the short term, the Society focuses on liquidity, gearing of financial position, funds resources for charitable and operating activities. Prudent liquidity risk management implies maintaining sufficient cash flow and the availability of continuous funding from corporate and public according to the Society's charitable projects. Due to the dynamic nature of the underlying operation, the Society aims at maintaining sufficient unrestricted funds.

	Note later than 1 year or on demand RM	1 - 5 year RM	Over 5 year RM	Total RM
2022				
Payables	<u>925,028</u>	<u>-</u>	<u>-</u>	<u>925,028</u>
2021				
Payables	<u>3,368,937</u>	<u>-</u>	<u>-</u>	<u>3,368,937</u>

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22 FINANCIAL RISK MANAGEMENT OBJECTIVES AND POLICIES (CONTINUED)

22.3 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.

22.4 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.



Get
Involved

There's a role for everyone in MERCY Malaysia

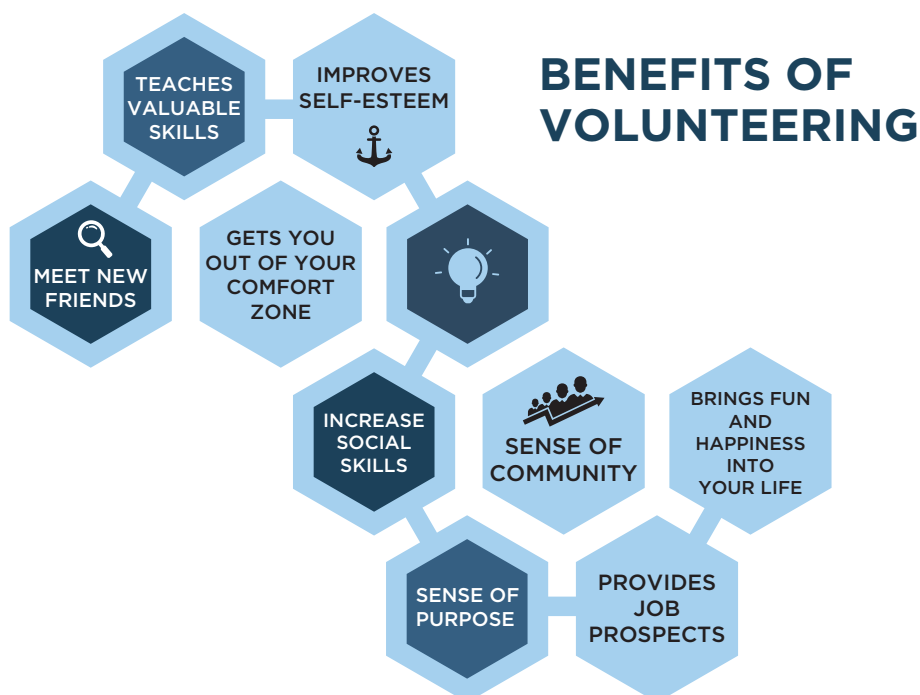
Volunteers and donors are at the core of every nonprofit and humanitarian aid organisation. Volunteers serve selflessly, assisting each other, strengthening communities, and contributing in invaluable ways.

MERCY Malaysia's group of active and engaged volunteers allow us to respond to emergencies, and offer support when it is needed, where it is needed. They help us deliver vital programmes, services and solutions to our beneficiaries. Their combined expertise brings positive value to the organisation, be it in Board of Directors 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.

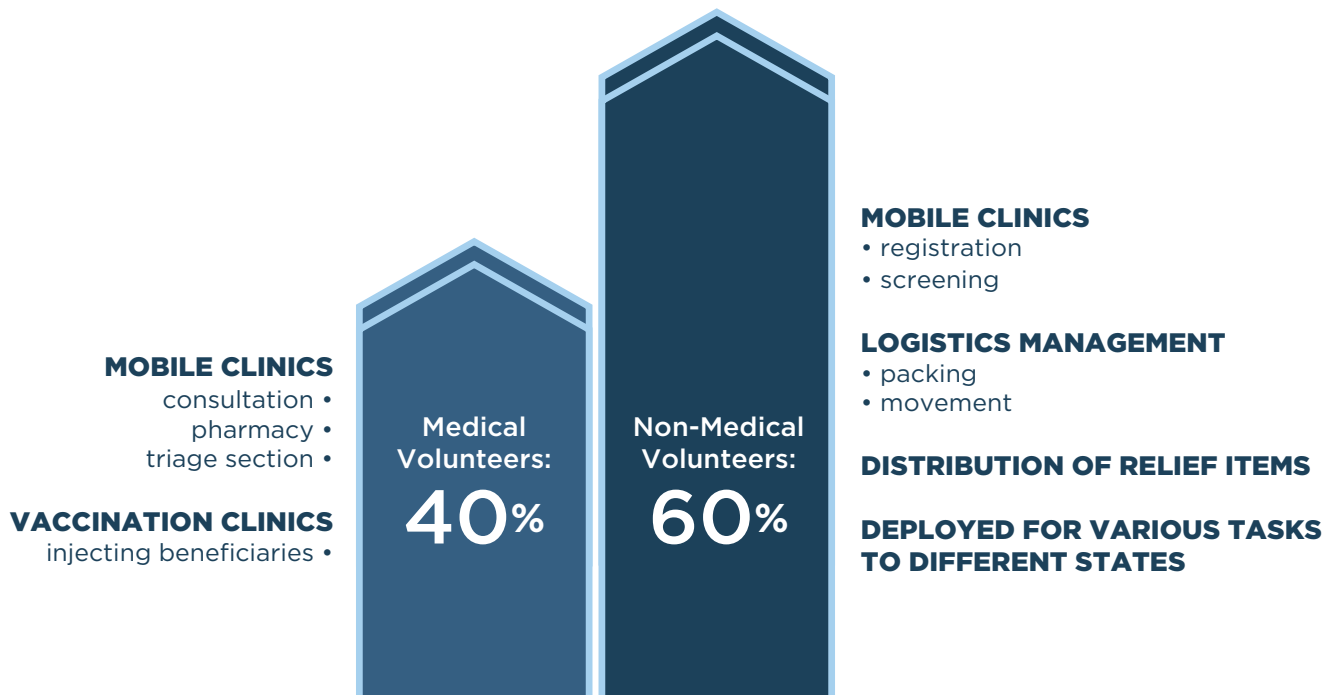
We manage your expectations and make sure you're prepared. We look after you.

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. We are also committed to look after the welfare of our volunteers while serving on missions.

As our work sometimes requires us to enter areas where conditions are less than optimal, it is important for your expectations to be managed through trainings and briefings before going on any missions. Debriefings will be performed after each mission, and support will be made available if necessary.



WHAT OUR VOLUNTEERS DID IN 2022



I WANT TO VOLUNTEER

Volunteers are expected to uphold our 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, 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 2022 is produced by the Communications and Strategic Engagement (CSE) Department of MERCY Malaysia with 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 2022

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 2022 to align with the financial statements for the same period.

The full version of the Annual Report and Financial Statements 2022 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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Urban poor programmes***

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