



 SINGAPORE RED CROSS SOCIETY

IMPACT REPORT 2022

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# POWER OF HUMANITY

# MISSION<sup>+</sup>

The Singapore Red Cross is dedicated to relieving human suffering, protecting human lives and dignity and responding to emergencies.

# VISION<sup>+</sup>

To realise the Singapore Red Cross as a leading and distinctive humanitarian organisation that brings people and institutions together in aid of the vulnerable.

# CORE VALUES<sup>+</sup>

Compassion, Passion, Professionalism

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*We thank all the volunteers involved in the production of the Singapore Red Cross (SRC) Impact Report 2022.  
The SRC Impact Report 2022 is printed on environmentally-friendly paper.*

# ACHIEVEMENTS AT A GLANCE

+ **National Blood Programme**  
**74,154**  
Blood Donors  
**117,967**  
Units of Whole Blood Collected (2022)

+ **Singapore Red Cross Academy**  
**10,873**  
First Aiders trained and certified  
**2,435**  
Psychological First Aiders trained

+ **ElderAid**  
**598**  
Elderly  
**286**  
Volunteer-Befrienders

+ **Family LifeAid**  
**792**  
people supported across  
**300** homes with Meals with Love  
**80**  
Family LifeAid Volunteers

+ **Community Health on Wheels**  
**3,046**  
Reached

+ **Occupational Learning & Employability**  
**284**  
People provided with skills training and job coaching

+ **Red Cross Youth**  
**1,880**  
Juniors (Pre-school, Kindergarten)  
**1,000**  
Links (Primary School)  
**3,373**  
Cadets (Secondary School)  
**763**  
Chapter Members (Tertiary Institution)  
**385**  
Youth Members (Youth Members @ District)

+ **Young Hearts**  
**100**  
Children and Youth  
**476**  
Households  
**186**  
Young Hearts Volunteers

+ **Community FirstAid**  
**689**  
Casualties treated  
**1,145**  
Community First Aiders

+ **TransportAid**  
**6,615**  
trips for 335 Beneficiaries

+ **Home Monitoring and Eldercare**  
**310**  
Elderly  
**80**  
Community Responders

+ **Volunteers Management**  
**4,748**  
New Volunteers  
**11,380**  
Volunteers Deployed  
**42,157**  
Volunteering Hours

+ **Red Cross Home & Day Activity Centre for the Disabled**  
**109**  
Residents & Clients

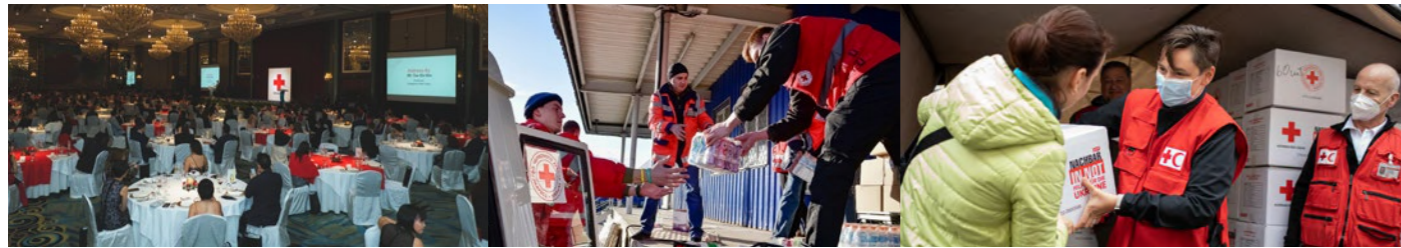
+ **Global Engagement**  
**4.5 million**  
people benefited from our international assistance  
**7 countries**  
and regions affected received aid



# 2022 <sup>+</sup> HIGHLIGHTS

## First Quarter

- + Singapore Red Cross (SRC) launched its eFundraising Portal - donate.redcross.sg, which donors can conveniently access online.
- + SRC launched a public appeal, contributed US\$100,000, and worked through the Ukrainian Red Cross Society (UROS) and the International Federation of Red Cross and Red Crescent Societies (IFRC) to respond to the Ukraine Humanitarian Crisis.
- + SRC launched a public appeal and contributed SGD 50,000 in humanitarian aid towards the emergency response by the Red Cross and Red Crescent Movement, led by Tonga Red Cross following the Tonga Volcanic Eruption.
- + SRC raised close to S\$479,000 for local humanitarian services from the Singapore Red Cross Forum, which was attended by 300 guests at Shangri-La Singapore.



## Second Quarter

- + To advocate blood donation among the youth, SRC launched a TikTok campaign, which amassed 2.2 million views.
- + SRC held its 7<sup>th</sup> Charity Concert, 'A Black Cat Theatre Production: A Mother's Cheongsam (妈妈的旗袍)', at the Theatre at Mediacorp, which raised S\$388,000 for local humanitarian services.
- + SRC launched a 3-month fundraising appeal and contributed SGD\$50,000 to Afghanistan following the powerful earthquake that struck in June.
- + The annual Project R.I.C.E+ campaign raised \$429,000 and distributed a total of 43,188 bundles of rice and daily essentials to some 30,000 individuals from disadvantaged households.
- + SRC launched a fundraising appeal and committed SGD100,000 for Sri Lanka's economic and humanitarian crisis.

## Third Quarter

- + SRCA launched the Care Support Course to meet the demands and challenges of providing care in intermediate and long-term healthcare and residential institutions.
- + SRC worked with the International Committee of the Red Cross (ICRC) and Centre for International Law (CIL) to jointly organise the 1<sup>st</sup> Singapore International Humanitarian Law (IHL) Roundtable at the National University Singapore.
- + SRC organised the 7<sup>th</sup> SRC Humanitarian Conference themed "Humanitarian Response to COVID-19: Anxiety & Hope" at Marina Bay Sands with some 400 participants attending physically and virtually.
- + SRC pledged SGD\$50,000 respectively in humanitarian aid to the Indian Red Cross Society (IRCS) and Bangladesh Red Crescent Society (BDRCS) following the climate emergencies in Assam, India and Bangladesh.
- + SRC launched the Red Cross Youth Hub, as well as the Red Cross Junior (RCJ)@Community, a junior club to engage young children in humanitarian activities.
- + At the National Day Awards 2022, SRC received the Merit (Organisation) Award (Home Team Partner) from the Ministry of Home Affairs (MHA). SRC also received a Merit Award at the People's Association (PA) Community Spirit Awards 2022.



## Fourth Quarter

- + SRC participated in the Purple Parade to celebrate the abilities of people with special needs.
- + SRC contributed SGD\$50,000 and launched a 3 month public appeal in response to the ravaging floods in Pakistan.
- + To commemorate World Mental Health Day, the Centre for Psychosocial Support ran a campaign on Self-Care.
- + The SRC Awards Ceremony honoured some 100 persons and organisations for their steadfast contribution to humanitarian causes.
- + The SRC Charity Golf and Dinner saw 144 golfers swing their clubs to raise S\$345,000 for local humanitarian services.
- + SRC launched a public appeal and contributed US\$50,000 to West Java, Indonesia, following the aftermath of the 5.6 magnitude earthquake.
- + SRC held a Volunteer Appreciation Ceremony Awards Ceremony to recognise over 400 volunteers and highlight the positive impact that volunteers have on the SRC's programmes and the community.

# CHAIRMAN'S MESSAGE

After two years of significant COVID-19 restrictions, 2022 saw the easing of most of these restrictions in Singapore as well as in other countries. Over the last three years, the SRC had ramped up its support to vulnerable communities during the COVID-19 pandemic. With the easing of restrictions, we were able to further scale up our humanitarian operations, leveraging the momentum that had been built up. Even as we emerge from the worst global pandemic of the century, we need to be mindful of the ongoing and looming humanitarian challenges facing Singapore and, indeed, the world today. As we seek innovative solutions to tackle these challenges, we must be mindful of the lessons we have learnt from our experience coping with COVID-19.

HoME+. We are training our befrienders in first response and psychological first aid, and the SRC Academy is building competencies in caregivers support by launching courses that seek to empower caregivers. Our programmes are also in line with the government's strategy of "ageing-in-place", and we intend to grow these programmes rapidly to keep up with the need for such support services in the community.

Another area where the ageing population has a direct impact is the national blood donor programme. Blood donor recruitment and retention remains a key focus of the work of the SRC - supporting about 34,000 patients each year. While we have achieved a 7-percent increase in the total number of donors in 2022, what is concerning is that the number of youth blood donors between the age of 16 to 25 continued to dip. With an ageing population, and more sophisticated medical procedures, the demand for blood will continue to increase. We must continually grow the pool of blood donors - especially youth donors, as well as encourage current donors to donate blood more regularly. In the coming years, we will harness the synergies that exist within the SRC, such as the Red Cross Youth, to help build a more robust pool of youth donors.

### **Mental Health and Well-being**

Besides the well-being of our isolated seniors, COVID-19 also revealed many other mental stress points that exist in our society - from children to youth and families. Hence, another area which we are paying close attention to is mental well-being and psychosocial support. As a forerunner on psychological first-aid training, the SRC has been prioritising psychosocial support training for the community; starting with our employees and volunteers and reaching out to organisations and the public at large. In addition to alleviating psychological stress of volunteers and caregivers during crises, psychological first-aid is also an important aspect when addressing local social and humanitarian issues, such as distressed children and youth, and disadvantaged struggling families. To help

our youth navigate the many challenges in our society, the SRC refreshed the Red Cross Youth (RCY) curriculum, to include topics on Psychological First Aid and Mental Wellness. SRC also launched the Red Cross Youth Hub to serve as a collective for psychosocial support training and activities, and introduced Red Cross Junior Clubs to broaden our outreach to younger children between the ages of five and nine. At the same time, RCY will shift its focus to more relevant issues such as environmental sustainability and climate change.

### **Climate Change**

This brings me to what is perhaps the most important challenge facing mankind today - climate change. All around the world, communities are experiencing the destructive effects of climate change. Even the adverse effects of a pandemic like COVID-19, or man-made crises like the political upheavals in Afghanistan or the conflict in Ukraine are further exacerbated by the effects of climate change. In 2022 alone, the SRC responded to seven international natural disasters and crises. We have been and will continue to collaborate with the National Societies in the region to strengthen our collective disaster response capabilities through volunteer training, capacity building and resource mobilisation programmes.

## **STRENGTHENING CAPACITY AND CAPABILITIES**

For SRC to address these challenges effectively, we need to continually strengthen our capacity and capabilities in the areas of resource mobilisation, volunteer management, public outreach and communication, and manpower development.

### **Resource Mobilisation**

I am glad to report that overall, SRC had performed well in resource mobilisation. To inspire public support for our programmes, we launched the 'Lend a Hand for Humanity' campaign

to raise awareness on the challenging and complex situations confronting the vulnerable, and how volunteering or donating can make a difference in the lives of these vulnerable. We also boosted our fundraising efforts by resuming our large-scale, in-person charity events such as the Singapore Red Cross Forum, Charity Concert, Charity Golf, and the Red Cross Youth's annual fundraiser Project R.I.C.E+. The SRC also launched its fundraising portal [Donate.redcross.sg](https://donate.redcross.sg) to facilitate online donations and purchases of exclusive Red Cross merchandise.

### **Volunteer Management**

Besides funding, capable and empowered volunteers are the key driving force for the growth of SRC's humanitarian services and operations in Singapore and overseas. To enhance the volunteer experience at SRC, we consolidated our volunteer management system on a mobile app SRC Volunteers, providing our volunteers with a one-stop online portal. We also introduced the Volunteer Skills Training (VST) programme, which had our volunteers sharing their respective expertise in areas such as event management, presentation skills and social media content creation, with other volunteers. The VST programme complements our Volunteer Leadership Programme, which prepares volunteers to take on more specialised and leadership roles in our humanitarian services. We place a high priority on the training and development of our volunteers, as they play significant roles in the expansion of our services.

In line with this emphasis, we strengthened our training capacity and enhanced convenience for trainees with the opening of two new locations for the Singapore Red Cross Academy (SRCA), at Woods Square and Tanjong Pagar Xchange (opening in 2023).

### **Public Communications and Thought Leadership**

To enhance our humanitarian diplomacy and thought leadership in the community, we held our annual Humanitarian Conference, to discuss the impact of humanitarian response

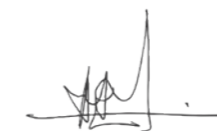
in the face of the COVID-19 pandemic. We also jointly organised the first Singapore International Humanitarian Law Roundtable with the International Committee of the Red Cross and the National University of Singapore.

We have actively engaged the media on traditional and new media platforms to highlight the work of SRC locally and overseas, and draw attention to the needs of our beneficiaries. We also launched our new marketing campaign on various media platforms to promote our humanitarian activities and services. I am glad that on all accounts, Singaporeans today are much more aware of the mission and work of SRC.

## **CONCLUSION**

I would like to thank my fellow Council Members for their dedication and counsel. I am especially grateful to our donors and partners for their steadfast commitment, which carried us through the pandemic and the challenging operating environment. I hope you will continue to support us as we grow the breadth and depth of our services, expand our outreach to more vulnerable individuals and families, and strengthen the resilience of our community.

Finally, I would also like to thank and commend our volunteers and employees for their many contributions to the communities we serve. We will continue to press on to send help and hope to those in need.



**Tan Kai Hoe**  
Chairman  
Singapore Red Cross



# 主席 致辞

在严格采取2019冠状病毒疫情防控措施两年后，新加坡和其他国家/地区一样，从2022年开始放宽大部分限制政策。过去三年，新加坡红十字会（SRC）在疫情爆发期间加强了对弱势群体的支持力度。随着限制政策的放宽，我们将趁势而上，再接再厉，进一步扩大人道主义行动的规模。虽然我们已战胜了本世纪最严重的全球性疫情，我们仍然要清楚地意识到，新加坡乃至当今世界都正在持续面临着迫在眉睫的人道主义挑战。一方面我们必须牢记战胜冠状病毒疫情的经验教训，另一方面要寻找创新解决方案应对这些挑战。

## 我们面临的主要社会挑战

气候灾害、地缘政治紧张局势、武装冲突和疫情影响共同加剧了通货膨胀，导致新加坡食品和能源价格上涨。我们看到，大规模通货膨胀正在极度影响社区中的弱势群体。为了解决这些问题，我们改善了面对乐龄人士、残障人士、低收入家庭、处境危险的儿童和青年以及务工人员的当地社区计划。2023年，我们将进一步增加推广力度，努力让这些计划帮助更多人群应对未来可能面临的挑战。在此，我想指出新加坡正在面临的两大挑战：人口迅速老龄化，以及需要加强对社区人群心理健康的关注。

## 人口老龄化

新加坡人口老龄化导致的后果之一是独居乐龄数量激增。其中大部分乐龄很少或完全无法获得社会支持，这使他们倍感孤独。为解决这一问题，新加坡红十字会推出了乐龄伙伴、医疗陪护、家庭监测和安全服务计划，例如乐龄援助 (ElderAid) 和家庭监测辅助服务 (Home Monitoring and Eldercare (HoME+))。我们正在对伙伴进行急救和心理疏导方面的培训 (Psychological First Aid (PFA))，新加坡红十字会学院 (SRCA) 也开设了相关课程，旨在培养看护者的能力，以便为特殊人群提供更多支持。我们的计划迎合政府的“居家安老”战略，我们将迅速落实这些计划，尽快满足社区对这些支持服务的需求。

受到人口老龄化直接影响的另一个领域是全国献血者计划。该计划每年帮助约34,000名患者，因此献血者的招募和留存仍然是新加坡红十字会的工作重点。虽然2022年的献血总人数增长了7%，但令人担忧的是，16岁至25岁的青年献血人数持续下降。由于人口老龄化日趋严重和医疗程序也更加复杂，患者对血液的需求量将持续增加。我们必须不断扩大献血人数，尤其是青年献血人数，并鼓励现有献血者更积极地献血。未来几年，我们将利用新加坡红十字会的内部协同机制，例如红十字会青年团，建立一个更强大的青年献血者库。

## 心理健康和幸福感

除了独居乐龄人士的生活福祉外，冠状病毒疫情还暴露出青少年和家庭正在承受的许多其他精神压力。因此，我们正在密切关注的另一个领域就是心理健康和社会心理支持。作为心理疏导培训的先行者，新加坡红十字会始终致力于优先为社区提供社会心理支持培训。不仅我们的员工和志愿者们接受培训，覆盖范围还延伸至企业和公众。除了缓解志愿者和看护者在危机期间的心理压力

外，心理疏导也是解决当地社会和人道主义问题的重要方案，例如陷入困境的青少年和在逆境中挣扎的弱势家庭。

为了帮助青年应对社会的诸多挑战，新加坡红十字会更新了红十字会青年团课程，增加了心理疏导和心理健康等主题。此外，红十字会设立了集中开展社会心理支持培训和活动的红十字会青年团中心，以及旨在加强对五至九岁幼儿群体宣传力度的红十字会少年团俱乐部。与此同时，红十字会青年团将把工作重点转向环境可持续性和气候变化等更为相关的课题。

## 气候变化

气候变化也许是当今人类面临的最重大挑战。全球各地都受到了气候变化导致的破坏性影响，甚至是像2019冠状病毒疫情这样的流行病，或阿富汗政治动荡和乌克兰冲突这样的人为危机带来的不利影响都会因气候变化而进一步加剧。仅2022年，新加坡红十字会就应对了七次国际自然灾害和危机。我们已经并将继续与本区域的各国红十字会合作，通过志愿者培训、能力建设和资源调集方案来加强我们的集体救灾能力。

## 增强能力和实力

为了让新加坡红十字会更有效地应对这些挑战，我们需要不断加强资源调集、志愿者管理、公共宣传和沟通以及人力开发等方面的能力和实力。

## 资源调集

我很高兴地向各位报告，新加坡红十字会在资源调集方面总体表现良好。为了鼓励公众支持我们的计划，我们发起了“为人类伸出援手”（‘Lend a Hand for Humanity’）的活动，提升公众对弱势群体所面临的挑战和复杂困境的认识，以及志愿服务或捐赠将如何改变弱势群体的生活。此外，我们恢复了大型线下慈善活动，例如新加坡红十字会论坛慈善音乐会、慈善高尔夫和红十字会青年团年度筹款项目R.I.C.E.+，推动筹款进程。新加坡红十字会还上线了筹款门户网站 (Donate.redcross.sg，公众可在线捐赠，或购买独家红十字会商品。

## 志愿者管理

除了筹集资金，兼具能力和实力的志愿者是新加坡红十字会在新加坡和海外提供人道主义服务和活动的主要驱动力。为提升新加坡红十字会志愿者体，我们将志愿者管理系统整合到新加坡红十字会志愿者手机应用程序，为志愿者提供一站式在线门户服务。此外，我们还推出了一站式的技能培训 (VST) 计划，让志愿者与其他志愿者分享各自在活动管理、演讲技巧和社交媒体内容创造等方面的专业知识。VST计划是对志愿者领导力计划的补充，该计划旨在帮助志愿者在人道主义服务中担任更为专业的领导角色。我们高度重视志愿者培训和发展，因为两者在我们扩展服务范围的过程中发挥了重要作用。

为此，我们在兀兰广场和丹戎巴葛 Xchange (2023年开业) 这两个新地点开设了新加坡红十字会学院 (SRCA)，加强我们的培训能力，方便更多学员学习提高。

## 公共沟通和思想领导力

为了加强人道主义外交战略和在社区内的思想领导力，我们举办了年度人道主义会议，讨论人道主义行动在面对冠状病毒疫情时产生的影响。我们还与红十字国际委员会和新加坡国立大学联合组织了首届新加坡国际人道法圆桌会议。

我们与传统和新兴媒体积极合作，在本地和海外介绍新加坡红十字会的工作内容，引起人们对受益群体需求的关注。我们还在各媒体平台上推出了全新营销活动，宣传我们的人道主义活动和服务。我很高兴地表示，从各方面情况来看，如今新加坡人对新加坡红十字会的使命和工作都有了更加深入的了解。

## 总结

我非常感谢理事会成员的奉献精神和建议。尤其感谢我们的献血者和合作伙伴的坚定承诺，支撑我们度过了冠病疫情和充满挑战的艰难时刻。我衷心希望各位继续给予支持，我们将持续扩大服务的广度和深度，惠及更弱势的个人和家庭，增强社区在面对困难时的韧性。

最后，我还要感谢并大力赞扬志愿者和各位员工为我们所服务的社区做出的巨大贡献。我们将继续努力，为有需要的人群提供帮助，播种希望。

## Penduduk yang Menua

Salah satu kesan daripada demografi penuaan Singapura ialah peningkatan bilangan warga emas yang tinggal bersendirian. Keadaan ini memburukkan lagi fenomena pengasingan mereka kerana kebanyakan warga emas ini mempunyai sedikit atau langsung tiada sokongan sosial. Sebagai respons, SRC telah menyokong program bersahabat warga emas (befriender), menemani pesakit, pemantauan di rumah, dan program-program keselamatan warga emas seperti ElderAid dan HoME+. Kami sedang melatih rakan kongsi kami dari segi respons kecemasan dan pertolongan cemas psikologi. Akademi SRC juga sedang membina kecekapan para penjaga melalui pelancaran kursus yang bertujuan memperkasakan para penjaga. Program kami juga selaras dengan strategi pemerintah mengenai "penuaan di rumah". Kami berhasrat untuk memperkembangkan program ini dengan cepat dalam usaha memenuhi keperluan terhadap perkhidmatan sokongan sedemikian dalam masyarakat.

Penduduk yang menua juga memberi kesan secara langsung kepada program penderma darah negara. Pengambilan dan pengekalan kumpulan penderma darah sentiasa merupakan fokus utama usaha SRC yang menyokong kira-kira 34,000 pesakit setiap tahun. Walaupun kita mencapai peningkatan 7 peratus dalam jumlah penderma darah pada tahun 2022, apa yang membimbangkan ialah bilangan penderma darah belia yang berumur antara 16 hingga 25 tahun masih terus menurun. Dengan penduduk yang menua dan prosedur perubatan yang lebih canggih, permintaan terhadap darah akan terus meningkat. Kita haruslah terus memperkembangkan kumpulan penderma darah terutamanya dari kalangan belia dan menggalakkan penderma sedia ada untuk menderma darah dengan lebih kerap. Pada tahun-tahun yang akan datang, kami akan memanfaatkan sinergi yang wujud dalam SRC, seperti Belia Palang Merah, untuk membantu membina kumpulan penderma belia yang lebih mantap.

Kesehatan dan Kesejahteraan Mental  
Selain kesejahteraan warga emas yang bersendiriran,

# PERUTUSAN PENGERUSI

Selepas dua tahun hidup dengan sekatan COVID-19 yang ketara, tahun 2022 menyaksikan kebanyakan sekatan tersebut dilonggarkan di Singapura dan negara-negara lain. Sepanjang tiga tahun yang lepas, SRC telah mempertingkatkan sokongannya terhadap golongan rentan sepanjang pandemik COVID-19. Dengan pelonggaran sekatan, kami dapat meningkatkan lagi operasi kemanusiaan daripada momentum yang terbina. Walaupun kita sedang bangkit daripada pandemik global yang paling buruk pada abad ini, kita haruslah berwaspada terhadap cabaran isu kemanusiaan yang berterusan dan yang akan datang. Cabaran-cabaran ini dihadapi oleh Singapura dan sememangnya seluruh dunia masa kini. Ketika kita terus usaha mencari penyelesaian inovatif untuk menangani cabaran ini, kita seharusnya mengingati pengajaran yang telah kita pelajari daripada pengalaman menghadapi COVID-19.

## CABARAN SOSIAL UTAMA YANG KITA HADAPI

Bencana iklim, ketegangan geo-politik, konflik bersenjata dan pandemik telah mencetuskan inflasi yang mengakibatkan harga makanan dan tenaga yang lebih tinggi di Singapura. Kita telah menyaksikan bahawa inflasi memberi kesan yang tidak setara kepada golongan rentan dalam masyarakat kita. Untuk menangani isu ini, kami telah memperkukuh program masyarakat tempatan untuk warga emas, golongan kurang upaya, keluarga berpendapatan rendah, kanak-kanak dan belia berisiko serta pekerja asing. Kami merancang untuk mempergiat usaha kami dan melanjutkan program kami kepada lebih ramai orang pada tahun 2023 dalam usaha menghadapi cabaran yang akan datang. Saya ingin mengetengahkan dua cabaran yang dihadapi oleh Singapura - penduduk kita yang menua dan perlunya kita meningkatkan tumpuan terhadap kesejahteraan mental dalam masyarakat.

## Penduduk yang Menua

Salah satu kesan daripada demografi penuaan Singapura ialah peningkatan bilangan warga emas yang tinggal bersendirian. Keadaan ini memburukkan lagi fenomena pengasingan mereka kerana kebanyakan warga emas ini mempunyai sedikit atau langsung tiada sokongan sosial. Sebagai respons, SRC telah menyokong program bersahabat warga emas (befriender), menemani pesakit, pemantauan di rumah, dan program-program keselamatan warga emas seperti ElderAid dan HoME+. Kami sedang melatih rakan kongsi kami dari segi respons kecemasan dan pertolongan cemas psikologi. Akademi SRC juga sedang membina kecekapan para penjaga melalui pelancaran kursus yang bertujuan memperkasakan para penjaga. Program kami juga selaras dengan strategi pemerintah mengenai "penuaan di rumah". Kami berhasrat untuk memperkembangkan program ini dengan cepat dalam usaha memenuhi keperluan terhadap perkhidmatan sokongan sedemikian dalam masyarakat.

Penduduk yang menua juga memberi kesan secara langsung kepada program penderma darah negara. Pengambilan dan pengekalan kumpulan penderma darah sentiasa merupakan fokus utama usaha SRC yang menyokong kira-kira 34,000 pesakit setiap tahun. Walaupun kita mencapai peningkatan 7 peratus dalam jumlah penderma darah pada tahun 2022, apa yang membimbangkan ialah bilangan penderma darah belia yang berumur antara 16 hingga 25 tahun masih terus menurun. Dengan penduduk yang menua dan prosedur perubatan yang lebih canggih, permintaan terhadap darah akan terus meningkat. Kita haruslah terus memperkembangkan kumpulan penderma darah terutamanya dari kalangan belia dan menggalakkan penderma sedia ada untuk menderma darah dengan lebih kerap. Pada tahun-tahun yang akan datang, kami akan memanfaatkan sinergi yang wujud dalam SRC, seperti Belia Palang Merah, untuk membantu membina kumpulan penderma belia yang lebih mantap.

Kesehatan dan Kesejahteraan Mental  
Selain kesejahteraan warga emas yang bersendiriran,

pandemik COVID-19 juga mendedahkan banyak lagi tekanan mental yang wujud dalam masyarakat kita - daripada kanak-kanak hinggalah remaja dan keluarga. Oleh itu, satu lagi aspek yang diberi perhatian ialah Kesejahteraan Mental dan Sokongan Psikososial. Sebagai pelopor dalam latihan pertolongan cemas psikologi, SRC telah mengutamakan latihan sokongan psikososial untuk masyarakat; bermula dengan para pekerja dan sukarelawan kami, serta mendekati organisasi dan orang ramai secara amnya. Di samping mengurangkan tekanan psikologi sukarelawan dan penjaga semasa krisis, pertolongan cemas psikologi juga merupakan aspek penting apabila menangani isu sosial dan kemanusiaan tempatan, seperti kanak-kanak dan belia yang tertekan dan keluarga kurang bermasib baik yang bergelut dalam kehidupan.

Untuk membantu belia kita mengharungi pelbagai cabaran dalam masyarakat kita, SRC telah memperbaharui kurikulum Belia Palang Merah (RCY) untuk merangkumi topik mengenai Pertolongan Cemas Psikologi dan Kesejahteraan Mental. SRC juga melancarkan Hab Belia Palang Merah agar dapat berkhidmat secara kolektif bagi menyediakan latihan dan kegiatan sokongan psikososial. Selain itu, SRC juga memperkenalkan Kelab Junior Palang Merah bagi mendekati kanak-kanak yang berumur antara lima dan sembilan tahun. Pada masa yang sama, RCY akan mengalihkan fokusnya kepada isu yang lebih relevan seperti kemampunan sekitaran dan perubahan iklim.

## Perubahan Iklim

Perubahan iklim merupakan cabaran paling penting yang dihadapi oleh manusia hari ini. Banyak masyarakat di seluruh dunia sedang mengalami kesan buruk daripada perubahan iklim. Malahan, kesan buruk pandemik seperti COVID-19 atau krisis angkara manusia seperti pergolakan politik di Afghanistan atau konflik di Ukraine bertambah buruk disebabkan kesan perubahan iklim. Pada tahun 2022 sahaja, SRC bertindak balas terhadap tujuh bencana dan krisis semula jadi antarabangsa. Kami telah bekerjasama dan akan meneruskan kerjasama ini dengan Pertubuhan Kebangsaan serantau untuk mengukuhkan keupayaan respons bencana secara kolektif melalui latihan sukarelawan, pembangunan kapasiti dan program mobilisasi sumber.

## MEMPERKUKUHKAN KAPASITI DAN KEUPAYAAN

Untuk menangani cabaran ini dengan lebih berkesan, SRC perlu terus mengukuhkan kapasiti dan keupayaan dalam bidang mobilisasi sumber, pengurusan sukarelawan, pendekatan dan komunikasi awam serta pembangunan tenaga kerja.

## Mobilisasi Sumber

Saya berbesar hati untuk melaporkan bahawa secara keseluruhannya, SRC telah menunjukkan prestasi yang baik dalam mobilisasi sumber. Untuk menggiatkan sokongan orang ramai terhadap program kami, kami telah melancarkan kempen 'Lend a Hand for Humanity' (Hulurkan Bantuan untuk Kemanusiaan) bagi meningkatkan kesedaran terhadap situasi mencabar dan rumit yang dihadapi oleh golongan rentan dan menunjukkan bahawa bagaimana usaha sukarelawan atau pendermaan dapat membawa perubahan kepada kehidupan golongan rentan. Kami juga telah meningkatkan usaha pengumpulan dana kami dengan mengelolakan semula acara amal secara besar-besaran seperti Forum Palang Merah Singapura, Konsert Amal, Golf Amal dan pengumpulan dana tahunan Projek R.I.C.E.+ Belia Palang Merah. SRC juga melancarkan portal pengumpulan dana Donate.redcross.sg untuk memudahkan sumbangan melalui laman web dan pembelian barangan eksklusif Palang Merah.

## Pengurusan Sukarelawan

Selain pengumpulan dana, sukarelawan berkebolehan yang diperkasakan merupakan penggerak utama bagi mengembang perkhidmatan dan operasi kemanusiaan

SRC di Singapura dan luar negara. Untuk meningkatkan pengalaman sukarelawan di SRC, kami menggabungkan sistem pengurusan sukarelawan kami dengan aplikasi mudah alih SRC Volunteers. Dengan ini, para sukarelawan kami dapat menggunakan portal dalam talian sehati. Kami juga memperkenalkan program Latihan Kemahiran Sukarelawan (VST) yang membolehkan sukarelawan kongsi kepakaran masing-masing dalam pelbagai jenis bidang seperti pengurusan acara, kemahiran pembentangan dan penciptaan kandungan media sosial dengan sukarelawan lain. Program VST melengkapkan Program Kepimpinan Sukarelawan kami yang membolehkan sukarelawan mengambil peranan yang lebih khusus dan kepimpinan dalam perkhidmatan kemanusiaan kami. Kami meletakkan keutamaan yang tinggi kepada latihan dan pembangunan sukarelawan kami kerana mereka memainkan peranan penting dalam perkembangan perkhidmatan kami.

Sejajar dengan penekanan ini, kami mengukuhkan kapasiti latihan kami dan mempertingkatkan kemudahan untuk pelatih dengan pembukaan dua lokasi baharu bagi Akademi Palang Merah Singapura (SRCA) di Dataran Woods dan Tanjong Pagar Xchange (akan dibuka pada 2023).

Komunikasi Awam dan Kepimpinan Pemikiran  
Untuk meningkatkan diplomasi kemanusiaan dan kepimpinan pemikiran dalam masyarakat, kami telah mengadakan Persidangan Kemanusiaan tahunan kami untuk membincangkan kesan respons kemanusiaan dalam menghadapi pandemik COVID-19. Bersama Jawatankuasa Antarabangsa Palang Merah dan Universiti Nasional Singapura, kami juga menganjurkan Persidangan Meja Bulat Undang-undang Kemanusiaan Antarabangsa Singapura yang pertama.

Kami telah melibatkan pihak media secara aktif di platform media tradisional dan baharu untuk mengetengahkan kerja SRC di dalam dan luar negara serta menarik perhatian terhadap keperluan penerima manfaat kami. Kami juga melancarkan kempen pemasaran baharu kami di pelbagai platform media untuk menyebarkan kegiatan dan perkhidmatan kemanusiaan kami. Saya berbesar hati bahawa dalam semua aspek, warga Singapura hari ini lebih sedar tentang misi dan usaha SRC.

## KESIMPULAN

Sebagai penutup, saya ingin mengucapkan terima kasih kepada rakan-rakan Ahli Majlis di atas dedikasi dan nasihat anda. Saya amat berterima kasih kepada penderma dan rakan kongsi kami atas komitmen teguh anda yang membantu kami mengharungi pandemik dan persekitaran operasi yang mencabar. Saya berharap agar anda tidak akan henti menyokong ketika kami terus memperkembangkan perkhidmatan kami, meluaskan pendekatan kami kepada lebih ramai individu dan keluarga yang rentan serta mengukuhkan daya tahan masyarakat kita.

Akhir sekali, saya juga ingin mengucapkan ribuan terima kasih dan menyampaikan penghargaan kepada sukarelawan dan pekerja kami atas sumbangan mereka kepada masyarakat. Kami akan terus berusaha untuk menghulurkan bantuan dan memberikan harapan kepada golongan yang memerlukan.

Tan Kai Hoe  
Pengerusi  
Palang Merah Singapura



# THE COUNCIL +



Photo by Volunteer Billy Wong

**1** Dr Saiful Nizam Bin Subari

**2** Ms Emily Tan

**3** Ms Terene Seow

**4** Mr Koh Yat Chung

**5** Ms Agnes Eu

**6** Mr Muralli Rajaram

**7** Ms Usha Chandradas

**8** Ms Tan Poh Hong  
Vice Chairman

**9** Ms Tracey Woon



**10** Mr Puvan Ariaratnam

**11** Mr Benjamin William  
Secretary General/Chief  
Executive Officer

**12** Dr Mohammad Zaidi  
Bin Ariffin

**13** Dr Yap Kwong Weng

**14** Mr Dennis Mark

**15** Mr Steve Lee

**16** Mr George Goh

**17** Mr Ling Khoon Chow

**18** Mr Tan Kai Hoe  
Chairman

Dr Ganesh  
Ramalingam  
(Not in picture)



# COUNCIL MEMBERS' PROFILE

Name	Current Charity Board Appointments		Occupation	Past Board / Committee Appointments	
	Appointment	Effective Date		Appointment	Effective Date
<b>Mr Tan Kai Hoe</b>	Chairman	1 Dec 2020	President & CEO, Accuron Technologies Ltd	Vice-Chairman	26 Jun 2017 to 30 Nov 2020
				Council Member	27 Jun 2016 to 25 June 2017
				Chairman, FIC	27 Jun 2017 to 20 Sep 2020
				Member, AC	27 Jun 2016 to 26 Jun 2017
				Council Member	Jun 2011 to Jun 2014
			Chairman, CGNC	Jun 2012 to Jun 2013	
<b>Ms Tan Poh Hong</b>	Vice Chairman	23 Nov 2020	Retired	Council Member	27 Jun 2017 to 22 Nov 2020
	Chairman, AC	24 Jun 2019		Member, AC	27 Jun 2017 to 23 Jun 2019
	Member, CGNC	28 Jun 2021			
<b>Mr Ling Khoon Chow</b>	Chairman, CGNC	21 Sep 2020	Superintendent, South 1, Ministry of Education	Chairman, HRC	24 Jun 2019 to 20 Sep 2020
	Council Member	27 Jun 2017		Member, HRC	27 Jun 2017 to 23 Jun 2019
				Council Member	2006 - 29 Jun 2014
				Director Red Cross Youth	2001 - 29 Jun 2014
<b>Ms Agnes Eu</b>	Chairman, HRC	21 Sep 2020	Chief Executive, HomeTeamNS	Member, HRC	24 Jun 2019 to 20 Sep 2020
	Council Member	19 Aug 2019			
<b>Mr Benjamin William</b>	Council Member	21 Jun 2012	Secretary General/CEO, Singapore Red Cross Society		
	Chairman RCHD MC	30 Jun 2014			
	Member, CHAIR	20 Jun 2013			
<b>Ms Terene Seow</b>	Council Member	25 Jun 2018	Financial Services Director, AIA	Member, FRC	27 Jun 2017 to 23 Jun 2019
	Chairman, FRC	24 Jun 2019			
	Member, RCHD MC	24 Jun 2019			
<b>Dr Mohammad Zaidi Bin Ariffin</b>	Council Member	24 Jun 2019	Research Fellow, Robotics Research Centre 2, Nanyang Technological University	Member, Management Committee	27 Jun 2016 to 24 Jun 2018
	Member, HRC	24 Jun 2019			
<b>Mr George Goh</b>	Council Member	21 Sept 2020	Group Executive Chairman, Ossia International Ltd.	Ex-Officio, Council	19 Aug 2019 to 20 Sep 2020
	Member, CHAIR	21 Sept 2020			
<b>Mr Koh Yat Chung</b>	Council Member	24 Jun 2019	Retired		
	Member, AC	24 Jun 2019			
	Member, FRC	24 Jun 2019			

Name	Current Charity Board Appointments		Occupation	Past Board / Committee Appointments	
	Appointment	Effective Date		Appointment	Effective Date
<b>Mr Dennis Mark</b>	Council Member	25 Jun 2018	Co-Founder, Lantern.AI	Member, CHAIR	24 Jun 2019 to 27 Jun 2021
	Chairman, CHAIR	28 Jun 2021		Member, FIC	21 Sep 2020 to 27 Jun 2021
<b>Mr Muralli Raja Rajaram</b>	Council Member	19 Aug 2019	Partner, K&L Gates Straits Law LLP		
	Member, RCHD MC	21 Sep 2020			
	Member, CGNC	28 Jun 2021			
<b>Dr Saiful Nizam Bin Subari</b>	Council Member	26 Jun 2017	General Practitioner, MyHealth Medical Centre	Member, CHAIR	30 Jun 2014 to 20 Sep 2020
	Member, AC	21 Sep 2020			
<b>Ms Tracey Woon</b>	Council Member	19 Aug 2019	Retired	Member, FIC	21 Sep 2020 to 26 Jun 2022
	Chairman, FIC	27 Jun 2022			
<b>Dr Yap Kwong Weng</b>	Council Member	24 Jun 2019	Associate Partner, EY Parthenon		
	Member, CGNC	21 Sep 2020			
	Member, HIT	24 Jun 2019			
<b>Mr Steve Lee</b>	Council Member	28 Jun 2021	Chief Security Officer, SP Group		
	Chairman, ITAP	26 Jun 2017			
	Member, FIC	27 Jun 2022			
<b>Dr Ganesh Ramalingam</b>	Council Member	28 Jun 2021	General Surgeon, G&L Surgical Clinic		
	Member, CHAIR	28 Jun 2021			
<b>Ms Usha Chandradas</b>	Council Member	28 Jun 2021	Part Time Lecturer, Nanyang Technological University		
	Member, FIC	28 Jun 2021			
<b>Ms Emily Tan</b>	Council Member	27 Jun 2022	Managing Director, TSM Consultancy Pte Ltd	Council Member	30 Jun 2014 to 20 Sep 2020
				Chairman, Red Cross House Redevelopment Committee	2016 to 2020
				Member, FIC	25 Jun 2018 to 20 Sep 2020
				Member, CGNC	24 Jun 2019 to 20 Sep 2020
				Member, CHAIR	30 Jun 2014 to 25 Jun 2017
				Member, RCHD MC	30 Jun 2014 to 24 Jun 2018
<b>Mr Puvan Ariaratnam</b>	Council Member	27 Jun 2022	Director, Education and Career Guidance, Ministry of Education		
	Member, HRC	27 Jun 2022			

FIC Finance and Investment Committee

FRC Fundraising Committee

AC Audit Committee

CHAIR Committee for Humanitarian Assistance and International Relief

HRC Human Resource and Compensation Committee

RCHD MC Red Cross Home for the Disabled Management Committee

CGNC Corporate Governance &amp; Nomination Committee

SRCA AP Singapore Red Cross Academy Advisory Panel

ITAP Information Technology Advisory Panel

HIT Committee for Humanitarian Innovation and Technology

# DISCLOSURES RELATED TO COUNCIL

## + Role & Responsibilities

The Council is responsible for carrying out the objectives of the Singapore Red Cross Society ("Society") as laid out in the Society's Constitution ("Constitution").

## + Evaluation of Board Effectiveness

Council members complete a self-evaluation checklist annually and their responses are tabled for approval at the last Council meeting of the year (in May).

## + Conflict of Interest

On an annual basis, Council members and staff sign a Conflict of Interest declaration form. They will abstain from any transaction or decision in which they may have a real or perceived conflict of interest.

## + Remuneration of Board Members

None of the Council members are remunerated for their role. The Secretary General, while constitutionally appointed as a member of the Council, is only remunerated for his executive role as the Secretary General / CEO of the Society. On an annual basis, a panel (comprising the Chairman and the respective Chairpersons of the Oversight Committees) evaluates the performance of the Secretary General.

## + Training

The Secretariat will inform the Council at the first meeting of the year (in June) of the training courses that would be of interest to the Council members. During the year, Council members are also updated on new courses that are available. As a part of professional development, the Society pays for these courses attended by Council members.

## + Board Selection & Recruitment

It is stated in the Constitution that the Council comprises the Chairman (appointed by the President of Singapore), Secretary General (constitutionally appointed), 8 members appointed by Chairman on account of their knowledge and expertise and 9 Elected Members at the AGM. For appointed members, the Corporate Governance and Nominations Committee ("CGNC") is given the power to nominate candidates for Council's consideration.

## + Reappointment & Re-nomination Process

It is stated in the Constitution that elected Council members are elected (or re-elected) at the Annual General Meeting and shall hold office for two years and no longer than three consecutive full terms of two years each. If there is any vacancy for appointed members, CGNC has the power to nominate new Council members.

# COUNCIL MEETING ATTENDANCE RECORD 2022

Council Meetings were held on 28 February 2022, 30 May 2022, 27 June 2022, 22 August 2022 and 21 November 2022.

Name of Council Member	Attendance
Mr Tan Kai Hoe	5 / 5
Dr Mohammad Zaidi Bin Ariffin	5 / 5
Ms Usha Chandradas	4 / 5
Ms Agnes Eu	5 / 5
Mr George Goh	4 / 5
Mr Koh Yat Chung	4 / 5
Mr Steve Lee	4 / 5
Mr Ling Khoon Chow	5 / 5
Mr Dennis Mark	5 / 5
Mr Muralli Raja Rajaram	4 / 5
Dr Ganesh Ramalingam	3 / 5

Name of Council Member	Attendance
Ms Terene Seow	5 / 5
Dr Saiful Nizam Bin Subari	5 / 5
Ms Tan Poh Hong	5 / 5
Mr Benjamin William	5 / 5
Ms Tracey Woon	4 / 5
Dr Yap Kwong Weng	3 / 5
Mr Puvan Ariaratnam (joined on 27 June 2022)	3 / 3
Ms Emily Tan (joined on 27 June 2022)	3 / 3
Ms Roshini Prakash Nair (stepped down on 26 June 2022)	2 / 2
Mr Allan Yeo (stepped down on 26 June 2022)	2 / 2

The above reflects the meetings held during the terms of respective members.

# COMMITTEES

## + Oversight Committees

### Finance and Investment Committee

**Chairman**  
Mr Allan Yeo  
(up to 26 June 2022)

Ms Tracey Woon  
(from 27 June 2022)

**Members**  
Ms Usha Chandradas  
Dr Mark Hon

Mr Steve Lee  
(from 27 June 2022)

Mr Satyanarayana Mylavarapu  
(from 27 June 2022)

Ms Emily Tan  
(up to 26 June 2022)

Ms Tracey Woon  
(up to 26 June 2022)

### Audit Committee

**Chairman**  
Ms Tan Poh Hong

**Members**  
Mr Koh Yat Chung  
Dr Saiful Nizam Bin Subari

Mr Axel Chan  
Mr Eric Low

### Corporate Governance & Nomination Committee

**Chairman**  
Mr Ling Khoon Chow

**Members**  
Mr Muralli Raja Rajaram  
Mrs Susan Chan

Ms Tan Poh Hong  
Prof V Anantharaman

Mr Winston Milner  
Dr Yap Kwong Weng

### Human Resource & Compensation Committee

**Chairman**  
Ms Agnes Eu

**Members**  
Mr Puvan Ariaratnam  
(from 27 June 2022)

Dr Mohd Zaidi Bin Ariffin  
Mr Laurence Goh

Ms Roshini Prakash Nair  
Mr Stephane Michaud  
(up to 26 June 2022)

Ms Tracey Woon  
(from 27 June 2022)

### Fundraising Committee

**Chairman**  
Ms Terene Seow

**Members**  
Dr Collin Ang  
Mr Chew Hai Chwee

Mr Koh Yat Chung  
Ms Yvonne Loo  
(from 27 June 2022)

## + Operational Committees

### Committee for Humanitarian Assistance & International Response

**Chairman**  
Mr Dennis Mark

**Members**  
Mr Benjamin William  
Ms Cheah Sheau Lan

Dr Ganesh Ramalingam  
Mr George Goh

Mr Karunanithi s/o  
Letchumanan

### Committee for Humanitarian Innovation and Technology

**Chairman**  
Dr Mark Hon

**Members**  
Mr Muchsin Bin Dahalan  
Dr Yap Kwong Weng

### Red Cross Home for the Disabled Management Committee

**Chairman**  
Mr Benjamin William

**Vice-Chairman**  
Ms Roshini Prakash Nair

**Members**  
Dr Anton Cheng  
Dr Chan Soon Keng  
(up to 26 June 2022)

Mr David Alexander Ong  
Mr Malcolm Lim

Mr Muralli Raja Rajaram  
Ms Siti Zawiyah Bte Mohamad

Ms Terene Seow

## + Advisory Panels

### Infocomm Technologies Advisory Panel

**Chairman**  
Mr Steve Lee

**Members**  
Mr Adrian Kwong  
Mr Chen Zheng Wei

Mr Joe Chiu  
Mr Neo Boon Kai

Mr Poh Leng Wee

### Marketing Communications Advisory Panel

**Chairman**  
Mr Goh Chee Kong

**Members**  
Ms Rose Tan  
Ms Dawn Low

Ms Eleanor Slade  
Mr Jay Soo

Mr Jeffrey Lim  
Ms Tan Su Yuen

### Singapore Red Cross Academy Advisory Panel

**Chairman**  
Prof (Dr) V Anantharaman

**Members**  
Mr Chew Lip Heng  
Dr Gayathri Devi Nadarajan

Prof John Wong  
Ms Kalai Selvi d/o Ramakrishna

Mr Laurence Goh  
Assoc Prof Lee Cheng

Mr Sahari Ani

### Red Cross Youth Steering Committee

**Senior Director**  
Mr Sahari Ani

**Head, Red Cross Youth**  
Ms Durga Naidu Muthusamy

**Deputy Director**  
Mr Dennis Mark

Mr Prathivmohan Chandramohan  
Ms Tai Wai Peng

Dr Mohammad Zaidi bin Ariffin

**Senior Assistant Director**  
Mr Ambrose Lee

**Coordinating Assistant Directors**  
Mr Daryl Ee  
Ms Daphne Goh

Ms Chow Yin  
Ms Bertha Kwok

Mr Amos Kow  
Ms Angeline Yong

Mr Jeffrey Tan Jin Fu

**Acting Coordinating Assistant Director**  
Mr Ong Sin Wee

**Management Committee**  
**Secretary General & CEO**  
Mr Benjamin William

**Dean of Singapore Red Cross Academy**  
**Senior Director of Learning and Development**  
Mr Sahari Ani

**Director of Blood Donor Programme**  
Mr Prakash Menon Srikumaran

**Director of Care Services**  
Mr Adrian Lim

**Director of Corporate Management**  
Ms Iris Choong

**Director of Finance Management**  
Mr Isaac Tiong

**Director of Global Engagement**  
Ms Charis Chan

**Director of Outreach**  
Ms Eileen Cher

# POLICIES <sup>+</sup>

## + Volunteer Management Policy

SRC has a Volunteer Management System, which allows the public to choose their affiliation with Singapore Red Cross, either as a volunteer or as a paying member. There are two types of membership - Life and Subscribing. SRC volunteers and members have the same access to volunteering and training opportunities offered by SRC.

Depending on their interest, availability and level of commitment, SRC develops and deploys volunteers across three capacities - general volunteering, project-based volunteering, and skills-based volunteering related to the volunteers' professional experience.

## + Non-Disclosure Agreement

Employees are required to sign a non-disclosure agreement that covers confidential information relating to the products, services, ideas, business, personnel, trademarks, copyrights, the intellectual property or commercial activities of SRC, including but not limited to formulas, systems and presentation, compilation, devices, concepts, techniques, processes, data which individually may, or may not be confidential, which information is not generally known to the public and either derives value, actual or potential, from not being generally known to the public and either derives value, actual or potential, from not being generally known, or has a character such that SRC has a legitimate interest in maintaining its secrecy.

## + Information Technology (IT) and Cybersecurity Policy

SRC has an IT policy to minimise risks, promote responsible staff conduct, and guarantee the efficient and safe usage of technological resources, while safeguarding critical data within the society. Regular monitoring and adjustments are conducted to ensure compliance with legal standards and technological advancements.

## + Conflict of Interest Policy and Declaration

SRC requires all employees to avoid any conflict between their interests and those of the Society, and to promptly disclose any actual or potential conflicts. The purpose of this policy is to ensure that the name, reputation, and integrity of SRC are not compromised.

## + Global Engagement: Localisation

SRC's policy is to collaborate with local humanitarian actors in all our overseas disaster response efforts. We recognise that local humanitarian actors are the first to respond when disasters strike and often have access to areas that international actors do not. Their presence within communities before, during, and after crises means they are generally best placed to link immediate response efforts to longer term resilience-building, preparedness and recovery. We are also committed to prioritising greater support for the leadership, delivery and capacity of local responders and the participation of affected communities in addressing humanitarian needs.

## + Gift Acceptance Policy

The Gift Acceptance Policy ("Policy") aims to guide employees on the proper discipline, manner and procedure to process, approve or reject offers of gifts and other benefits from external parties, to ensure that the image and corporate integrity of SRC are not compromised. It will also serve to protect the staff and volunteers of the SRC by providing clear guidelines on the acceptance of gifts and prohibited practices. The aim of the Policy is to reinforce the notion that all employees and management must maintain the highest standards of integrity and uphold transparency in the conduct of the affairs of the SRC.

## + Remuneration Matters

Employees are not involved in setting their own remuneration.

## + Media and Communications Policy

SRC disseminates information through news media, digital media, social media, and engagements with stakeholders, with reference to guidelines on public relations, social media engagement, amongst others. The content marketing strategy focuses on awareness for / advocacy of causes; appreciation of supporters; rallying the community for support; and receiving / addressing public views and concerns. The public relations strategy includes fostering positive media relations, facilitated by engagement with Council and Management. As the guardian of the brand, the Marketing, Communications and Partnerships department ensures that any use of SRC's brand and logo by third parties is in accordance with the Brand Identity Guidelines, and that the emblem of the Red Cross is protected from unauthorised use.

## + Whistle Blowing Policy

The Whistle Blowing Policy is in place to drive governance. The Management nurtures a strong culture of integrity by ensuring there are accessible feedback channels for all employees and members of the public to the Corporate Governance and Nominating Committee. Please scan the QR code to read more about our Whistle Blowing Policy.

Scan here to read more



## + Data Protection & Privacy Policy

Personal Data Protection is of utmost importance to SRC, and the Society has implemented strict processes to ensure the confidentiality and security of all personal data that is in the possession or under the control of SRC; throughout the stages of collection, usage, disclosure, processing, analysis, storage, and disposal of personal data.

Scan here to read more



# ENVIRONMENTAL, SOCIAL AND GOVERNANCE <sup>+</sup>

## + Environmental Highlights

Since 2022, the Red Cross House has been undergoing renovation, which will be completed in the second half of 2023. In line with SRC's efforts to advocate environmental and social sustainability, the renovation of the Red Cross House is anchored on 4 design principles: Optimisation For Efficiency, Eco-Friendliness For Sustainability, Accessibility For Connectivity, and Appreciating The Heritage; to contribute to the environmental and social enhancement of its staff and the community.

To minimise the environmental impact of the Red Cross House, SRC will be

retrofitting the building with low energy lighting, solar panels, and a waste water harvesting tank. Space optimisation was also an important consideration for SRC, as it sought to prioritise the efficient use of the building to avoid resource wastage and preserve the natural space around it.

As such, the new building will feature multi-purpose spaces that can be expanded to accommodate SRC's growing needs; and the flat roofs of the building have also been converted to usable spaces. The building has also been designed to provide an open environment for different functions

within SRC to interact, promoting social cohesion and collaboration amongst its staff.

Additionally, SRC has adopted environmentally sustainable practices such as double-sided printing by default, to reduce paper usage; the upcycling of used furniture for the office; and minimising the need to procure stationery; for example, by replacing physical namecards with e-business cards. SRC has also formed a Sustainability and Innovative Workgroup to look into ways to promote and cultivate the understanding and practice of sustainability amongst its staff.

## + Social Highlights

SRC recognises that people are its most valuable resource, and strives to make SRC an employer of choice by being a fair and inclusive employer. Members of SRC's senior management hold townhalls for all staff every quarter, to engage staff on Society and human resource matters. As an employer who prioritises the wellbeing of its employees, SRC encourages its staff to organise team bonding activities on Friday afternoons. Departments in SRC also take turns to host a recreational activity for all staff every quarter; providing staff with opportunities to showcase their creativity, and interact with staff across all departments. A comprehensive training and development programme is also made available to staff, to up-skill and support them as SRC gears up for future growth.

and commitment of our volunteer corps is critical for the realisation of our vision and to carry out our vision. Volunteers and staff work closely together in planning, organising and implementing the activities and programmes of the SRC.

In 2013, SRC was awarded the Charity Governance Award which honours charities that have adopted the highest standards of governance and implemented the best practices to ensure sustained effectiveness.

Consecutively in 2016 and 2017, we received the Charity Transparency Award for being one of the nation's best-governed charities.

This attests to SRC's commitment to upholding the highest standards in transparency - a key pillar in governance.

## + Governance

The work of the Red Cross in Singapore began on 30 September 1949 as a branch of the British Red Cross. On 6 April 1973, it was incorporated as an Act of Parliament and became known as the Singapore Red Cross (SRC).

The SRC is governed by a 19-member Council headed by a Chairman who is appointed by the President of the Republic of Singapore, the Patron of the SRC. The Council is responsible for pursuing the objective of the SRC as laid down by the Act of Parliament and its Constitution. The Council has four oversight committees providing the relevant advice and expertise; namely the Finance and Investment, Audit, Corporate Governance and Nomination and Human Resource and Compensation Committees.

The general management of the SRC is overseen by the Management Committee, headed by the Secretary General / Chief Executive Officer (CEO) of the SRC. Implementation of the policies and directives laid down by the Council is done by the Secretariat which is headed by the Secretary General / CEO.

The Secretariat is organised into three divisions; Operations, Administration and the Red Cross Youth. The strength

## + Investment Policy and Objectives

The Finance and Investment Committee reviews and invests the SRC's funds in accordance with the Trustee's Act and in compliance with the guidelines set by the Council. The SRC's funds are currently invested in quasi-government and corporate fixed-income bonds, and deposits in financial institutions. These investments are made with the primary objective of capital preservation and to provide an investment return for the Society. The portfolios are closely monitored and periodic reviews are conducted by the Finance and Investment Committee.

## + Annual Audit

The accounts for the year were audited by Deloitte & Touche LLP, Public Accountants and Chartered Accountants. The financial statements of the SRC for the year ended 31 December 2022 are prepared in accordance with the Financial Reporting Standards in Singapore.

## + Role of the Governing Board

The Governing Board's role is to provide strategic direction and oversight of the SRC's programmes and objectives and to steer the charity towards fulfilling its vision and mission through good governance. The board:

- Approves the budget for the financial year and monitors expenditure against budget;
- Reviews and approves quarterly financial statements;
- Regularly monitors the progress of the charity's programmes

## + Procedures

The assets of the charity are held for the purpose of furthering its humanitarian objectives, which includes maintaining and ensuring the functionality of physical resources, developing and supporting these objectives. Financial obligations and commitments are reflected in the financial statements. The SRC has in place policies and procedures to manage and avoid situations of conflict of interest. Volunteers, staff and board members are advised to avoid situations that may give rise to conflicts of interest and are required to make full declaration and disclosure should it inevitably arise. This ensures that all parties will act in the best interests of the Society.

## + Disclosure

Mr Benjamin William was first appointed as Secretary General and CEO in 2012, and has since served on the Council. The Council recognises that Mr William is serving in an Executive position, and hence should not be limited to the ten-year term limit. He could continue to serve in the Council as long as he continues to hold the appointment of Secretary General and CEO, as stipulated by the SRC Constitution.

# GOVERNANCE + EVALUATION CHECKLIST (ENHANCED TIER)

The Singapore Red Cross complies with all the principles below

### PRINCIPLE 1: THE CHARITY SERVES ITS MISSION AND ACHIEVES ITS OBJECTIVES

- 1 Clearly state the charitable purposes (for example vision and mission, objectives, use of resources, activities and so on) and include the objectives in the charity's governing instrument. Publish the stated charitable purposes on platforms (for example Charity Portal, website, social media channels, and so on) that can be easily accessed by the public.
- 2 Develop and implement strategic plans to achieve the stated charitable purposes.
- 3 Have the Board review the charity's strategic plans regularly to ensure that the charity is achieving its charitable purposes, and monitor, evaluate and report the outcome and impact of its activities.
- 4 Document the plan for building the capacity and capability of the charity and ensure that the Board monitors the progress of this plan. "Capacity" refers to the charity's infrastructure and operational resources while "capability" refers to its expertise, skills and knowledge.

### PRINCIPLE 2: THE CHARITY HAS AN EFFECTIVE BOARD AND MANAGEMENT

- 5 The Board and Management are collectively responsible for achieving the charity's charitable purposes. The roles and responsibilities of the Board and Management should be clear and distinct.
- 6 The Board and Management should be inducted and undergo training, where necessary, and their performance reviewed regularly to ensure their effectiveness.
- 7 Document the terms of reference for the Board and each of its committees. The Board should have committees (or designated Board member(s)) to oversee the following areas\*, where relevant to the charity:
  - a. Audit
  - b. Finance
 \* Other areas include programmes and services, Fund-raising, Appointment/Nomination, Human Resource and Investment.
- 8 Ensure the Board is diverse and of an appropriate size, and has a good mix of skills, knowledge and experience. All Board members should exercise independent judgement and act in the best interest of the charity.
- 9 Develop proper processes for leadership renewal. This includes establishing a term limit for each Board member. All Board members must submit themselves for re-nomination and re-appointment, at least once every three years.
- 10 Develop proper processes for leadership renewal. This includes establishing a term limit for the Treasurer (of equivalent position).
 

For Treasurer (or equivalent position only):

  - a. The maximum term limit for the Treasurer (or the equivalent position like a Finance Committee Chairman, or key persons on the Board responsible for overseeing the finances of the charity) should be four consecutive years. If there is no Board member who oversees the finances, the Chairman will take on the role.
    - i. After meeting the maximum term limit for the Treasurer, a Board member's re-appointment to the position of Treasurer (or an equivalent position) may be considered after at least a two year break.
    - ii. Should the Treasurer leave the position for less than two years, and when he/she is being re-appointed, the Treasurer's years of service would continue from the time he/she stopped down as Treasurer.
- 11 Ensure the Board has suitable qualifications and experience, understand its duties clearly, and performs well.
  - a. No staff should chair the Board and staff should not comprise more than one-third of the Board.
- 12 Ensure the Management has suitable qualifications and experience, understands its duties clearly, and performs well.
  - a. Staff must provide the Board with complete and timely information and should not vote or participate in the Board's decision-making.

The Singapore Red Cross complies with all the principles below

### PRINCIPLE 3: THE CHARITY ACTS RESPONSIBLY, FAIRLY AND WITH INTEGRITY.

- 13 The term limit for all Board members should be set at 10 consecutive years or less. Re-appointment to the Board can be considered after at least a two-year break.  
For all Board members:
- Should the Board member leave the Board for less than two years, and when he/she is being re-appointed, the Board member's years of service would continue from the time he/she left the Board.
  - Should the charity consider it necessary to retain a particular Board member (with or without office bearers' positions) beyond the maximum term limit of 10 consecutive years, the extension should be deliberated and approved at the general meeting where the Board member is being re-appointed or re-elected to serve for the charity's term of service (For example, a charity with a two-year term of service would conduct its election once every two years at its general meeting).
  - The charity should disclose the reasons for retaining any Board member who has served on the Board for more than 10 consecutive years, as well as its succession plan, in its annual report.
- 14 For Treasurer (or equivalent position) only
- A Board member holding the Treasurer position (or equivalent position like a Finance Committee Chairman or key person on the Board responsible for overseeing the finances of the charity) must step down from the Treasurer or equivalent position after a maximum of four consecutive years.
    - A Board member may continue to serve in other positions on the Board (except the Assistant Treasurer position or equivalent), not beyond the overall term limit of 10 consecutive years, unless the extension was deliberated and approved at the general meeting.
- 15 Conduct appropriate background checks on the members of the Board and Management to ensure they are suited to work at the charity.
- 16 Document the processes for the Board and Management to declare actual or potential conflicts of interest, and the measures to deal with these conflicts of interest when they arise.
- A Board member with a conflict of interest in the matter(s) discussed should recuse himself/herself from the meeting and should not vote or take part in the decision making during the meeting.
- 17 Ensure that no Board member is involved in setting his/her own remuneration directly or indirectly.
- 18 Ensure that no staff is involved in setting his/her own remuneration directly or indirectly.
- 19 Establish a Code of Conduct that reflects the charity's values and ethics and ensure that the Code of Conduct is applied appropriately.
- 20 Take into consideration the ESG factors when conducting the charity's activities.

### PRINCIPLE 4: THE CHARITY SERVES ITS MISSION AND ACHIEVES ITS OBJECTIVES

- 21 Implement and regularly review key policies and procedures to ensure that they continue to support the charity's objectives.
- Ensure the Board approves the annual budget for the charity's plans and regularly reviews and monitors its income and expenditures (for example, financial assistance, matching grants, donations by board members to the charity, funding, staff costs and so on).
- 22 Implement and regularly review key policies and procedures to ensure that they continue to support the charity's objectives.
- Implement appropriate internal controls to manage and monitor the charity's funds and resources. This includes key processes such as
    - Revenue and receipting policies and procedures;
    - Procurement and payment policies and procedures; and
    - System for the delegation of authority and limits of approval.
- 23 Seek the Board's approval for any loans, donations, grants, or financial assistance provided by the charity which are not part of the core charitable programmes listed in its policy (For example, loans to employees/ subsidiaries, grants or financial assistance to business entities).
- 24 Regularly identify and review the key risks that the charity is exposed to and refer to the charity's processes to manage these risks.

The Singapore Red Cross complies with all the principles below

- 25 Set internal policies for the charity on the following areas and regularly review them:
- Anti-Money Laundering and Countering the Financing of Terrorism (AML/CFT);
  - Board strategies, functions, and responsibilities;
  - Employment practices;
  - Volunteer management;
  - Finances;
  - Information Technology (IT) including data privacy management and cyber-security;
  - Investment (obtain advice from qualified professional advisors if this is deemed necessary by the Board);
  - Service of quality standards; and
  - Other key areas such as fund-raising and data protection.
- 26 The charity's audit committee or equivalent should be confident that the charity's operational policies and procedures (including IT processes) are effective in managing the key risks of the charity.
- 27 The charity should also measure the impact of its activities, review external risk factors and their likelihood of occurrence, and respond to key risks for the sustainability of the charity.

### PRINCIPLE 5: THE CHARITY IS ACCOUNTABLE AND TRANSPARENT

- 28 Disclose or submit the necessary documents (such as Annual Report, Financial Statements, GEC, and so on) in accordance with the requirements of the Charities Act, its Regulations, and other frameworks (For example, Charity Transparency Framework and so on).
- 29 Generally, Board members should not receive remuneration for their services to the Board. Where the charity's governing instrument expressly permits remuneration or benefits to the Board members for their services, the charity should provide reasons for allowing remuneration or benefits and disclose in its annual reports the exact remuneration and benefits received by each Board member.
- 30 The charity should disclose the following in its annual report:
- Number of board meetings in the year; and
  - Each Board member's attendance
- 31 The charity should disclose in its annual report the total annual remuneration (including any remuneration received in the charity's subsidiaries) for each of its three highest-paid staff, who each receives remuneration exceeding \$100,000, in incremental bands of \$100,000. Should any of the three highest-paid staff serve on the Board of the charity, this should also be disclosed. If none of its staff received more than \$100,000 in annual remuneration each, the charity should disclose this fact.
- 32 The charity should disclose in its annual report the number of paid staff who are close members of the family of the Executive Head or Board members, and whose remuneration exceeds \$50,000 during the year. The annual remuneration of such staff should be listed in incremental bands of \$100,000. If none of its staff is a close member of the family of the Executive Head or Board members and receives more than \$50,000 in annual remuneration, the charity should disclose this fact.
- 33 Implement clear reporting structures so that the Board, Management and staff can access all relevant information, advice and resources to conduct their roles effectively.
- Record relevant discussions, dissenting views and decisions in the minutes of general and Board meetings. Circulate the minutes of these meetings to the Board as soon as practicable.
- 34 Implement clear reporting structures so that the Board, Management and staff can access all relevant information, advice and resources to conduct their roles effectively.
- The Board meetings should have an appropriate quorum of at least half of the Board, if a quorum is not stated in the charity's governing instrument.
- 35 Implement a whistle-blowing policy for any person to raise concerns about possible wrongdoings within the charity and ensure such concerns are independently investigated and follow-up action taken as appropriate.

### PRINCIPLE 6 THE CHARITY COMMUNICATES ACTIVELY TO INSTIL PUBLIC CONFIDENCE

- 36 Develop and implement strategies for regular communication with the charity's stakeholders and the public (For example, focus on the charity's branding and overall message, raise awareness of its cause to maintain or increase public support, show appreciation to supporters, and so on).
- 37 Listen to the views of the charity's stakeholders and the public and respond constructively.
- 38 Implement a media communication policy to help the Board and Management build positive relationships with the media and the public.

# FINANCIAL PROCESSES

## + Procurement and Delegation of Authority

The Society procures via an open Invitation to Quote that is posted on a publicly-accessible third party procurement website. A vendor is chosen after a careful evaluation of the various bids submitted. All procurements valued at more than \$50,000 are conducted via an open tender process. The successful vendor is selected after evaluation by a Tender Evaluation Panel.

All payments from the Society's bank accounts are effected by dual signatories which include the Chairman, Vice-Chairman, members of the Finance & Investment Committee, the Secretary-General and the Director of Finance. The signatories authorise payments based on an approval matrix.

## + Financial Information

Throughout the Singapore Red Cross — whether it's providing relief to survivors of disaster, blood to hospital patients, first aid training to the public, or emergency social services to citizens — we live up to our reputation as Singapore's most trusted charity. And it is the support of compassionate people like you which enables us to succeed. Find out how the Singapore Red Cross is doing by reading about our fiscal responsibility in our annual reports.

## + Reserves Policy

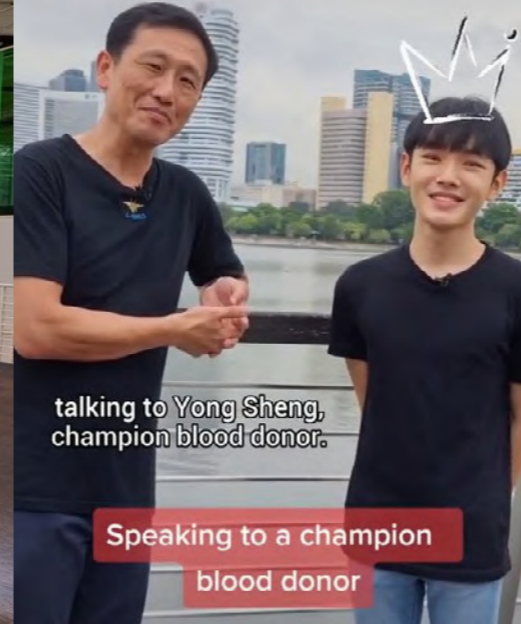
The Singapore Red Cross maintains a reserve to ensure the sustainability of its programmes in the unlikely event that funding or donations fall short of the required programme expenditure. Based on the 2022 audited financial statements, the Society has a reserves ratio (unrestricted funds) of 1.5 years.

TOGETHER FOR HUMANITY



# BLOOD DONOR PROGRAMME

Appointed the National Blood Donor Recruiter in 2001, the Singapore Red Cross (SRC) is responsible for the Blood Donor Programme (BDP), which recruits, retains and recognises blood donors, to maintain a safe and sufficient blood supply for Singapore's transfusion needs.



talking to Yong Sheng, champion blood donor.

Speaking to a champion blood donor

“

Blood donation is something you can do at your own convenience and is a simple way to give back to the community. The demand for blood is always there, and donations are crucial for saving and sustaining lives. I encourage people to take the first step and donate blood if they can.

## Liauw Yong Sheng

Champion Blood Donor

The youth was featured on a TikTok with Health Minister Ong Ye Kung for his passion in blood donation.

## Growth in Blood Donor Pool

In 2022, the BDP saw a 7% increase in overall blood donors and a 20% increase in the number of bloodmobile drives. The BDP also resumed school learning journeys at the Bloodbanks, and blood donation roadshows in schools.

In addition to public engagement campaigns across digital media and out-of-home advertising, the BDP leveraged online and social media channels, as well as contests and gamification, to engage youth in blood donation. However, the number of young blood donors aged between 16 and 25 fell by 10%.

Looking ahead, the BDP will focus on building the pool of youth donors, through partnerships with schools,

companies, and other civic and religious organisations. The BDP will also engage youth volunteers to develop social media content and youth-centric activities, to integrate blood donation with the lifestyles of young persons.

## Blood Drive Partnerships

- Singapore Armed Forces Headquarters Combat Service and Support Command (CSSCOM) – They adopted the Bloodbank at Westgate, where their staff are regular blood donors.
- Neo Group Ltd. – Their CEO is an advocate of blood donation and hosts a three day blood drive every six months.
- SINDHU House – They host quarterly blood drives for the Indian community in Singapore.

- National Technological University (NTU) Red Cross Youth Chapter – They organise blood drives to recruit youth donors every three to six months.
- Bedok Community Centre – They have consistently garnered about 150 donors at each blood drive.
- Tampines SAFRA – Draws about 150 donors per blood drive.

“

"I am very grateful to the person who donated blood to me. I feel like, in a way, this person saved my life."

## Ms Wong Anwen, 19

Blood Recipient

Blood Drives  
**237**

Centre Bookings  
**370**

Donors in 2022  
**74,154**

Photo by the Health Sciences Authority



# COMMUNITY FIRSTAID

As part of the Singapore Red Cross' mission to respond to emergencies and protect lives, the Community FirstAid programme (CFA), mobilises trained volunteers to provide first aid at national and community events, such as the National Day Parade, Chingay Parade, Istana Open House, as well as sports events and family day carnivals. CFA also assigns First Aiders on Wheels (FAOW), first aid trained volunteers who cycle or patrol along the East Coast Park and Pulau Ubin every weekend and on public holidays, to provide first aid to park-goers in need.

The return of major events after the easing of COVID-19 restrictions saw CFA deploying its volunteers at 34 events, including a first at The Purple Parade. Volunteer deployment increased by 103% with an overall attendance rate of 98.5% for CFA and a total of 689 casualties treated with first aid.

In a move toward environmental sustainability and data privacy, CFA has digitalised the recording of volunteer attendance and casualty records.



“

Being trained in first aid ensures that we are in a position to physically and psychologically help anyone who is injured. I enjoy volunteering with FAOW as I can use my first aid skills to minimise distress and pain when others are hurt.

**Girvan Tay**  
First Aider on Wheels

**Casualties Receiving First Aid**

**689**

**Community First Aid Volunteers Deployed**

**1,145**

**Certified Volunteers (Standard First Aid & AED)**

**126**

## + Partnerships

- St. John Singapore – SRC collaborates and works with them to strengthen the coverage of first aid support at major national events
- People's Association (PA) – SRC's partnership with PA led to CFA's involvement in new major events such as the Purple Parade 2022

## + Highlights

Deployment of First Aiders at:

- National Day Parade 2022
- Chingay Parade 2022
- Istana Open House
- OCBC Cycle
- Purple Parade People's Association (PA)





# ELDERAID<sup>+</sup>

## + Community Befriending

The Singapore Red Cross' (SRC) Community Befriending Programme works to reduce the isolation and neglect of senior citizens, and promotes senior social mobility through community-based befriending, social activities and outings, and customised care packages that meet their functional needs.

SRC's Community Befriending mobilises volunteer-befrienders, who visit and befriend seniors who live alone. SRC Community Befrienders also curate and deliver care packages that are customised to the seniors' needs, bring seniors on social outings, and refer them to community assistance schemes, such as the SRC's community services.

In 2022, SRC Community Befrienders distributed a total of 2,483 customised care packs to the elderly in Singapore. Going forward, the SRC aims to increase the number of seniors supported by its Community Befrienders in other neighbourhoods, through the engagement of grassroots organisations and social service agencies across Singapore. To promote active ageing, the SRC also plans to engage healthy and mobile seniors to become Community Befrienders themselves.



## The Gift of Friendship

Mdm Tan Hwee Ngoh has been living alone since her husband passed away in 2014. Mobility issues from multiple surgeries meant that she could not venture outside home. Hence, she was ecstatic when Community Befrienders from the SRC first visited her.

Mdm Tan's face lights up with joy when she describes her Community Befriender:

“

He is like a son. We chat about everything under the sun; health-related issues, travel, food, and TV programmes. I also share with him my life story and a bit of Singapore's history.

**Mdm Tan Hwee Ngoh**

Scan the QR code to find out more about Mdm Tan's story



Number of Community Befriending Beneficiaries

**598**

Number of Community Befrienders

**298**

## + Partnerships

- DHL – As SRC's logistics partner, they help in the delivery of senior care packs

- Kampung Senang – They sponsored the venue for SRC's Community Befriending activities

- Our Tampines Hub – They sponsored the use of Wellness Kitchen for SRC to hold weekly programmes for seniors



# FAMILY LIFE AID

## + Singapore Red Cross – FairPrice Meals with Love

The Singapore Red Cross' (SRC) Family LifeAid improves quality of life for lower-income and single-parent households with the gift of vouchers for nutritious food and groceries, as well as essential items such as infant diapers and milk formula powder.

In 2022, Singapore Red Cross volunteers visited and delivered S\$400,000 worth of FairPrice vouchers and care packs to 792 individuals across 300 households. The vouchers were sponsored by Fairprice Foundation, through the Singapore Red Cross-FairPrice Meals with Love programme.

Going forward, SRC will work with its partners to reach out to more vulnerable families.



### Stronger Together

“

My children get so excited whenever they receive the vouchers, to buy milk, fresh foods and supplies. We are very grateful, as your help came at a time when we needed support. Thank you, we appreciate the supermarket vouchers very much!

### Zubaedah Binte Mohamed Yusoff

Home-based Hairdresser

She provides for ten others at home. She is the primary caregiver to six, the youngest with Autism and Attention Deficit Hyperactivity Disorder (ADHD), and a grandmother to three.

Family LifeAid Volunteers

80

Meals with Love

For **792** people across 300 Households

## + Young Hearts

Singapore Red Cross' (SRC) Young Hearts programme provides children and youth, particularly those in public rental housing, with resources and opportunities they may lack, and positive role models to guide their development.

SRC volunteers serve as mentors and role models for Young Hearts, who are aged between four and 18. They provide academic support in the form of weekly tuition, and organise learning and discovery outings to broaden their horizons. The collective support increases their interest in learning, and strengthens their self-confidence and esteem.

## + Enriching Young Lives

In 2022, Young Hearts supported over 100 children and youth at the Young Hearts Centre in Yishun. The SRC works with BYTE.sg, a non-profit organisation, to provide science and technology courses to enrich the curriculum for the children.

SRC volunteers also organised 39 learning excursions for the children and youth. These include a tour of the Google Singapore office, and Nee Soon East Community Club's 'Kayak and Clean Kathib Bongsu' event.

## + Looking Ahead

SRC is working with Member of Parliament for Nee Soon GRC Louis Ng to establish a Care Corner in Nee Soon East, to augment the SRC's services for the Yishun community. SRC also aims to roll out the Young Hearts programme to other neighbourhoods to positively impact more children and youth.

### A Privilege to Nurture Young Hearts

Janis Lim, 26, has volunteered with the Young Hearts programme since 2019, and finds it meaningful to help children from disadvantaged backgrounds.

“These children may be placed in an unjust situation due to circumstances beyond their control. However, they still deserve the same opportunities to progress. As volunteers, it is our privilege to help these children with their studies and be there for them,” said Janis.

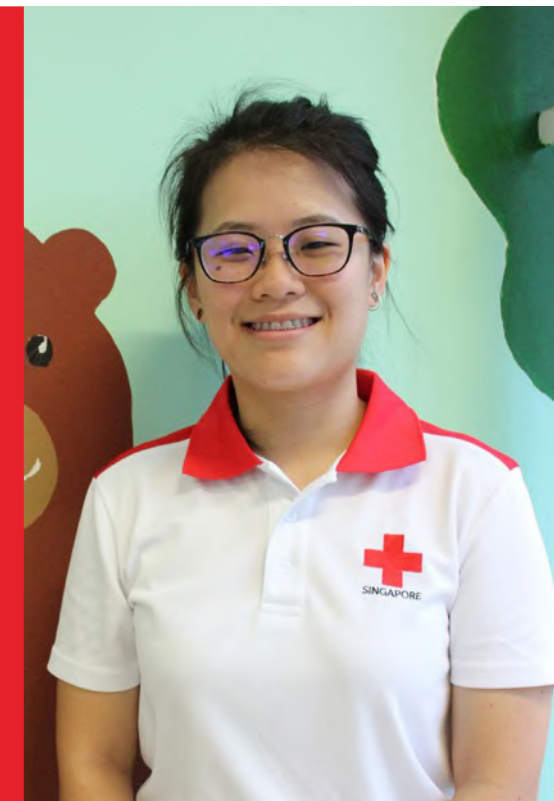
Janis recalled that her first volunteer experience with Young Hearts was not a walk in the park, as the children were reticent. However, as she spent more time tutoring and mentoring the children, they opened up to her.

“

The children started remembering our names and calling us. They would share how their day went, or something new they learnt in school. They treated us as their friends and genuinely wanted to share their lives with us.

### Janis Lim

Young Hearts Volunteer



Households Supported

476

Young Hearts Volunteers

186

Scan for more on Young Hearts



# HEALTHAID+



## + Community Health on Wheels (CHoW)

CHoW is a community mobile healthcare programme that provides mental wellness activities and health education to vulnerable communities, such as the elderly and migrant workers. It is a volunteer-driven initiative supported by skilled volunteers who are healthcare professionals from the nursing, allied health, social work and psychosocial health sectors.

CHoW works closely with migrant worker charities and organisations, and grassroot organisations to hold health screenings and mental wellness activities for migrant workers and seniors in Singapore. Events in 2022 include a Poetry Competition with the Migrant Writers of Singapore (MWS) in conjunction with World Mental Health Day (WMHD), art and craft activities for seniors in Tampines, in addition to health screenings for the elderly and migrant workers.

## + Supporting Migrant Workers

In 2023, CHoW will focus its efforts on supporting the migrant worker community in Singapore. In doing so, CHoW will extend its partnerships with HealthServe, a charity that supports migrant workers, the Migrant Workers' Centre (MWC), Centre for Domestic Employees (CDE), and the Foreign Domestic Workers Association for Social Support and Training (FAST).

To expand its programmes, CHoW will work with the Singapore Red Cross Academy (SRCA) to recruit and train more volunteers, and tap on SRCA's expertise and resources to enhance the diversity of programmes provided to the community.

Reach to Community

**3,046**

CHoW Volunteers

**41**



## + Home Monitoring & Eldercare (HoME+)

HoME+ uses non-intrusive, motion-sensing technology to safeguard the well-being of persons with disabilities in their homes, and elderly persons, supporting their ageing-in-place. In emergencies, SRC community responders will come to their aid. There is also a 24/7 helpline that clients can call, anytime they need assistance.

HoME+ supported 310 seniors in 2022, a 42% increase from 2021. The service was supported by 80 community responders, a 56% increase from 2021. SRC will expand HoME+ exponentially, to meet the demands of the ageing community.

## + Partnerships

- HoME+ works closely with community and healthcare organisations to identify and support individuals in need of its support.
- HoME+ established two new partnerships with Rehab Mart and the Asian Medical Foundation. Rehab Mart provided advertisements for HoME+ on their online retail platform, and the Asian Medical Foundation sponsored HoME+ for 50 vulnerable seniors over a period of 5 years at a sponsorship sum of S\$144K.

## Help at the push of a button

Mr Rajoo Shanmugan was born with spina bifida, which affects his mobility. He requires aid when walking and other health complications. He has been living alone since 1985, and his greatest fear was passing away without anyone's knowledge, as this had happened to one of his relatives. Since 2019, Mr Rajoo has lived without fear and he hopes that other elders can enjoy the same independence HoME+ has provided him.

“

The SRC provided all this equipment to track my movements. If I need any help, I can activate the button and they will call me to find out if I need any assistance. They will take me to the hospital, or send for an ambulance if needed. I appreciate SRC for providing this system so that I can live without fear.

## Mr Rajoo Shanmugan

HoME+ Beneficiary



Seniors on HoME+

**310**

HoME+ Responders

**80**

Scan the QR code for Mr Rajoo's story



# TRANSPORTAID+

The Singapore Red Cross' (SRC) TransportAid service provides the elderly and disabled from low-income homes with transportation to and from their healthcare service facilities for their medical appointments and rehabilitation treatments. A medical chaperone will also be provided to clients and beneficiaries who require assistance.



## + Greater Outreach and Efficiency

In 2022, TransportAid expanded its service areas to include Bidadari and Yishun, serving a total of 300 elderly and persons with disabilities with over 6,800 round trips. A new digital system was also implemented to enable TransportAid drivers and medical chaperones to receive their daily assignments on a mobile app.

## + Partnerships

The SRC works closely with the Ministry of Health (MOH) and Agency For Integrated Care (AIC) to identify clients and beneficiaries for TransportAid. Some of TransportAid's partners include the Grace Lodge Nursing Home, and people with disabilities through Serving People With Disabilities (SPD).

Scan the QR code to find out more



“

I have a chaperone throughout my appointment, who also helps me get to and from my home. Sometimes, they even help us to run errands, like get lunch.

**Mdm Subathra D/O Manikam**  
TransportAid Beneficiary

Beneficiaries  
**335**

Medical Chaperones  
**38**

Vehicles  
**11**

# RED CROSS HOME AND DAY ACTIVITY CENTRE FOR THE DISABLED+

Established in 1952, the Red Cross Home for the Disabled (RCHD) is Singapore's only residential home for those with multiple and severe disabilities. Today, the RCHD houses about 100 residents, who receive round-the-clock care from its dedicated team of nursing and healthcare aides, physiotherapists, and occupational and speech therapists, who engage the residents in activities that enhance their well-being.

The SRC also runs a Day Activity Centre (DAC) in a 464-sqm facility in Jurong West, equipped with advanced therapy tools and a mechanical hoist system. It offers a holistic day care programme designed to engage persons with disabilities in daily and community living skills to maximise their independence.



MediaCorp celebrities James Seah, Guo Liang, Carrie Wong, Jeremy Chan and SRC Ambassador Ya Hui volunteered at DAC, befriending and engaging clients

## + Dedicated Caregiving Team

For going beyond their call of duty during the COVID-19 pandemic, the dedicated staff of RCHD and DAC received the Courage to Care (CTC) Award from the Ministry of Social and Family Development and The Courage Fund.

In addition to subvention from MSF and NCSS, a large part of the support that the RCHD and the DAC receive comes from volunteers, donors and sponsors, who have contributed generously to enrich the lives of the residents.

## + Committed Volunteers

On top of the support of volunteers and advocates, including celebrities and corporate partners, the RCHD saw more volunteers from schools and institutions, including the National University of Singapore, Hwa Chong International and Singapore Polytechnic (SP) in 2022. Twenty-two SP teachers and leaders organised a day of welfare for RCHD staff and residents. They made an appreciation board for RCHD staff and treated RCHD staff and residents to bento sets, in addition to befriending and feeding the residents,

and helping with housekeeping tasks at RCHD. They also arranged for student volunteers from SP to regularly visit and befriend the residents at RCHD.

RCHD volunteers stepped up to meet the need for Healthcare Assistants during the COVID-19 lockdown, by engaging in virtual and on-the-job training to fulfil the role for RCHD residents. RCHD residents are also treated to the warm hospitality of a RCHD volunteer at her home, where she regularly hosts monthly movie screenings for groups of six to eight residents.

Founder and CEO of Angen Fund Management Pte Ltd making a donation to RCHD



MR FANG ANGZHEN 28092022  
Pay: SINGAPORE RED CROSS SOCIETY \$80,000  
Singapore Dollars: Eighty Thousand Only

## + Generous Donors

Thanks to a generous donation of S\$80,000 from the Founder and CEO of Angen Fund Management Pte Ltd, RCHD residents now have a mini park, a gardening therapy corner and a new outdoor gym to engage their senses. The mini park will provide a pleasant environment for RCHD residents to meet up with their family and friends, while the garden therapy corner and the outdoor gym will help residents to engage in physical therapy while enjoying nature and gardening outdoors.

Companies including Portcullis Group and McKinsey Singapore also continued their unwavering support for the RCHD through monetary and in-kind donations.

“To give back to the community that has always supported us, we adopted Teo Chyi Lin, a resident of RCHD. We provide financial support for his daily necessities, including toiletries, clothing, milk powder, thickener and diapers. We are thankful for the opportunity to support people in need and bring smiles to their faces. Our interactions with them when we visited in December 2022 were very heartwarming and memorable,” said Chloe Hwan, Founder of ToppingsKids.

## + Looking Ahead

Going forward, the RCHD and the DAC will increase its capacity to care for more elderly with disabilities, as Singapore’s population ages. To achieve this, the RCHD resumed its expansion plans in 2022, after they were put on hold during the COVID-19 pandemic. The enhanced facilities will enable the RCHD to increase the number of residents from 100 to 130, and provide a new ward for 30 residents with chronic conditions.

The RCHD and the DAC will also engage more new volunteers to support its expansion, and invest in the training and upskilling of volunteers, with the aim of having volunteers engage in more therapeutic activities with the residents. This will expand and diversify the roles that volunteers and donors can take on, and strengthen the sustainability of the volunteer and donor programme.

# GLOBAL ENGAGEMENT

The Global Engagement (GE) team at the Singapore Red Cross (SRC) helps communities recover from natural disasters. Working with partners in the Red Cross and Red Crescent Movement, along with other humanitarian players, GE allocates funds and provides relief and recovery for disaster-stricken communities, while reuniting separated families through the SRC’s Restoring Family Links service.



Budapest Hungary, Transit Area for Refugees

## + Overseas Disaster Response

In 2022, GE resumed overseas deployments as global travel restrictions were gradually lifted. SRC deployed a total of 25 volunteers to 10 overseas locations including Poland, Lithuania, Sri Lanka and Pakistan. In addition, GE was able to train more than 30 volunteers under its Overseas Disaster Deployment Training programme (ODDT).

On the whole, the SRC’s disaster response operations, and recovery and rebuilding projects benefited some 4.5 million people in 2022. This includes 332,900 people who were supported by the SRC’s Ukraine Humanitarian Crisis Response; 298,000 people who were helped by the SRC’s Pakistan Flood Response; 50,000 people who have benefitted from the SRC’s Sri Lanka Crisis Response; and other ongoing rebuilding projects in countries like Laos, Indonesia, Nepal, India and Lebanon.

ToppingsKids adopted a RCHD resident for a year and sponsored the quarterly birthday celebration, where they also put up a Christmas performance for residents



Representatives from Southeast Asia National Societies came together for the “Better Together” dialogue



## + Facilitating Collaboration and Capacity Building

To strengthen pandemic preparedness, GE, through its Centre of Excellence in Pandemic Preparedness (CoEPP) invited the Southeast Asian (SEA) National Societies to share the lessons learned from the pandemic. These insights will be compiled into a white paper, to be distributed to the Red Cross and Red Crescent Movement in 2023.

GE organised a number of events to facilitate collaboration and the sharing of insights on disaster response:

- 7<sup>th</sup> SRC Humanitarian Conference, which featured the theme, "Humanitarian Response to COVID-19 – Anxiety & Hope", and was graced by Minister of Foreign Affairs Dr Vivian Balakrishnan at the Marina Bay Sands.
- Better Together (II) Dialogue for all Southeast Asia (SEA) National Societies, which resulted in collaboration and capacity building programmes across the SEA National Societies.
- The inaugural Singapore International Humanitarian Law (IHL) Roundtable on the "Technologies of Warfare and IHL" jointly organised with the International Committee of the Red Cross (ICRC) and Centre for International Law (CIL) at the National University Singapore.



1<sup>st</sup> Singapore International Humanitarian Law (IHL) Roundtable, in collaboration with ICRC and CIL

## + Looking Ahead

To strengthen the disaster response capabilities in the region, GE will ramp up its capacity-building efforts in the region, by working with the Singapore Red Cross Academy (SRCA) on training programmes for volunteers from the SRC, the SEA National Societies and its partners in the region.



## + Disaster Relief Efforts

Country	Disaster	SRC's Response
<b>Afghanistan</b>	Earthquake	Launched a public fundraising appeal to support the relief and recovery operations and disbursed SGD50,000 to support survivors and affected communities' immediate needs, including food, emergency shelter, emergency trauma care, non-food items, as well as water, sanitation and hygiene items. Engaged Afghanistan Red Crescent to provide long term support.
<b>Assam, India, Bangladesh</b>	Floods	Disbursed SGD50,000 respectively to Indian Red Cross Society and Bangladesh Red Crescent Society to support ongoing relief efforts and directly support the humanitarian response in immediate relief and future recovery operations.
<b>Pakistan</b>	Floods	Disbursed SGD 550,000 to support the recovery projects of collaborative partners with a strong focus on areas of WASH, food and medical provision and shelter. In November, SRC deployed three teams to Pakistan to work with our partners on needs assessment, relief aid and water filter distribution.
<b>Sri Lanka</b>	Economic & Humanitarian Crisis	Disbursed SGD 350,000 and deployed a two-man team in April 2022 to provide oversight and coordination of SRC support and relief distribution. Procured and distributed two batches of medical support including seven types of essential drugs to hospitals in Sri Lanka. There was also a pilot project on home gardening to equip households with the necessary equipment and raw materials to grow crops. SRC also worked with partners to distribute food packages and grocery packs.
<b>Tonga</b>	Volcanic Eruption	Launched a public fundraising appeal to aid disaster relief and recovery operations and disbursed SGD 50,000 in humanitarian aid towards the emergency response that went towards relief items including food, water, hygiene and shelter.
<b>Ukraine</b>	Humanitarian Crisis	Launched a public fundraising appeal to aid the massive humanitarian operations in Ukraine and disbursed USD 100,000 to support affected communities, including the provision of relief items such as hygiene kits, family kits and household kits for the vulnerable who are displaced by the conflict. SRC also deployed five teams to the surrounding countries of Ukraine to coordinate SRC's response, which includes relief, medical, mental health, WASH, capacity building and other humanitarian projects.
<b>West Java</b>	Earthquake	Launched a public fundraising appeal to support relief and recovery operations, and disbursed USD 50,000 to support survivors and affected communities, prioritising the immediate needs such as emergency food, hygiene items, and first aid. Committed to work with Indonesian Red Cross on several long-term recovery projects in 2023.



# SINGAPORE + RED CROSS ACADEMY

The Singapore Red Cross Academy (SRCA) empowers individuals to alleviate distress, care for those in need, sustain life in emergencies, and pursue humanitarian work, through the training courses provided by its Centre for First Aid & Life Support (CFALS); Centre for Psychosocial Support (CPSS); and Centre for Humanitarian Education (CHE).

The SRCA is working to increase its training capacity and accessibility, with the opening of two new training locations, at Woods Square and Tanjong Pagar, slated in January 2023.



Mr K Shanmugam, Minister for Home Affairs and Law, presenting the National Day Award (Merit) 2022 to the Singapore Red Cross, represented by Mr Benjamin William, Secretary General/Chief Executive Officer

## + Humanitarian Aid for Ukraine

The Singapore Red Cross (SRC) worked through the Ukrainian Red Cross Society (URCS), the International Federation of Red Cross and Red Crescent Societies (IFRC) and the International Committee of the Red Cross (ICRC), to provide immediate humanitarian aid for Ukrainian communities affected by the conflict. Subsequently, SRC also worked with other humanitarian players on the ground to provide relief assistance and other forms of support to refugees and vulnerable communities within Ukraine.

Our humanitarian aid spanned emergency relief distribution; medical supplies and first aid kits; support for Ukrainians in-country and across six neighbouring countries - Poland, Hungary, Lithuania, Slovakia, Moldova and Romania; psychosocial support to mothers and children; medical equipment and medicines for children and people living with rare diseases; water, sanitation, hygiene, and shelter. To support Ukrainian communities in winter, the SRC contributed towards the rebuilding of homes and the powering of 'lighthouses' with generators.

Scan the QR code to read our story on Ukraine, One Year On.



## + Centre for First Aid and Life Support

In 2022, CFALS launched Young First Aid Workshops for children between the ages of four to 7, and Junior First Aid Workshops for 8 to 11 year olds.

CFALS also certified a total of 311 Red Cross Youth Cadets in First Aid through its long-standing partnership with the Red Cross Youth.

In addition, CFALS trained 124 individuals in First Aid on National Life Saving Day, and deployed a total of 78 CFALS volunteer trainers and ambassadors at community events

throughout the year. In 2023, CFALS will offer Basic First Aid courses to domestic helpers and young parents.

As a result of their efforts, CFALS received the National Day Award (Merit) for being a Ministry of Home Affairs' Responder & Partner who has provided active and continuous support in the SGSecure Movement and Responder Network.

In line with the Singapore Red Cross' efforts to strengthen emergency response capabilities in the region, CFALS also trained 12 regional first aid instructors from the Pacific in Fiji, and Bhutan Red Cross Society's First Aid Officers in Singapore.

Funds raised for Ukraine Humanitarian Aid Response

Over **S\$8.4M**

Emergency Medical Kits Distributed

**2,800**

People Reached

**332,900**

Partners

**22**

Dr Vivian Balakrishnan, Minister for Foreign Affairs, with staff and volunteers during the 7<sup>th</sup> Singapore Red Cross Humanitarian Conference



“

Life is full of unexpected events beyond our control, and First Aid prepares you to cope with a variety of situations. It significantly reduces fear and anxiety for yourself and the person you are helping, while stabilising injuries before medical help arrives.

**Ms Kalai Selvi**

Principal Adjunct Instructor, Centre for First Aid & Life Support, Singapore Red Cross Academy

## + Centre for Psychosocial Support

A forerunner on public training in Psychological First Aid (PFA), the Centre for Psychosocial Support (CPSS) provides training to enhance the psychological well-being of individuals in stressful or emergency situations and strengthen community resilience.

In 2022, CPSS held 174 PFA courses for a total of 2435 individuals, some of which were done pro-bono for migrant workers, schools and organisations in the non-profit, healthcare and government sector. CPSS also went beyond Singapore and provided PFA training via ZOOM to companies in Indonesia and Philippines. To expand its operations, the CPSS held three Train-the-Trainer sessions, resulting in 36 new PFA trainers in Singapore.

As part of the Singapore Red Cross' Ukraine humanitarian crisis response, CPSS provided disaster relief workers in Poland and Lithuania with PFA Train-the-Trainer training. CPSS also provided mental health training to Brunei Darussalam Red Crescent staff to support the opening of their First Aid Knowledge Hub. A total of 42 new PFA trainers were accredited by the CPSS in Poland, Lithuania and Brunei Darussalam.

To promote psychological well-being amongst the youth, CPSS is working with the Nanyang Technological University (NTU) to equip their entire school population with PFA skills within the next five years. CPSS is also part of a tripartite partnership with the Institute of Mental Health and Temasek Foundation, to provide training in mental health literacy for uniformed

groups in Singapore schools. In addition, CPSS has signed a Memorandum of Understanding with the National University Health System to strengthen the quality of mental wellness and resilience training in Singapore.

In conjunction with World Mental Health Day, CPSS ran a campaign on Self-Care, featuring Members of Parliament, Speaker Tan Chuan Jin, and public figures such as Chef Willin Low, talking about the importance of self-care.



## + Centre for Humanitarian Education

Centre for Humanitarian Education (CHE) provides training in humanitarian endeavours, and training in caregivers support.

CHE is the training partner of SRC's Centre for Occupational Learning and Employment (COLE), which offers basic employability training and job facilitation for Singaporeans whose livelihoods were affected by the pandemic. With the sponsorship by Barclays to COLE, CHE ran six courses on soft skills for employability, and trained a total of 284 trainees.

CHE launched the pilot Care Support Course for caregivers and volunteers of the elderly and disabled. The course features expert trainers in the field of caregiving and aims to raise the

standard of caregiving in Singapore to help the nation cope with an ageing population. CHE has signed a Memorandum of Understanding with the Singapore Nursing Association to drive the development and delivery of the course, and a total of 60 individuals, all of whom were COLE entrants, have been trained.

CHE has also trained 22 individuals from 10 Southeast Asia National Societies in the International Mobilisation and Preparation for Action (IMPACT) training which prepares them to become a delegate in the Red Cross and Red Crescent Movement.

Moving forward, CHE will be responsible for the management and facilitation of the Overseas Disaster Deployment Training (ODDT) Programme for SRC staff and volunteers.



# CHAMPIONING HUMANITY

First Aid Training  
**960**

First Aiders Trained and Certified  
**10,873**

Migrant Workers Trained in CPR+AED  
**1,354**

Psychological First Aiders Trained  
**2,435**

Employability Training (COLE)  
**284**



# VOLUNTEER MANAGEMENT

Volunteers are the driving force of the Singapore Red Cross (SRC). The Volunteer Management (VM) team offers programmes and initiatives to make volunteering with the SRC a meaningful and fulfilling experience, by collaborating with departments across the SRC and external partners.

In 2022, VM enrolled 4,748 new volunteers and deployed 11,380 volunteers who contributed a total of 42,157 volunteering hours across 579 events. SRC volunteers also spent a total of 7,938 hours in training.



One of the several Volunteers Skills Training Workshops

## + Volunteer Appreciation

To ensure that SRC volunteers feel supported and valued, the VM team introduced Volunteer Skills Training, which involves departments across SRC coming together to share their respective expertise, such as event management, social media content creation, and presentation skills with SRC volunteers. The programme provides volunteers with the opportunity to develop new skills and enhance existing ones. It has also

enabled the SRC to develop a pool of skilled volunteers, who are capable of taking on more specialised roles to enhance the capacity and quality of the SRC's initiatives.

VM also nurtures volunteer leaders to take on more significant roles within the organisation through its Volunteer Leadership Programme, which is fully designed and facilitated by volunteers. In 2022, VM completed the second intake for its Volunteer Leadership Programme, and introduced 21 new

volunteer leadership roles across various SRC programmes.

To thank volunteers for their contribution, a Volunteer Appreciation Ceremony was held in conjunction with the SRC Awards Ceremony. Attended by 100 volunteers, the event recognised the commitment of over 400 volunteers who had made significant contributions to the SRC, and highlighted the positive impact by volunteers in the community.

**New Volunteers**  
**4,748**

**Volunteers Deployed**  
**11,380**

**Volunteering Events**  
**579**

**Volunteering Hours**  
**42,157**

**Volunteer Training Hours**  
**7,938**

## + Streamlining Processes

Several initiatives to digitalise the volunteer management process were launched to promote sustainability and streamline volunteer operations, through platforms such as SRC's Volunteer Portal. The Portal provides volunteers with the convenience of browsing and registering for opportunities at their fingertips. Hardcopies of volunteer membership cards and letters, volunteer handbooks and resources were also replaced with electronic versions that can be accessed and downloaded on the SRC Volunteer portal.

On top of the Volunteer Portal, the SRCvolunteer mobile app allows

SRC staff to access SRC's Volunteer Management System on their mobile phones, making it more convenient to post and receive updates on volunteering opportunities.

To ensure proper governance and transparency, VM introduced a Volunteer Management Policy that outlines the principles and guidelines for effectively managing and engaging volunteers in the SRC's activities and programmes. The Policy covers key areas such as volunteer recruitment, training, supervision, recognition, and evaluation. It is a vital tool for ensuring the successful integration of volunteers into the SRC's programmes and the delivery of positive outcomes for volunteers and the SRC.

## + Looking Ahead

Going forward, VM aims to cultivate a community of volunteer ambassadors, who not only support SRC programmes, but champion them as well. In line with the SRC's belief that volunteers are the best ambassadors for volunteerism, VM will ensure that all volunteer activities and programmes are led by volunteers themselves by focusing on skills and capability training for its volunteers.

“

By sharing your time, skills, experience and influence, you make a positive impact on society and inspire others to join in service to humanity. You gave from the heart, without the expectation of any reward. I want to emphasise how we deeply appreciate, value and cherish your sense of duty and volunteerism. Your labour of love speaks volumes about your kindness and compassion.

### Tan Poh Hong

Singapore Red Cross Vice-Chairman Ms Tan Poh Hong, at Singapore Red Cross Volunteer Appreciation Ceremony 2022



# YOUTH DEVELOPMENT

Through the Singapore Red Cross Youth (RCY), the Singapore Red Cross (SRC) engages youth in volunteerism and community service, with the aim of instilling good values and character in our youth and nurturing them to become humanitarian leaders. The RCY programme includes *Red Cross Junior*, a junior club for children between the ages of five and nine; *RCY Links and Cadets* - uniformed co-curricular activity groups in primary and secondary schools; *RCY Chapters* in post-secondary institutions and communities; and *Youth Members@ Districts (YM@Districts)*, an Open Chapter for youths aged 10 years old to 25 years old, offering youth volunteers a seamless transition in their humanitarian journey, as they progress from student life into adulthood.



Project R.I.C.E.+

The RCY's annual fundraiser Project R.I.C.E+, which is led by 21 youth leaders from the different RCY Chapters, exceeded its fundraising goal by 43% and raised \$429,000. A total of 43,188 bundles of rice and daily essentials were distributed to some 30,000 individuals from disadvantaged households. The number of organisations that participated in the project increased by 16% to 72.

## Navigating New Humanitarian Challenges

In light of humanitarian trends arising from climate change and the increased focus on mental health, the RCY enhanced its curriculum to include topics on Mental Wellness for Youths as well as Climate Change and Sustainability, while retaining its focus on the Youth Blood Ambassador Programme, First Aid, and Leadership Training and Development, to equip

youths with the skills to strengthen community resilience.

Going forward, the RCY plans to enhance the Humanitarian Trail at the RCY Youth Hub by exploring the possibility of having a Medicine or Herb Community Garden sponsored by the SG Eco Fund or Sustainable Living @ South East Grant. The RCY has also pledged to build a network of Red Cross Youth Clubs to expand its reach to youth whose schools do not have RCY presence.

## Engaging Children and Youths in Community Service

In conjunction with the RCY's 70th anniversary in 2022, the SRC launched the RCY Youth Hub, located at the RCY Campsite in Siglap. Apart from serving as a hub for mental health and wellness activities to help youth become more resilient, the RCY Youth Hub aims to inspire youth to embark on their humanitarian journey through elements like the Humanitarian Trail, an experiential learning experience with activity-based stations to facilitate a deeper understanding of the SRC's humanitarian work.

The RCY also launched the Red Cross Junior (RCJ)@Community, a junior club for children and their families, to participate in monthly activities such as community service, arts and crafts, games, festive celebrations and events. Open to the public, RCJ@Community provides platforms for young children to engage in humanitarian activities.

“

In RCY, you will get the chance to organise events that help others. You can witness the impact of your efforts, be it through blood donation drives or acts of service that reach out to others. In RCY, you will learn and apply first aid techniques, and empower others to help too.

### Gauri Saxena

former President of Red Cross Youth - Singapore Management University Chapter



## Partnerships

- Detrack supported Project R.I.C.E+ with monetary support and in-kind donations, such as ElasticRoute route planning software and Detrack E-POD real-time proof of delivery mobile app, as well as manpower during the project's Packing and Distribution Phase
- Xylem Water Solutions Singapore Pte Ltd donated an Aquablock Emergency Water System, valued at US\$15,000, to support the Humanitarian Activities Showcase at the RCY Youth Hub.
- Singapore Cancer Society collaborated with the RCY Uniformed Groups on a Values-

in-Action initiative called Smoke-Free Ambassador Programme. Secondary 1 to 3 RCY cadets created whiteboard videos related to the topic.

## Highlights

- 20 cadets from Woodgrove Secondary School represented the RCY in the NDP22 Parade Segment.
- The RCY's Volunteer Instructor was featured on the Ministry of Education (MOE)'s social media accounts as part of the MOE's Character and Citizenship

Education Branch's (COEB) Profiling Series for Uniformed Groups.

- The 2022 Red Cross Youth Challenge (RCYC), an annual camp for Secondary 2 and 3 RCY Cadets, was attended by 70 cadets and 70 volunteers from 20 schools.
- 20 Volunteer Instructors completed the RCY's Volunteer Instructors' Programme (VIP), an annual leadership training programme organised by the Uniformed Group Division (UG), for graduating RCY cadets from secondary school units.

Juniors (Pre-schools, Kindergartens)

1,880

Links (Primary Schools)

1,000

Cadets (Secondary Schools)

3,273

Chapter Members (Tertiary Institutions)

763

Youth Members (Youth Members @ Districts)

3,510



A boy learning first aid at the launch of Red Cross Junior @ Community, a club for children aged five to nine, yesterday during the Red Cross Youth's 70th anniversary celebration. The club will allow children and their families to experience service learning through monthly activities. ST PHOTO: NG SOR LUAN

Red Cross Youth played key role in keeping Singaporeans safe during Covid-19: Minister

INVESTED IN FUTURE  
There's a lot more awareness and t

# RED CROSS<sup>+</sup> YOUTH SCHOOLS

## + Juniors

Apricot Academy  
Bright Sparks Childcare LLP  
Chee Hoon Kog Child Care Centre  
Cherie Hearts @ Charlton Pte Ltd  
Cherie Hearts Kidz Campus @ Pasir Ris Elias Mall  
Columbia Preschool/ SDM Childcare Centre (Jurong East) Pte Ltd  
Cuddle Kids Playhouse  
Kanooka School House  
Kidz Meadow Childcare & Development (Woodlands)  
Kidz Meadow Childcare & Development (Yishun)  
Kidz Meadow Childcare & Development Centre (Bedok North)  
Kidz Meadow Childcare & Development Centre (Buangkok Crescent)  
Kidz Meadow Childcare & Development Centre (Buangkok Ridge)  
Kidz Meadow Childcare & Development Centre (Hougang)  
Kidz Meadow Childcare & Development Centre (Jurong West)  
Kidz Meadow Childcare & Development Centre (Pasir Ris)  
Kidz Meadow Childcare & Development Centre (Yew Tee)  
Learning Vision @ Work (Nanyang Polytechnic)  
Learning Vision @ Work (TechPoint)  
Little Skoolhouse@TP  
MOE Kindergarten @ Northoaks  
My First Skool @ Blk 503 Bedok North  
My First Skool @ Blk 706 Hougang  
PCF Sparkletots @ Kampong Chai Chee Blk 135 (KN)  
PCF Sparkletots @ Kembangan Chai Chee Blk 116 (DS)

PCF Sparkletots @ Punggol North Blk 663A DS  
PCF Sparkletots @ Punggol Shore Blk 171C (KN)  
PCF Sparkletots @ Woodlands Blk 604 (CC)  
PCF Sparkletots Preschool @ Ang Mo Kio - Hougang Blk 535 (DS)  
PCF Sparkletots Preschool @ Bukit Timah Branch (BTCC305)  
PCF Sparkletots Preschool @ Fengshan Blk 76  
PCF Sparkletots Preschool @ Kebun Baru Blk 172  
PCF Sparkletots Preschool @ Kembangan Chai Chee Blk 341  
PCF Sparkletots Preschool @ Paya Lebar Blk 221  
PCF Sparkletots Preschool @ Tampines Central Blk 856  
PCF Sparkletots Preschool @ Sengkang Central Blk 210  
PCF Sparkletots Preschool @ Sengkang North Blk 231/232  
PCF Sparkletots Preschool @ SengKang North Blk 290A  
SDM Childcare Centre @ Bishan  
SDM Ichiban Preschool Pte Ltd  
Skool4kidz Campus @ Sengkang Riverside Park  
Star Learners @ Choa Chu Kang Sports Centre Pte Ltd  
Star Learners @ Yishun  
Sunflower Preschool @ Dakota  
Sunflower Preschool @ Mindef Depot  
Sunflower Preschool @ Pasir Ris Pte Ltd  
Young Minds Childcare Centre Pte Ltd  
Zee Schoolhouse Pte Ltd

## + Links

Ang Mo Kio Primary School  
Angsana Primary School  
Blangah Rise Primary School  
Boon Lay Garden Primary School  
Bukit Panjang Primary School  
Bukit View Primary School  
Cantonment Primary school  
Chongfu School  
Compassvale Primary School  
Corporation Primary School  
Damai Primary School  
Eunos Primary School  
Fairfield Methodist School (Primary)  
Fengshan Primary School  
Frontier Primary School  
Greendale Primary School  
Haig Girls' School  
Holy Innocents' Primary School  
Innova Primary School  
Jiemin Primary School  
Kheng Cheng School  
Naval Base Primary School  
New Town Primary School  
Palm View Primary School  
Peiyong Primary School  
River Valley Primary School  
Rivervale Primary School  
Sembawang Primary School  
Telok Kurau Primary School  
Valour Primary School  
Xinmin Primary School  
Xishan Primary School  
Yumin Primary School  
Zhenghua Primary School

## + Cadets

Admiralty Secondary School  
Ang Mo Kio Secondary School  
Assumption English School  
Bartley Secondary School  
Bendemeer Secondary School  
Broadrick Secondary School  
Cedar Girls' Secondary School  
CHJ Secondary (Toa Payoh)  
Commonwealth Secondary School  
Compassvale Secondary School  
Crescent Girls' School  
Dunman Secondary School  
Evergreen Secondary School  
Fairfield Methodist School (Secondary)  
Fuhua Secondary School  
Greendale Secondary School  
Guangyang Secondary School  
Hougang Secondary School  
Hua Yi Secondary School  
Jurong Secondary School  
Jurong West Secondary School  
Marsiling Secondary School  
Meridian Secondary School  
Nan Chiau High School  
Northbrooks Secondary School  
Punggol Secondary School  
Queenstown Secondary School  
Raffles Girls' School (Secondary)  
Raffles Institution  
Regent Secondary School  
Sengkang Secondary School  
Serangoon Garden Secondary School  
Serangoon Secondary School  
Singapore Chinese Girls' School

St Gabriel's Secondary School  
St Margaret's Secondary School  
Tanjong Katong Girls' School  
Victoria School  
Woodgrove Secondary School  
Yio Chu Kang Secondary School  
Zhenghua Secondary School

## + Chapters & Clubs

ITE College East  
Anderson Serangoon Junior College  
Nanyang Junior College  
Raffles Institution (Junior College)  
Ngee Ann Polytechnic  
Singapore Polytechnic  
Canadian International School  
Overseas Family School  
Nanyang Technological University  
National University of Singapore  
Singapore Management University  
APSN Delta Senior School



# RESOURCE MOBILISATION

Singapore Red Cross' (SRC) Resource Development (RD) team raises funds for humanitarian services, engaging the support of donors, donor-organisations and fundraisers throughout the year. RD also runs the charity SHOP+, online and at the Red Cross Youth Campsite, where sales proceeds support SRC's local humanitarian services. With the easing of COVID-19 measures in 2022, RD resumed the Direct Donor Partnership's House to House and Street Collection Programme.



Charity Concert, A Mother's Cheongsam (妈妈的旗袍)

## + Digital Fundraising

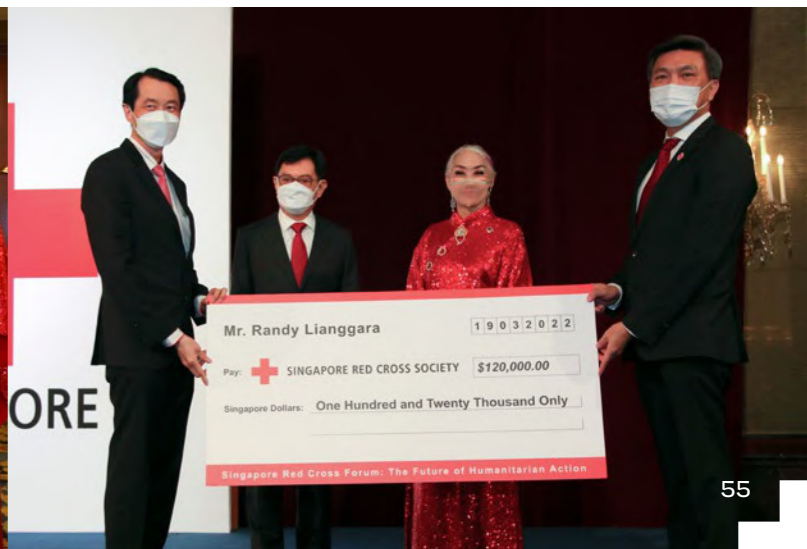
SRC increased accessibility and convenience for donors with the launch of SRC's e-fundraising donation portal - *donate.redcross.sg*, to facilitate online donations to humanitarian causes and purchases of SRC's exclusive merchandise.

DBS Bank adopted the SRC as a charity partner for its sustainability initiative, the 'LiveBetter' programme through the DBS Digibank app, raising over S\$500,000 for SRC's humanitarian response to Ukraine, and over S\$40,000 for the SRC's local humanitarian causes.

## + Fundraising Events for Local Causes

- The Singapore Red Cross Forum was organised by Singapore Red Cross Forum: The Future of Humanitarian Action Organising Committee, led by chairperson Mrs Genevieve (Peggy) Jeffs, Co-chairperson Mr. Benedict Teo and members Ms Angela Loh, Ms Ganna Lysenko, Ms Jeanna Chan, Mr Ali Nael. It was graced by Guest-of-Honour Deputy Prime Minister Mr Heng Swee Keat, and attended by 300 guests at Shangri-La Singapore. The event raised close to S\$479,000.
- SRC's 7<sup>th</sup> Charity Concert, 'A Black Cat Theatre Production: A Mother's Cheongsam (妈妈的旗袍)' was led by SRC Council Member Ms Terene Seow, who was also the concert's Organising Chairperson and Executive Producer. It was graced by Guest-of-Honour Senior Minister of State for Transport Mr Chee Hong Tat and attended by 800 donors and beneficiaries at the Theatre at Mediacorp, raised S\$388,000 with the support of the Hakka clan, in commemoration of Wui Chiu Fui Kun's 200th Anniversary.
- The first golf tournament for the Singapore Red Cross since the pandemic was organised by Golf for Humanity Organising Committee Chairperson, Mr Chew Hai Chwee; Tournament Director Mr William Toh; and members Dr Collin Ang, Mr Ho Kee Sin, and Mr Koh Yat Chung. The SRC Charity Golf event saw 144 golfers swing their clubs for a good cause and the dinner was graced by Ms Gan Siow Huang, Minister of State for Education and Manpower as Guest-of-Honour. The event, which was held at Tanah Merah Country Club, raised S\$345,000.
- SRC's annual fundraiser, Grateful Hearts raised S\$130,000 through donations and fundraisers by individuals, schools and businesses, in support of local humanitarian causes.
- Women in Red saw over 20 fundraisers, including SRC celebrity ambassadors, Ya Hui, Jean Danker, and Michelle Chia, as well as female entrepreneurs and influencers, initiating activities to raise more than S\$35,000 for the SRC's humanitarian causes.

Forum on The Future of Humanitarian Action



## + Fundraising Partnerships

- Angen Fund Management Ptd Ltd signed a 5-year Memorandum Of Understanding (MOU) with the SRC, pledging to donate S\$500,000 between 2022 and 2026.
- Maybank Singapore organised 'Walk for Humanity', a virtual charity walk cum online donation event, which raised a total of S\$282,000 for the SRC.
- Mrs Eunice Yeo, founder of Peace of Art Singapore, organised a Sustainable Christmas Market, which raised S\$147,000 for SRC's Pakistan flood relief response.
- Vinda Singapore launched a campaign to donate Tena diapers for the residents at the Red Cross Home for the Disabled (RCHD), and raised a value equivalent to S\$101,000 for RCHD's residents by matching every bag of diapers donated.
- DHL organised a Staff Cycling Fundraiser that raised S\$25,000 for the SRC's local humanitarian services.
- Rang Mahal pledged S\$24,000 over a 2-year commitment period to support the Young Hearts programme.
- MDADA Pte Ltd, a live streaming ecommerce company raised S\$14,000 from the sale of SRC merchandise.
- SRC has received grants from the QBE Foundation, Tan Chin Tuan Foundation, Temasek Foundation and Singapore Totalisator Board.
- About 120 individuals and brands, including home-based businesses, schools and corporate organisations, fundraised for SRC's response to the Ukraine Humanitarian Crisis.

## + SHOP+

Our Charity SHOP+ raises funds through the sale of donated items. Additionally, it promotes upcycling, sustainable living, and the reduction of waste. To advocate sustainability and encourage volunteerism, the SRC regularly engages the Red Cross Youth and adult volunteers in sorting items and managing SHOP+'s inventory. A dedicated team of long-time volunteers man the charity shop.



RD also resumed the Pop-Up SHOP+ initiative with the National Environmental Agency and the Singapore Management University, holding sale events for their staff and students to promote sustainability and corporate social responsibility.

RD also re-established relationships and agreements with the Changi Airport Group and Marina Bay Sands for the donation of items to SHOP+.

## COMMUNITY ENGAGEMENT

The Marketing Communications and Partnerships team (MCP) drives community engagement for the Singapore Red Cross (SRC) by communicating the impact of SRC's local and overseas humanitarian work, promoting humanitarian thought leadership, catalysing ambassadors and partners for SRC, and driving digital outreach and engagement.

### + Inspiring Action for Humanity

The Singapore Red Cross launched a new campaign series, "Lend a Hand for Humanity" to communicate the transformative and lasting impact of SRC's local humanitarian services for vulnerable communities in Singapore; and to demonstrate how a donation to SRC can translate to precious gifts of presence and time, that make a real difference in somebody's life.

With SMRT's support, the advertisements ran in MRT trains and stations. The campaign also ran on social media, and attracted online donations for local causes.

Scan the QR code to watch "Lend a Hand for Humanity" campaign videos.



News coverage continued to be a significant publicity channel for the SRC, and a media value of S\$2,297,230 was generated across over 800 print, broadcast and online features.

## Lend a Hand for Humanity



### + Building Social Media Momentum

Harnessing the power of digital media, SRC increases its engagement with individuals and brands with compelling and creative content across the website and social media platforms. Across the social media platforms, SRC saw the largest increase in followers on TikTok while engagement rates were the highest on LinkedIn.

Leveraging occasions such as International Women's Day, Mother's and Father's Day, World First Aid Day and World Mental Health Day, SRC launched 12 social media campaigns to engage netizens on SRC's humanitarian focus and efforts.

MCP continually engaged key opinion leaders to bring attention to its causes, events and social enterprises. SRC Ambassadors, including celebrities and influencers, Ya Hui, Jean Danker and Michelle Chia, amplified SRC's outreach by participating in, and promoting SRC's community services, over their social media accounts.

### + Celebrating Volunteers and Partners

To thank and recognise the contributions of volunteers and partners, the annual Singapore Red Cross Awards Ceremony was organised on 12 October 2022 at HomeTeamNS Khatib where 100 individuals and organisations, who had given their time and resources to support SRC's mission, were presented with awards by Guest-of-Honour and SRC Patron, President Halimah Jacob. Mdm President also toured an exhibition on Singapore Red Cross' resilience efforts, where she interacted with the Award recipients, as well as SRC beneficiaries.

Mr Vignesswaran s/o Anbalagan (Vicky) who attends SRC's Day Activity Centre for the Disabled, and his mother and caregiver Mdm Punitha shared how the DAC has transformed her son's life, and given her peace of mind. Two youth from the SRC Young Hearts programme also shared how the enrichment and mentoring by SRC volunteers and partners have helped them become confident and focused in their studies.

President Halimah Jacob and Chairman Mr Tan Kai Hoe with recipients from the Singapore Red Cross Awards Ceremony 2022



## + Looking Ahead

MCP will further enhance digital engagement with a website revamp, and the strengthening of SRC's digital content strategy on social media, to engage youths and young adults. To enhance donor accountability and promote a deeper understanding of SRC's work, MCP will curate and facilitate more impact reporting.

In addition, MCP will empower employee ambassadors by training them in relevant skills such as social media management, content creation, photography and media interviews. MCP will also continue to engage media celebrities, public figures, as well as corporates and organisations in championing SRC's humanitarian cause as ambassadors and partners.

# Haven for a close-knit family

The Red Cross Home for the Disabled marks its 70th anniversary this year. The Straits Times explores stories of friendship and bonds at its Lengkok Bahru facility.



Neo Xiaolin  
Senior Executive  
Photographer



Kevin Lim  
Chief Photographer

Staff nurse Lee Kwee Linn stayed at her post even through the lockdown and residents at the Red Cross Home for the Disabled (RCHD) she has been with since 2018. She was the only staff member left on duty.

She volunteered for extra shifts despite the virus spreading around her, and worked faithfully even when she was the only staff member left on duty. To the 46-year-old, the 87 residents, aged between 20 and 75, are practically her children. "She is one of 70 staff at Singapore's only residential home for people with severe disabilities. The residents are completely dependent on their caregivers for day-to-day tasks. For some residents, the facility located in Lengkok Bahru is the only home they have after their elderly parents died."

Two of the longest-staying residents have been with the home since 1948. The family theme is a strong one at the home. Healthcare assistant Zin Mar Aye, 44, is from Myanmar and has been working at the home since 2018. After her grandmother had a stroke, she had become her full-time caregiver in the capital Yangon for 15 years until her grandmother's death.

"They remind me of my grandmother," said Ms Zin, referring to the residents she takes care of. "She has developed a special bond with Ms Lim Bee Linn, 46, during her time working at the home. Ms Lim, who has cerebral palsy, uses a wheelchair and is fully dependent on others. She was given away for adoption when she was six months old, and her adoptive parents took care of her until their passing. She was then placed under the care of her foster mother and was eventually admitted into RCHD in 1994 as her foster mother was too old to manage her care. RCHD was known as Red Cross Home for Crippled Children when it was built in 1962 in Changi to care for children who had contracted poliomyelitis, or infantile paralysis, after World War II. It was renamed the Home for the Physically Handicapped Children in 1977, and subsequently RCHD in 1999 as the children had grown up with the home. Today, the home has a total capacity of 200 residents and receives financial support from donors to the Singapore Red Cross, as well as the Government - the Ministry of Social and Family Development and the National Council of Social Service.

There are also about 60 regular volunteers who spend time with the residents, give them haircuts and take them out to places - although restrictions imposed during the pandemic kept them away until they were eased recently.

One of them is Mr Stefan Smolek, who has been volunteering with the home for over a decade. Originally from Germany, the 65-year-old retired investment banker has been living in Singapore since 2006. "Now a Singaporean permanent resident, he used to visit the residents every Sunday with his family before the pandemic, occasionally helping out with photography for events. He treats the residents at the home like brothers and sisters and says they are "same same, but different lah". He hopes to see more volunteers



## + Partnerships

- Cultivated 5 Goodwill and 10 Social Ambassadors in 2022.
- Partnered with Stellar Experience on collaborations across media space sponsorship and property space sponsorship.

- Collaborated with Republic Polytechnic (RP) for students to work with SRC on social media content creation.
- Worked with SRC volunteers and partners to build capacity in marketing communications: Media Trainer Mr Augustine Anthuvan,

SRC Marcoms Advisory Panel Member Mr Jeffrey Lim and his agency 8traordinary, and Republic Polytechnic School of Management and Communication hosted media spokespersons and social media training for SRC staff and volunteers.

### Digital Communications

More than **144,000** followers on social media

### PR Efforts

**S\$2,297,230** in Media Coverage



# FINANCIAL HIGHLIGHTS

Please find the audited financial statements online at [redcross.sg](http://redcross.sg).

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## STATEMENT OF FINANCIAL POSITION 31 December 2022

	Note	2022 \$	2021 \$
<b>ASSETS</b>			
<b>Current assets</b>			
Cash and cash equivalents	6	23,859,175	26,897,451
Other receivables, deposits and prepayments	7	3,924,805	2,629,488
Debt instruments at fair value through other comprehensive income ("FVTOCI")	11	-	1,260,078
<b>Total current assets</b>		<b>27,783,980</b>	<b>30,787,017</b>
<b>Non-current assets</b>			
Fixed deposits	6	4,300,000	-
Property, plant and equipment	9	2,308,096	1,049,100
Right-of-use assets	10	2,252,863	1,793,634
Debt instruments at fair value through other comprehensive income ("FVTOCI")	11	1,477,625	1,570,587
<b>Total non-current assets</b>		<b>10,338,584</b>	<b>4,413,321</b>
<b>Total assets</b>		<b>38,122,564</b>	<b>35,200,338</b>
<b>LIABILITIES, FUNDS AND RESERVES</b>			
<b>Current liabilities</b>			
Other payables and accruals	12	9,959,918	11,045,713
Lease liabilities	13	348,935	160,411
<b>Total current liabilities</b>		<b>10,308,853</b>	<b>11,206,124</b>
<b>Non-current liabilities</b>			
Deferred capital grants	14	560,830	627,899
Lease liabilities	13	302,216	146,793
<b>Total non-current liabilities</b>		<b>863,046</b>	<b>774,692</b>
<b>Funds and reserves</b>			
Unrestricted funds		25,786,068	22,539,934
Restricted funds	15	1,194,722	595,048
Investment revaluation reserve	11	(30,125)	84,540
<b>Total funds and reserves</b>		<b>26,950,665</b>	<b>23,219,522</b>
<b>Total liability, funds and reserves</b>		<b>38,122,564</b>	<b>35,200,338</b>
<b>Net assets of:</b>			
International Relief Funds, held on behalf and managed by Singapore Red Cross Society	16	28,377,613	23,587,826

See accompanying notes to financial statements online.

**STATEMENT OF FINANCIAL ACTIVITIES AND OTHER COMPREHENSIVE INCOME**  
**Year ended 31 December 2022**

	Note	2022 \$	2021 \$
<b>Income</b>			
Voluntary income:			
- General donations		4,534,957	3,316,102
- Donations (Home for the Disabled)		241,744	340,653
- Donations (Transport Aid)		58,753	29,371
- Membership subscriptions		95,610	53,968
Fundraising events		4,171,325	3,343,436
Investment and interest income		232,056	117,712
		9,334,445	7,201,242
<b>Charitable activities</b>			
Training Academy fees		1,720,820	1,346,724
Programme fees		86,224	59,736
Funding from Tote Board		248,226	280,083
Blood Donor Programme funding from Health Science Authority		2,418,324	2,403,891
Home for the Disabled:			
- Residents' contribution		5,855	4,253
- Grants from Ministry of Social and Family Development, National Council of Social Services and SG Enable		4,627,491	3,646,705
- Other grants		31,416	36,208
Government grants:			
- Ministry of Education		121,387	126,228
- National Council of Social Services		5,473	7,849
- Care and Share Fund		265,202	727,923
- Community Silver Trust		212,472	271,650
- Council for Third Age		179,308	136,971
- Others		59,028	51,014
		9,981,226	9,099,235
<b>Other income</b>			
Government grants from Job Support Scheme		-	407,088
Programme Support Recovery	19	438,321	472,303
Miscellaneous	20	956,673	728,218
<b>Total income</b>		20,710,665	17,908,086

See accompanying notes to financial statements online.

**STATEMENT OF FINANCIAL ACTIVITIES AND OTHER COMPREHENSIVE INCOME (cont'd)**  
**Year ended 31 December 2022**

	Note	2022 \$	2021 \$
<b>Operating expenditure</b>			
Fundraising costs	21	(1,709,701)	(1,267,679)
<b>Charitable activities</b>			
Training Academy		(2,159,225)	(1,805,167)
Community Service - Transport Aid		(985,512)	(1,039,791)
Blood Donor Programme		(2,626,304)	(2,432,685)
Home for the Disabled		(4,487,770)	(3,657,653)
Services and disaster management		(2,194,293)	(1,905,075)
International Services		(956,151)	(798,143)
Red Cross Youth		(1,017,534)	(711,548)
	23	(14,426,789)	(12,350,062)
Contribution to the International Federation of Red Cross and Red Cross Crescent Societies		(283,873)	(283,210)
Depreciation of right-of-use assets		(431,523)	(214,973)
Gain arising from the derecognition of debt instrument designated at FVTOCI		11,625	-
Interest expense		(24,596)	(13,176)
<b>Total operating expenditure</b>		(16,864,857)	(14,129,100)
Surplus for the year	22	3,845,808	3,778,986
<b>Other comprehensive loss:</b>			
<i>Items that are reclassified subsequently to profit or loss:</i>			
Change in fair value of debt instruments at FVTOCI		(103,040)	(55,718)
<b>Other comprehensive loss for the year</b>		(103,040)	(55,718)
<b>Total comprehensive income for the year</b>		3,742,768	3,723,268

See accompanying notes to financial statements online.



**STATEMENT OF CHANGES IN FUNDS AND RESERVES**  
**Year ended 31 December 2022**

	Unrestricted funds	Restricted funds	Investment revaluation reserve	Total
	\$	\$	\$	\$
		(Note 15)		
<b>Balance at 1 January 2021</b>	19,105,730	250,266	140,258	19,496,254
<i>Total comprehensive income for the year:</i>				
Surplus (Deficit) for the year	4,116,369	(337,383)	-	3,778,986
Other comprehensive loss for the year	-	-	(55,718)	(55,718)
<b>Total</b>	<b>4,116,369</b>	<b>(337,383)</b>	<b>(55,718)</b>	<b>3,723,268</b>
Transfer from restricted funds to unrestricted fund	7,380	(7,380)	-	-
Transfer from unrestricted fund to restricted funds	(689,545)	689,545	-	-
<b>Total</b>	<b>(682,165)</b>	<b>682,165</b>	<b>-</b>	<b>-</b>
<b>Balance at 31 December 2021</b>	<b>22,539,934</b>	<b>595,048</b>	<b>84,540</b>	<b>23,219,522</b>
<i>Total comprehensive income for the year:</i>				
Surplus (Deficit) for the year	3,869,859	(24,051)	-	3,845,808
Other comprehensive loss for the year	-	-	(103,040)	(103,040)
<b>Total</b>	<b>3,869,859</b>	<b>(24,051)</b>	<b>(103,040)</b>	<b>3,742,768</b>
Cumulative loss on debt instruments at FVTOCI transferred to profit or loss upon disposal	-	-	(11,625)	(11,625)
Transfer from restricted funds to unrestricted fund	4,255	(4,255)	-	-
Transfer from unrestricted fund to restricted funds	(627,980)	627,980	-	-
<b>Total</b>	<b>(623,725)</b>	<b>623,725</b>	<b>(11,625)</b>	<b>(11,625)</b>
<b>Balance at 31 December 2022</b>	<b>25,786,068</b>	<b>1,194,722</b>	<b>(30,125)</b>	<b>26,950,665</b>

See accompanying notes to financial statements online.

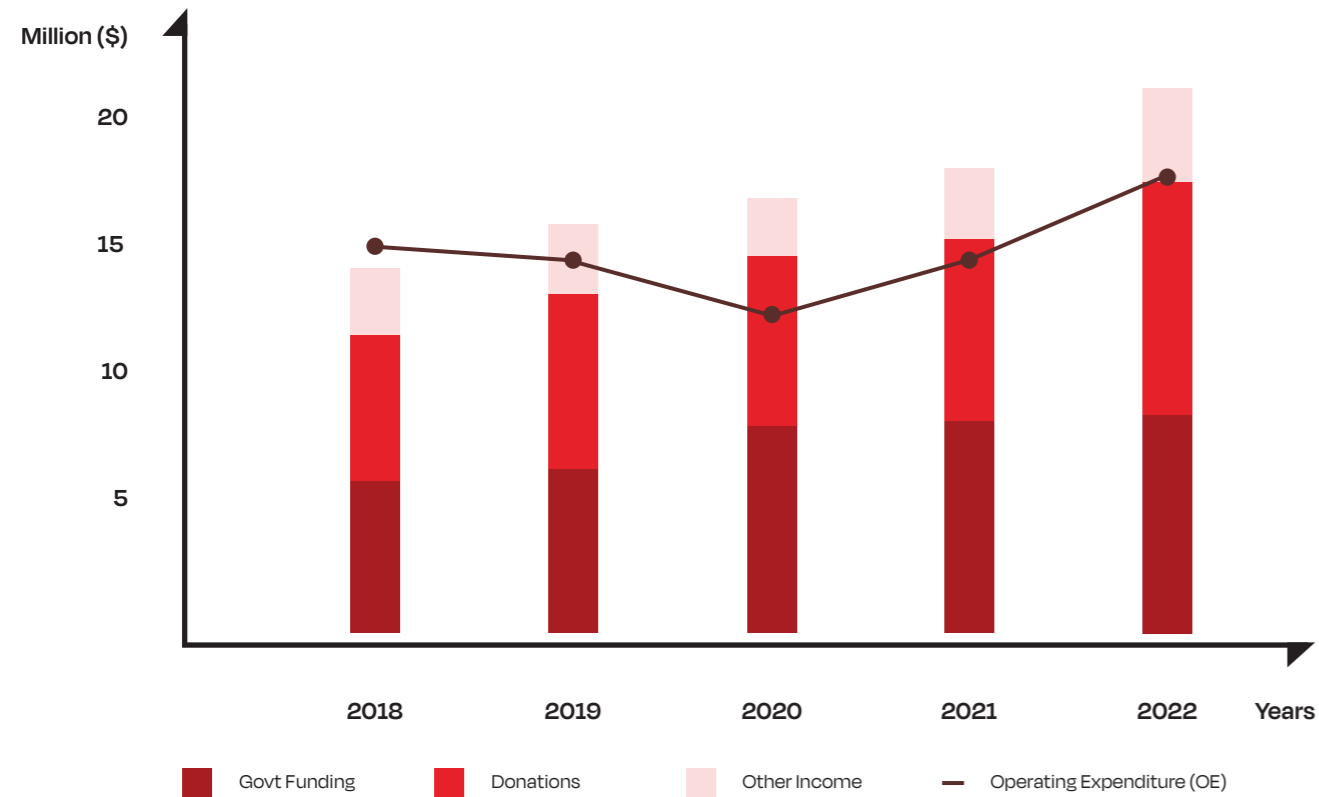
**STATEMENT OF CASH FLOWS**  
**31 December 2022**

	2022	2021
	\$	\$
<b>Operating activities</b>		
Surplus for the year	3,845,808	3,778,986
Adjustments for:		
Depreciation of property, plant and equipment	484,584	612,071
Depreciation of right-of-use assets	431,523	214,973
Gain arising from derecognition of the debt instrument designated at FVTOCI	(11,625)	-
Government grants	(8,168,325)	(8,095,611)
Dividend income	(64,120)	(83,210)
Interest income	(167,936)	(34,502)
Interest expense	24,596	13,176
Property, plant and equipment written off	-	173,660
Operating cash flows before movements in working capital	(3,625,495)	(3,420,457)
Other receivables, deposits and prepayments (Note A)	(714,861)	722,461
Other payables and accruals	(36,036)	2,849,205
Cash (used in) generated from operations	(4,376,392)	151,209
Interest paid	(24,596)	(13,176)
Net cash (used in) from operating activities	(4,400,988)	138,033
<b>Investing activities</b>		
Proceeds from redemption of debt instrument designated at FVTOCI	1,250,000	-
Placement of fixed deposits	(4,300,000)	-
Dividends received	64,120	83,210
Interest received	21,300	34,502
Purchase of property, plant and equipment	(1,743,580)	(521,901)
Addition to right-of-use asset	(183,257)	-
Proceeds from disposal of asset held-for-sale (Note 8)	-	400,000
Net cash flows (used in) from investing activities	(4,891,417)	(4,189)
<b>Financing activities</b>		
Government grants received	6,617,677	7,349,998
Repayment of lease liabilities	(363,548)	(149,640)
Net cash from financing activities	6,254,129	7,200,358
Net (decrease) increase in cash and cash equivalents	(3,038,276)	7,334,202
Cash and cash equivalents at beginning of year	26,897,451	19,563,249
<b>Cash and cash equivalents at end of year (Note 6)</b>	<b>23,859,175</b>	<b>26,897,451</b>

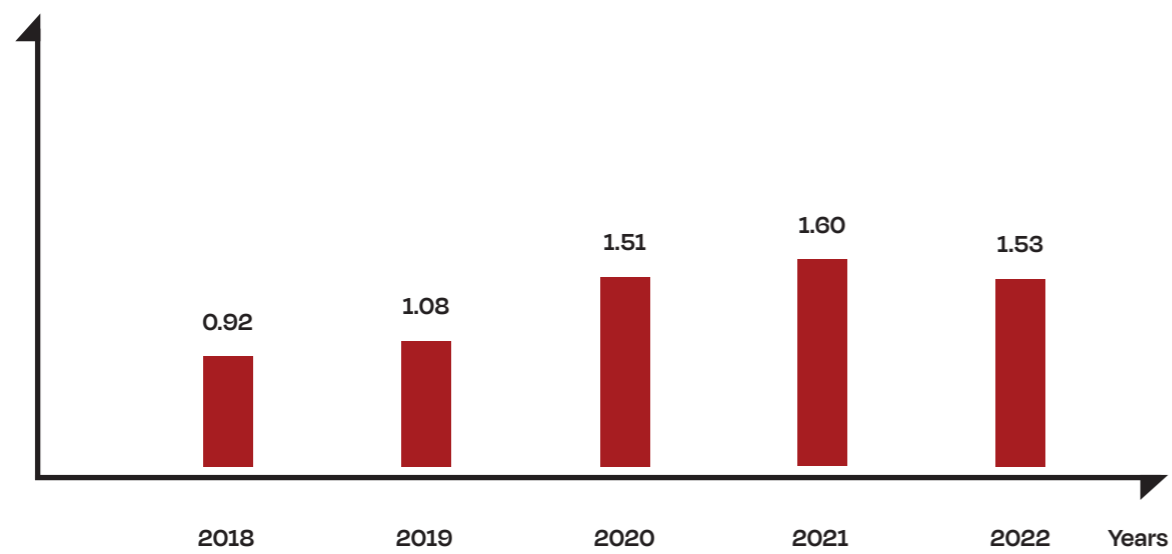
Note A: Other receivables, deposits and prepayments at the end of the year included interest receivables of \$167,936 (2021 : Nil).

See accompanying notes to financial statements online.

Comparison of Income vs Expenditure



Unrestricted Reserves as a ratio of Operating Expenditure



See accompanying notes to financial statements online.

### Fundamental Principles of the Red Cross Red Crescent Movement

-  HUMANITY
-  IMPARTIALITY
-  NEUTRALITY
-  INDEPENDENCE
-  VOLUNTARY SERVICES
-  UNITY
-  UNIVERSALITY

# Lend a Hand for Humanity



When you donate or volunteer,  
you send help and hope.  
**#TogetherForHumanity**

[redcross.sg/humanity](http://redcross.sg/humanity)



## CODE OF CONDUCT

This Code represents the commitment of the Singapore Red Cross Society (SRC) to conduct its activities and operations lawfully and ethically to the highest standards possible. This Code shall apply to all Council, Standing Committees, Working Committees and Advisory Panel Members, Volunteers and Staff of SRC.

- + Fundamental Principles of the Red Cross and Red Crescent Movement**

We commit to respecting the seven Fundamental Principles of Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality, as outlined by the Red Cross and Red Crescent Movement.
- + Mission, Vision and Values of the Singapore Red Cross**

We commit to fulfilling the Mission: Relieving human suffering, protecting human life and dignity, and responding to emergencies. Vision: To realise the Singapore Red Cross as a leading and distinctive organisation that brings people and institutions together in aid of the vulnerable. Core values of Compassion, Passion and Professionalism of the Singapore Red Cross.
- + Conduct Towards Stakeholders**

We commit to act with integrity at all times in our dealings with the Society's stakeholders, in particular, its volunteers, partners, donors, suppliers, vendors and consultants to act in the best interests of SRC at all times.

We commit to respect the dignity and worth of every beneficiary, promote and practise understanding, respect, compassion and tolerance and demonstrate discretion and maintain confidentiality as required.
- + Protection and Information**

We commit to exercising the utmost care and discretion in the handling of all matters and information of a confidential and sensitive nature, ensuring the security, confidentiality and proper usage of the personal data of all stakeholders.
- + Corporate Governance & Transparency**

We will adhere to the highest standards of corporate governance and transparency, providing regular and accurate reports on the activities and transactions of SRC, in line with the principles of truth, accountability and openness.
- + Corporate Social Responsibility**

We take seriously our corporate social responsibility towards society at large, promoting social cohesion and serving the needy and the vulnerable both locally and globally.



## **Get Involved**

- Make regular donations or fundraise for us
- Volunteer with us
- Become a member
- Give blood
- Learn first aid and other skills
- Collaborate with us

## **Singapore Red Cross**

15 Penang Lane Singapore 238486

Call 6664 0500

Visit [redcross.sg](http://redcross.sg)