



SINGAPORE

IMPACT REPORT 2023

# Heroes for Humanity, Looking Forward



## VISION

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

## MISSION

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

## CORE VALUES

Compassion, Passion, Professionalism

## ABOUT THE SINGAPORE RED CROSS

**Singapore Red Cross** is a homegrown humanitarian organisation, dedicated to relieving human suffering, protecting lives and dignity and responding to emergencies since 1949. We serve the vulnerable through our blood donor recruitment programme, home and day activity centre for the disabled, elder aid, transport aid, family life aid, community health on wheels and community first aid. We build capacity and resilience through our training academy, and volunteer and youth development. Beyond our shores, we mobilise and translate contributions from the donor community to relief and recovery, rehabilitation and reconstruction efforts, with the aim of helping communities affected by disasters.



## CONTENTS

1	Vision, Mission and Fundamental Principles
2	Content Page
3	Achievements at a Glance
5	2023 Highlights
7	Chairman's Message
12	Organisational Structure
13	Council and Committees
15	Profile of Council Members
17	Disclosures Related to the Council
19	Governance
22	Volunteer Management Policy
23	Governance Evaluation Checklist
27	Financial Processes

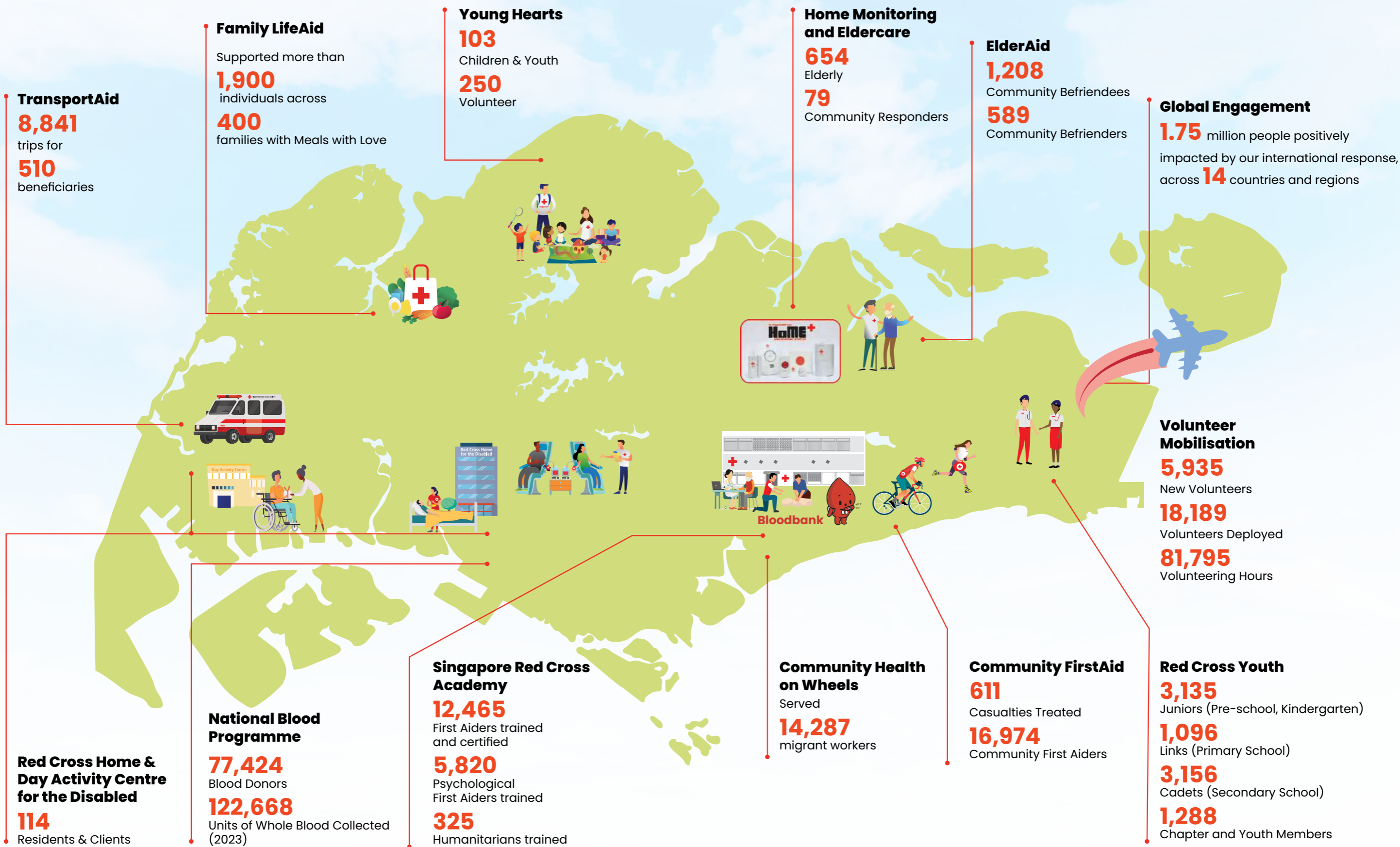
### Enhancing Resilience:

29	Family LifeAid
31	ElderAid
33	Medical Chaperone & Transport
34	Community Health on Wheels
35	Community FirstAid
37	Red Cross Home and Day Activity Centre for the Disabled
39	Singapore Red Cross Academy
41	Blood Donor Programme
43	Global Engagement
45	Centre for Occupational Learning & Employment
46	Recognising Volunteers and Partners

### Mobilising the Power of Humanity:

47	Youth Development
49	Red Cross Junior Presence
50	Red Cross Youth Presence
51	Volunteer Management
53	Resource Development
54	Partnerships
56	Outreach (Marcoms)
58	Financial Highlights
66	Code of Conduct

# Achievements at a Glance



# 2023 Highlights



## First Quarter

- In response to the Türkiye and Syria earthquake, the Singapore Red Cross (SRC) contributed more than USD 1.1M to support humanitarian relief and response operations.
- Former President, Mdm Halimah Yacob, visited the Young Hearts children participating in BYTE.sg's Void Deck Technology Lab (VDTL) programme located at Yishun Street 22.
- Singapore Red Cross Academy opened its new training site at Woods Square, graced by Guest of Honour Ms Sun Xueling, Minister of State for the Ministry of Home Affairs and Social and Family Development.



## Second Quarter

- In response to Cyclone Mocha in Myanmar, SRC pledged S\$50,000 in humanitarian aid to support the immediate relief efforts and recovery operations by Myanmar Red Cross Society.
- The Centre for Psychosocial Support introduced the Psychological First Aid Training (PFA) programme to SGSecure Responders.
- 1,876 blood donors and 29 blood drive partners were honoured during World Blood Donor Day and the YOUTHphoria award was unveiled.
- The Red Cross Youth's annual fundraiser, Project R.I.C.E.+ raised S\$561,861 and distributed 56,861 bundle sets to some 30,695 lower-income and less privileged households.

## Third Quarter

- Ms Rachel Ong, MP for West Coast GRC, officially opened the Angen Gardens, a facility within the Red Cross Home for the Disabled.
- SRC included cryptocurrency as a newly-accepted form of donation.
- In response to the earthquake in central Morocco, SRC pledged US\$50,000 in humanitarian aid to the Moroccan Red Crescent to directly support the ongoing relief efforts and recovery operations.
- SRC's annual fundraising event, Grateful Hearts, raised S\$180,000 in donations and contributions from individuals, schools and businesses to support SRC's local humanitarian services.
- More than 300 delegates from the Red Cross Red Crescent Movement, advocates of climate change, humanitarian actors, volunteers and members of the public attended the SRC's 8th Singapore Humanitarian Conference at Marina Bay Sands.
- SRC's inaugural Volunteer Convention 2023 recognised 470 volunteers and incorporated a panel discussion on collaborative approaches in building community resilience and bolstering emergency response.
- Co-organised by the SRC, International Committee of the Red Cross (ICRC), and the Centre for International Law of the National University of Singapore (CIL-NUS), the 2nd Singapore International Humanitarian Law Roundtable: Protection of the Environment in times of Armed Conflict was held at The Atrium@Orchard.
- Singapore's fifth Bloodbank, Bloodbank@One Punggol was officially opened by Minister for Health, Mr Ong Ye Kung. SRC and HSA launched the 'Adopt a BloodBank' initiative to cultivate a sustainable pool of regular donors in the vicinity of the five BloodBanks.
- The 8th charity concert, the Evergreen Luncheon Show 2023, generated S\$580,000 in funds dedicated to supporting SRC's local humanitarian services. Approximately 3,000 seniors received complimentary gift bags as part of the event.
- SRC organised the inaugural Southeast Asia Red Cross Red Crescent Women Conference 2023 at YWCA, which was attended by 120 diplomats, delegates from the Red Cross and Red Crescent National Societies, volunteers, and supporters.



## Fourth Quarter

- In response to the crisis in Gaza, SRC disbursed USD 200,000 in humanitarian aid to directly support ongoing relief efforts and recovery operations led by Red Cross Red Crescent partners, including the Afghan Red Crescent Society and the IFRC.
- SRC recognised 116 volunteers, donors and partners at the Singapore Red Cross Awards Ceremony and launched the Responder for Resilience initiative, with Guest of Honour and Singapore Red Cross Patron President Tharman Shanmugaratnam opening the newly refurbished Red Cross House.
- The Singapore Red Cross International Bazaar presented more than 80 stalls set up by the diplomatic corps, local and international enterprises, civic groups and schools, raising about S\$580,000 for local humanitarian services.
- In response to the crisis in Gaza, SRC disbursed USD 200,000 in humanitarian aid to Red Cross Red Crescent Movement Partners to support their ongoing relief efforts in the region and deployed a staff member to coordinate support and identify further needs.



# Message from the Chairman and the Secretary General / CEO



**Benjamin William**  
Secretary General/CEO

**Tan Kai Hoe**  
Chairman

The past year has brought greater challenges to humanity in many parts of the world, with increasing armed conflicts and climate disasters. Closer to home, inflation continued to hurt low-income households disproportionately, and the population would become super-aged in just a few years.

Against this backdrop, the Singapore Red Cross (SRC) has re-assessed our humanitarian efforts and committed more resources to expand our outreach, to help vulnerable communities especially within Singapore better navigate the coming challenges, and to strengthen national resilience.

With the collective effort of our 'Heroes of Humanity' - our volunteers, partners, donors, members, and employees, the Singapore Red Cross expanded our local footprint to bring our humanitarian services to more communities. This Impact Report pays tribute to these 'Heroes of Humanity', who contributed significantly towards our work in 2023:

### Strengthening community resilience

- Launched the Responder for Resilience movement, to bolster our response to vulnerable communities
- Opened the 5th Bloodbank at One Punggol, with the Health Sciences Authority, and achieved 122,668 whole blood donations to support Singapore's transfusion needs
- Opened the Singapore Red Cross Academy and Humanitarian Hub at Our Tampines Hub
- Opened the 6th SRC Academy training space at Wood Square, and impacted over 18,000 learners across three Centres
- Launched Psychological First Aid training for SGSecure Responders
- Introduced new public programmes such as Workplace Mental Health training; Caregivers Training; and Outdoor Wilderness First Aid, on top of SRC Academy's comprehensive training offerings

### Uplifting the vulnerable

- Facilitated over 8,800 round trips via Medical Chaperone & Transportation, supporting more than 500 beneficiaries with their healthcare
- Provided Meals with Love to close to 2,000 persons across 410 lower-income households in 2023, up from 300 households in 2022
- Doubled the number of ElderAid clients, from 600 in 2022 to 1,200 in 2023
- Achieved a two-fold increase in the number of Community Befrienders, year on year
- Cared for 111 persons with disabilities across the Red Cross Home and Day Activity Centre for the Disabled
- Received the President's Certificate of Commendation, and the Resilience Certificate from the Ministry of Health, for our COVID-19 efforts
- Supported 1.75 million people through relief and rebuilding efforts in Ukraine, Turkiye, Malaysia, Timor-Leste, Sri Lanka, Libya and Gaza, and 8,650 people through Overseas Humanitarian Programmes.

### ESG

We are humbled to have been awarded the Charity Transparency Award in 2023, which is a testament to our commitment to good governance, effective stewardship, accountability and transparency.

We also share in this report the environmental, social and governance (ESG) practices we have put in place, ahead of the revision of the code of governance for charities. Our efforts include engaging the public on 'Thriving Sustainable Humanitarian Action for Climate Resilience' at the 8th Humanitarian Conference and kicking off an in-house workgroup to engage employees in sustainability initiatives in the workplace.

To manage our risks to drive long-term sustainability and effectiveness, we have developed a risk management framework and established a risk management committee. We have also taken steps to further strengthen our SOPs to protect our charity against money laundering and terrorist financing.

### Innovation and Rejuvenation

Our Patron, President Tharman Shanmugaratnam, opened the refurbished Red Cross House after extensive renovations centred on sustainability, space optimisation and conservation. The rejuvenation includes our IT infrastructure, and we made significant progress on integrating our IT systems, the digitalisation of our donations and financial management, and began accepting cryptocurrencies as donations. Our learning culture continues to emphasise a growth mindset and embracing innovations, to propel us forward.

### Thought Leadership

In 2023, the SRC contributed to the movement's thought leadership on several pertinent topics, with the organisation of the inaugural Southeast Asia Red Cross Red Crescent Women Conference 2023, the first Pandemic Readiness Enhancement Programme for the Southeast Asia Red Cross and Red Crescent Societies and the Singapore Humanitarian Conference.

We also collaborated with the International Federation of Red Cross and Red Crescent Societies to organise the Southeast Asia Training of Trainers on Psychological First Aid, and with the International Committee of the Red Cross (ICRC) and the Centre for International Law of the National University of Singapore (CIL-NUS) to present the second International Humanitarian Law (IHL) Roundtable themed 'Protection of the Environment in Times of Armed Conflict'. We will continue to grow SRC as an important thought leader in the humanitarian sphere.

### Fostering a Culture of Excellence

Our commitment to attracting, developing and retaining talent is key to achieving our strategic goals. We are intensifying our efforts in talent development and enhancing employee and volunteer experience, empowering Red Crossers to reach their fullest potential.

**Tan Kai Hoe**  
Chairman

**Benjamin William**  
Secretary General/CEO

We made key management appointments as part of our succession planning and ongoing commitment to groom the next generation of leaders for the SRC. These include the Assistant Secretary-General/Operations, Assistant Secretary General/Corporate, Group Director and Dean for the SRC Academy, and Group Director for the Blood Donor Programme.

### Empowering Humanitarians of Tomorrow

In line with our goal to empower humanitarians of tomorrow, the Red Cross Youth (RCY) will revitalise its curriculum - encouraging a social service-oriented mindset with ample learning opportunities with the Singapore Red Cross' humanitarian services; and leveraging digital technology such as drones, virtual reality, and augmented reality. These efforts to inject innovation into the curriculum would ensure our youth are future-ready.

### Partnership for Humanity

We have over the years cemented our position as an institute of public character and a collaborative partner in the community care and social service space. In 2024, we will take advantage of SRC's 75th Anniversary to define SRC's vision to expand our reach, enhance our impact over the next decade, and rally the community to join our humanitarian endeavours.

We will also strengthen our collaboration with strategic partners across the private and public sectors, to drive our local and overseas work. In 2024, we will also conclude agreements with key partners such as the People's Association, the Singapore Civil Defence Force and the National Parks Board with the common purpose of building a resilient nation. We will collaborate in areas like blood donation mobilisation, emergency preparedness and response.

Finally, we would like to thank our fellow Council Members for their wise counsel and invaluable insights. We are also grateful to our management team and employees for your dedication and teamwork in making 2023 a year of growth.

Our heartfelt thanks to our volunteers, donors, partners and the communities we serve in, for your continuing partnership. We count on your steadfast support as the driving force behind impactful initiatives for humanity.

在过去的一年里，武装冲突和气候灾害加剧，给世界各地的人们带来了更大的挑战。仅在新加坡，通货膨胀就给低收入家庭造成了巨大冲击，城市人口老龄化现象也在近些年不断加剧。

在此背景下，新加坡红十字会（SRC）重新评估了组织在人道主义方面的工作重心，并投入了更多资源来扩大受助人范围，帮助弱势群体（尤其是本国弱势群体）更好地应对即将到来的挑战，加强了国家的抗灾能力。

在我们的“人道主义英雄”——志愿者、合作伙伴、捐赠者、会员和员工的共同努力下，新加坡红十字会扩大了在本地的服务范围，让人道主义服务惠及了更多社区和个人。此报告旨在致敬这些“人道主义英雄”，并肯定他们在过去的2023年中在以下工作做出的重大贡献：

#### 加强社区复原力

- 启动了复原力响应者运动，增强了我们对弱势群体需求的响应能力。
- 与新加坡卫生科学局合作，在榜鹅综合社区中心(One Punggol)开设了第五个血库，共收到 122,668 份全血献血，增加了新加坡的血液供应。
- 在淡滨尼体育场 (Our Tampines Hub) 开设新加坡红十字会和人道主义援助中心。
- 在兀兰广场 (Wood Square) 开设了第 6 间新加坡红十字会学院分支(SRCA)，为三间中心超过 18,000 名学员提供了培训。
- 为 SGSecure 响应人员开展心理急救培训。
- 在新加坡红十字会学院(SRCA)全面培训课程的基础上，推出新的公共课程，如工作场所心理健康培训、护理人员培训和户外野外急救课程。

#### 关爱弱势群体

- 提供超过8,800次医疗陪护和护送服务，为超过 500 名受益者的医疗保健需求提供支持。
- 2023年为接近2000人提供粮食援助，覆盖了410个低收入家庭，较2022年的300个家庭有所增加。
- 乐龄援助 (ElderAid) 客户数量增加了一倍，从 2022 年的 600 个增至 2023 年的 1,200 个。
- 社区之友的人数同比增加了两倍。
- 红十字之家和日间活动中心为111名身心障碍人士提供护理服务。
- 由于在新冠疫情期间的突出贡献，获得了新加坡红十字会总统嘉奖状和卫生部颁发的复原力证书。
- 通过在乌克兰、土耳其、马来西亚、东帝汶、斯里兰卡、利比亚和加沙的救济和重建工作，为 175 万人提供了援助，并通过海外人道主义计划为 8650 人提供了援助。

#### ESG

我们很荣幸在 2023 年荣获“慈善公开奖”，这证明了我们持之以恒地践行良好治理、有效管理、问责制和公开透明的理念。

我们还在本报告中分享了我们在《慈善机构治理准则》修订之前所采取的环境、社会和治理 (ESG) 措施，内容包括：在第八届人道主义大会上向公众宣传“缓解气候变化及可持续发展的人道主义行动”，并设立了内部工作小组，让员工参与工作场所的可持续发展倡议。

为了管理组织风险，推动长期可持续和有效发展，我们制定了风险管理框架，并成立了风险管理委员会。我们还采取措施进一步加强组织的标准作业程序，以保护我们的慈善事业远离洗钱和恐怖主义融资活动。

#### 创新与复兴

我们的赞助人塔曼·尚穆贾拉南 (Tharman Shanmugaratnam) 总统为整修的红十字之家揭幕。整修工作

以可持续发展、空间优化和保护为中心，通过整合和优化信息技术系统，在捐赠和财务管理数字化方面取得了重大进展，开始有能力支持并接受加密货币捐赠。组织的学习文化将继续强调成长型思维和拥抱创新，以推动组织继续向前发展。

#### 思想领导力

2023 年，新加坡红十字会与红新月会组织了首届“2023 年东南亚红十字红新月妇女大会”、“东南亚红十字会和红新月会的首个疫情应对增强计划”和“新加坡人道主义大会”，并在多个相关议题上提供了发展性的意见。

红十字会还携手红新月会、国际联合会合作组织了东南亚心理急救培训师培训，并与红十字国际委员会 (ICRC) 和新加坡国立大学国际法中心 (CIL-NUS) 合作举办了主题为“武装冲突时期的环境保护”的第二届国际人道主义法 (IHL) 圆桌会议。我们将继续把新加坡红十字会发展成为人道主义领域的重要思想领袖组织。

#### 培养卓越文化

我们致力于吸引、培养和保留人才，这是实现组织战略目标的关键。我们正在加大人才培养力度，丰富员工和志愿者的经验，赋予红十字会会员发挥其最大潜力的能力。

我们任命了重要管理人员，这是我们继任规划的一部分，也是我们培养 SRC 下一代领导人的持续承诺。委任人员有助理秘书长 (运营)、助理秘书长 (企业)、集团总监兼 SRC 学院院长以及献血者计划集团总监。

#### 为人道主义者开创明天

为了实现我们培养未来人道主义者的目标，红十字青少年部 (RCY) 将重新规划其课程体系，利用大量新加坡红十字会人道主义服务相关的学习机会，帮助学员培养社会服务导向的思维；并合理利用无人机、虚拟现实和增强现实等数字技术，帮助新加坡青年做好准备，迎接未来。

#### 人道主义合作伙伴

多年来，我们巩固并加强了作为公益机构在社区护理和社会服务领域的合作伙伴地位。2024 年，我们将借助 SRC 成立 75 周年的契机，再次明确 SRC 的愿景，扩大组织的活动范围，增强我们在未来十年的影响力，并号召社会各界参与我们的人道主义事业。

我们还将加强与私营和公共部门战略伙伴的合作，推动我们在本地和海外的合作。2024 年，我们还将与人民协会、新加坡民防部队和国家公园管理局等主要合作伙伴签订协议，将积极推广流动献血服务、应急准备和响应等领域开展合作，共同建设一个具有抗灾能力的国家。

最后，我们要感谢各位理事的真知灼见和宝贵建议。我们还要感谢我们的管理团队和员工，感谢你们的无私奉献和团队合作精神，是你们带领组织在 2023 年持续发展，不断前进。

我们衷心感谢我们的志愿者、捐赠者、合作伙伴以及我们所服务的社区，感谢你们一直以来的支持与陪伴。在推动人类重大倡议时，你们的支持和鼓励是我们的强力后盾。

Tahun lalu telah membawa cabaran yang lebih besar kepada umat manusia di banyak bahagian dunia, dengan peningkatan konflik bersenjata dan bencana iklim. Lebih dekat di rumah, inflasi terus melukai isi rumah berpendapatan rendah secara tidak saksama, dan populasi akan menjadi tua dengan cepat dalam beberapa tahun.

Dalam konteks ini, Palang Merah Singapura (SRC) telah menilai semula usaha kemanusiaan kami dan mengamanahkan lebih banyak sumber untuk memperluas usaha kami, untuk membantu komuniti yang rentan terutamanya di Singapura untuk menghadapi cabaran yang akan datang dengan lebih baik, dan untuk memperkuat daya ketahanan negara.

Dengan usaha kolektif 'Heroes of Humanity' kami - sukarelawan, rakan kongsi, penderma, ahli, dan pekerja, Palang Merah Singapura memperluas jejak tempat tinggal tempatan kami untuk membawa perkhidmatan kemanusiaan kami kepada lebih banyak komuniti. Laporan Impak ini menghormati 'Heroes of Humanity' ini, yang menyumbang secara signifikan kepada kerja kami pada tahun 2023:

#### Memperkuat ketahanan komuniti

- Melancarkan pergerakan Responder for Resilience, untuk memperkuat respons kami terhadap komuniti yang rentan
- Membuka Bank Darah ke-5 di One Punggol, bersama Penguasaan Sains Kesihatan, dan mencapai 122,668 sumbangan darah penuh untuk menyokong keperluan transfusi Singapura
- Membuka Akademi Palang Merah Singapura dan Pusat Kemanusiaan di Our Tampines Hub
- Membuka ruang latihan Akademi SRC yang ke-6 di Wood Square, dan memberi impak kepada lebih daripada 18,000 pelajar di tiga Pusat
- Melancarkan Latihan Bantuan Psikologi Pertama untuk Responders SGSecure ✎ Memperkenalkan program awam baru seperti latihan Kesihatan Mental di Tempat Kerja; Latihan Penjaga; dan Bantuan Pertolongan Cemas di Alam Terbuka, di atas tawaran latihan komprehensif Akademi SRC

#### Membangkitkan mereka yang terdedah

- Memudahkan lebih dari 8,800 perjalanan pulang pergi melalui Pendamping Perubatan & Pengangkutan, menyokong lebih daripada 500 penerima manfaat dengan kesihatan mereka
- Menyediakan Makanan dengan Kasih kepada hampir 2,000 orang di 410 isi rumah berpendapatan rendah pada tahun 2023, naik dari 300 isi rumah pada tahun 2022 ✎ Menggandakan bilangan pelanggan ElderAid, dari 600 pada tahun 2022 kepada 1,200 pada tahun 2023
- Berjaya meningkatkan dua kali ganda bilangan Peneman Komuniti, tahun demi tahun
- Merawat 111 orang kurang upaya di Rumah Palang Merah dan Pusat Aktiviti Harian untuk Orang Kurang Upaya
- Menerima Sijil Penghargaan Presiden, dan Sijil Ketahanan dari Kementerian Kesihatan, untuk usaha COVID-19 kami
- Mendokong 1.75 juta orang melalui usaha bantuan dan pembinaan semula di Ukraine, Turkiye, Malaysia, Timor-Leste, Sri Lanka, Libya, dan Gaza, dan 8,650 orang melalui Program Kemanusiaan Luar Negara.

#### ESG

Kami merasa rendah hati kerana telah dianugerahkan Anugerah Ketelusan Amal pada tahun 2023, yang merupakan bukti komitmen kami terhadap tabdir urus yang baik, pengurusan yang berkesan, akauntabiliti, dan ketelusan.

Kami juga berkongsi dalam laporan ini amalan alam sekitar, sosial, dan tabdir urus (ESG) yang kami telah laksanakan, di depan revisi kod tabdir urus untuk badan amal. Usaha kami termasuk melibatkan orang ramai dalam 'Tindakan Kemanusiaan Mampan untuk Ketahanan Iklim yang Makmur' di Konferens Kemanusiaan ke-8 dan memulakan kumpulan kerja dalaman untuk melibatkan pekerja dalam inisiatif kelestarian di tempat kerja. Untuk mengurus risiko kami untuk memacu kelestarian jangka panjang dan keberkesanan, kami telah membangunkan rangka kerja pengurusan risiko dan menubuhkan jawatankuasa pengurusan risiko. Kami juga telah mengambil langkah-langkah untuk memperkuat SOP kami untuk melindungi badan amal kami daripada perubahan wang haram dan pembiayaan penganan.

#### Inovasi dan Pembaharuan

Patron kami, Presiden Tharman Shanmugaratnam, membuka semula Red Cross House yang telah dipulihkan selepas

pembaharuan meluas yang berpusat pada kelestarian, optimisasi ruang, dan pemuliharaan. Pembaharuan termasuk infrastruktur IT kami, dan kami membuat kemajuan penting dalam mengintegrasikan sistem IT kami, pengidangan derma dan pengurusan kewangan kami, dan mula menerima kriptowang sebagai derma. Budaya pembelajaran kami terus menekankan pemikiran pertumbuhan dan merangkul inovasi, untuk mendorong kami ke hadapan.

#### Kepimpinan Pemikiran

Pada tahun 2023, SRC menyumbang kepada kepimpinan pemikiran gerakan pada beberapa topik yang relevan, dengan menganjurkan Bersidangan Wanita Palang Merah Palang Merah Asia Tenggara 2023 yang pertama, Program Peningkatan Kesiapsiagaan Pandemik pertama untuk Persatuan Palang Merah dan Bulan Sabit Merah Asia Tenggara dan Konferens Kemanusiaan Singapura.

Kami juga bekerjasama dengan Persekutuan Antarabangsa Palang Merah dan Bulan Sabit Merah untuk menganjurkan Latihan Pengajar di Asia Tenggara tentang Bantuan Psikologi Pertama, dan dengan Jawatankuasa Antarabangsa Palang Merah (ICRC) dan Pusat Undang-Undang Antarabangsa Universiti Kebangsaan Singapura (CIL-NUS) untuk menyampaikan Mesyuarat Bulanan Perundangan Antarabangsa kedua bertemakan 'Perlindungan Alam Sekitar dalam Tempoh Konflik Bersenjata'. Kami akan terus memperkukuh SRC sebagai pemimpin pemikiran penting dalam bidang kemanusiaan.

#### Menumbuhkan Budaya Keunggulan

Komitmen kami untuk menarik, membangunkan, dan mengekalkan bakat adalah kunci untuk mencapai matlamat strategik kami. Kami sedang memperkukuhkan usaha kami dalam pembangunan bakat dan meningkatkan pengalaman pekerja dan sukarelawan, memberdayakan Red Crossers untuk mencapai potensi penuh mereka.

Kami membuat pelantikan penting dalam pengurusan kami sebagai sebahagian daripada perancangan kelestarian dan komitmen berterusan kami untuk membentuk generasi seterusnya pemimpin bagi SRC. Ini termasuk Timbalan Setiausaha Agung / Operasi, Timbalan Setiausaha Agung / Korporat, Pengarah Kumpulan dan Dekan untuk Akademi SRC, dan Pengarah Kumpulan untuk Program Penderma Darah.

#### Menguatkan Kemanusiaan pada Masa Hadapan

Selaras dengan matlamat kami untuk memberdayakan kemanusiaan masa hadapan, Pemuda Palang Merah (RCY) akan menyegarkan kurikulumnya - menggalakkan sikap berorientasikan perkhidmatan sosial dengan peluang pembelajaran yang mencukupi dengan perkhidmatan kemanusiaan Palang Merah Singapura; dan memanfaatkan teknologi digital seperti dron, realiti maya, dan realiti diperkaya. Usaha ini untuk menyuntik inovasi ke dalam kurikulum akan memastikan pemuda kita bersedia untuk masa hadapan.

#### Rakan Kerjasama bagi Kemanusiaan

Selama bertahun-tahun, kami telah mengukuhkan kedudukan kami sebagai institut karakter awam dan rakan kerjasama dalam ruang penjagaan komuniti dan perkhidmatan sosial. Pada tahun 2024, kami akan mengambil kesempatan dari Sambutan Ulang Tahun ke-75 SRC untuk menentukan visi SRC untuk memperluas jangkauan kami, meningkatkan impak kami dalam dekad seterusnya, dan mengajak masyarakat untuk menyertai usaha kemanusiaan kami.

Kami juga akan memperkukuhkan kerjasama kami dengan rakan strategik di sektor swasta dan awam, untuk memacu kerja kami tempatan dan luar negara. Pada tahun 2024, kami juga akan menyelesaikan perjanjian dengan rakan-rakan penting seperti Persatuan Rakyat, Pasukan Pertahanan Awam Singapura, dan Lembaga Taman Negara dengan tujuan bersama untuk membina negara yang berdaya tahan. Kami akan bekerjasama dalam bidang seperti mobilisasi derma darah, persediaan dan tindak balas kecemasan.

Akhirnya, kami ingin mengucapkan terima kasih kepada ahli-ahli Majlis kami atas nasihat bijaksana dan pandangan yang berharga. Kami juga berterima kasih kepada pasukan pengurusan dan pekerja kami atas kesetiaan dan kerjasama anda dalam menjadikan tahun 2023 sebagai tahun pertumbuhan.

Terima kasih dari kami kepada sukarelawan, penderma, rakan kongsi, dan komuniti yang kami berkhidmat, atas kerjasama berterusan anda. Kami bergantung kepada sokongan teguh anda sebagai daya pendorong di belakang inisiatif yang berkesan bagi kemanusiaan.

**சிங்கப்பூர் செஞ்சிலுவைச் சங்கத்தின் ஆண்டறிக்கை 2023**

**தலைவர் மற்றும் பொதுச் செயலாளர் / CEOவின் செய்தி**

சென்ற ஆண்டில், ஆயுதச் சண்டைகள் மற்றும் காலநிலைப் பேரழிவுகளால் உலகின் பல பகுதிகளில் மனித குலத்துக்கு மிகப் பெரிய சவால்கள் எழுந்தன. நம் நாட்டில், குறைந்த வருவாய் கொண்ட வீடுகள் பணவீக்கத்தால் மிகுதியாகப் பாதிக்கப்படுவது தொடர்ந்தது. இன்னும் சில ஆண்டுகளில் நம்முடைய மக்கள்தொகையில் முதியவர்களின் எண்ணிக்கை மிகக் கூடுதலாகிவிடும்.

இந்தப் பின்னணியில் சிங்கப்பூர் செஞ்சிலுவைச் சங்கம் (SRC) நம்முடைய மனிதாபிமான முயற்சிகளை மறு மதிப்பீடு செய்துள்ளது, நம் வீச்சை விரிவாக்குவதற்கும், ஆபத்தில் இருக்கிற சமூகங்கள், குறிப்பாக, சிங்கப்பூரைச் சேர்ந்த சமூகங்கள் வரப்போகும் சவால்களை இன்னும் நன்றாகச் சமாளிக்க உதவுவதற்கு, நம் நாட்டின் மீள்திறனை வலுவாக்குவதற்குக் கூடுதல் வளங்களை வழங்க உறுதியளித்துள்ளது.

நம்முடைய மனிதாபிமான நாயகர்கள், அதாவது, நம் தன்னார்வலர்கள், கூட்டாளர்கள், நன்கொடையாளர்கள், உறுப்பினர்கள் மற்றும் பணியாளர்களுடைய ஒட்டுமொத்த முயற்சியினால், சிங்கப்பூர் செஞ்சிலுவைச் சங்கம் தன்னுடைய உள்ளூர்க் கால் தடத்தை விரிவாக்கித் தன்னுடைய மனிதாபிமானச் சேவைகளை இன்னும் பல சமூகங்களுக்குக் கொண்டுவருகிறது. இந்தத் தாக்க அறிக்கை, 2023ல் நம்முடைய பணிகளுக்குக் குறிப்பிடக்கூடிய வகையில் பங்களித்த இந்த 'மனிதாபிமான நாயகர்'களை வணங்கிப் பாராட்டுகிறது:

**சமூக மீள்திறனை வலுவாக்குதல்**

- ஆபத்தில் உள்ள சமூகங்களுக்கு நம்முடைய எதிர்வினையை வலுவாக்குவதற்கென, *மீள்திறனுக்கான எதிர்வினையாற்றி* என்ற இயக்கம் தொடங்கப்பட்டது
- சிங்கப்பூரின் இந்த மாற்றுத் தேவைகளை ஆதரிப்பதற்கென, ஒன் பொங்கோல் பகுதியில், நல அறிவியல் அலுவலகத்துடன் இணைந்து 5<sup>ம்</sup> இரத்த வங்கி தொடங்கப்பட்டு, 122,668 முழு இரத்த நன்கொடைகள் பெறப்பட்டன
- ஒன் டாம்பைன்ஸ் மையத்தில் சிங்கப்பூர் செஞ்சிலுவைக் கல்விக்கழகம் மற்றும் மனிதாபிமான மையம் திறக்கப்பட்டது
- வட் ஸ்கொயரில் 6<sup>ம்</sup> SRC கல்விக்கழகப் பயிற்சியகம் திறக்கப்பட்டது. இந்த மூன்று மையங்கள் 18,000க்கும் மேற்பட்ட கற்போருக்கு ஆதரவளித்தது
- SGSecure எதிர்வினையாற்றுவோருக்கு உளவியல் முதலுதவிப் பயிற்சி அறிமுகப்படுத்தப்பட்டது
- SRC கல்விக்கழகம் ஏற்கெனவே வழங்கிவருகிற விரிவான பயிற்சிகளுடன், பணியிட மன நலன் பயிற்சி, கவனித்துக்கொள்வோருக்கான பயிற்சி மற்றும் வெளியிடக் காட்டுபகுதி முதலுதவி போன்ற புதிய பொதுமக்கள் திட்டங்கள் அறிமுகப்படுத்தப்பட்டன

**ஆபத்தில் உள்ளோரைக் கைதாக்கிவிடுதல்**

- மருத்துவ உதவி மற்றும் போக்குவரத்தின் வழியாக 8,800க்கும் மேற்பட்ட இருவழிப் பயணங்கள் நடத்தப்பட்டன. இதன்மூலம், 500க்கும் மேற்பட்டோர் நலப் பராமரிப்பு கிடைத்தது
- 2023ல் 410 குறைந்த வருவாய் வீடுகளில் கிட்டத்தட்ட 2,000 பேருக்கு *அன்போடு உணவு* வழங்கப்பட்டது. 300 வீடுகள் என்ற 2022ம் ஆண்டு எண்ணிக்கையைவிட இது கூடுதலாகும்.
- முதியோர் உதவி பெறுவோரின் எண்ணிக்கை 2022ல் 600விருந்து 2023ல் 1,200ஆக இருமடங்காக்கப்பட்டது
- சென்ற ஆண்டுடன் ஒப்பிடும்போது, சமூக நண்பர்களின் எண்ணிக்கை இருமடங்காக உயர்த்தப்பட்டது
- செஞ்சிலுவை இல்லம் மற்றும் மாற்றுத் திறனாளிகளுக்கான பகல் நேரச் செயல்பாட்டு மையத்தில் 111 பேருக்குப் பராமரிப்பு வழங்கப்பட்டது
- நம்முடைய கோவிட்-19 உதவி முயற்சிகளுக்கென, அதிபரின் பாராட்டுச் சான்றிதழும் நல அமைச்சகத்தின் மீள்திறன் சான்றிதழும் பெறப்பட்டது
- உக்கரைன், துர்கியெ, மலேசியா, திமொர்-லெஸ்டெ, இலங்கை, லியூக்சம்பர்க், கானா பகுதிகளில் உதவி மற்றும் மறுகட்டமைப்பு முயற்சிகளின் வழியாக 1.75 மில்லியன் பேர் ஆதரிக்கப்பட்டார்கள், வெளிநாட்டு மனிதாபிமானத் திட்டங்களின் வழியாக 8,650 பேர் ஆதரிக்கப்பட்டார்கள்.

**ESG**

2023ல் நமக்குத் தொண்டு வெளிப்படைத்தன்மை விருது வழங்கப்பட்டுள்ளது என்பதைப் பணிவுடன் தெரிவித்துக்கொள்கிறோம். நல்ல ஆளுகை, செயல்திறன் மிக்க பணியாற்றல், பொறுப்பேற்பு மற்றும் வெளிப்படைத்தன்மைக்கு நாம் உறுதிக்கொண்டுள்ளோம் என்பதற்கு இது ஒரு சான்றாகும்.

இந்த அறிக்கையில், நாம் செயல்படுத்தியுள்ள சுற்றுச்சூழல், சமூக மற்றும் ஆளுகைச் (ESG) செயல்பாடுகளையும் நாம் பகிர்ந்துகொள்கிறோம். தொண்டு நிறுவனங்களுக்கான ஆளுகைக் குறியீடு மாற்றப்படுவதற்கு முன்பாகவே நாம் இதைச் செய்யத் தொடங்குகிறோம். இவ்வகையில் நம்முடைய முயற்சிகளில் சில: 8<sup>ம்</sup> மனிதாபிமானக் கருத்தரங்கில் 'காலநிலை மீள்திறனுக்கென வளங்குன்றா மனிதாபிமானச் செயல்பாட்டை வளர்த்தல்' என்ற தலைப்பில் பொதுமக்களுடன் ஊடாடியது, பணியிடத்தில் வளங்குன்றா முன்னெடுப்புகளைப்பற்றிப் பணியாளர்களுடன் உரையாடுவதற்கென உள் பணிக்குழு ஒன்றைத் தொடங்கியது.

தொலைநோக்கு வளங்குன்றா நிலையையும் செயல்திறனையும் தூண்டுவதில் இருக்கக்கூடிய நம்முடைய ஆபத்துகளைக் கையாள்வதற்கென, நாம் ஆபத்து மேலாண்மைக் கட்டமைப்பு ஒன்றை உருவாக்கியுள்ளோம், ஆபத்து மேலாண்மைக் குழு ஒன்றையும் அமைத்துள்ளோம். நம் தொண்டு நிறுவனத்தைப் பண மோசடி மற்றும் பயங்கரவாத நிதியளித்தலுக்கு எதிராகப் பாதுகாப்பதற்கென நம்முடைய SOPக்களை மேலும் வலுவாக்குவதற்கும் நாம் நடவடிக்கை எடுத்துள்ளோம்.

**புதுமைச்சிந்தனை மற்றும் புத்துணர்வுட்டல்**

வளங்குன்றா நிலை, இடத்தை நன்கு பயன்படுத்துதல் மற்றும் பாதுகாப்பில் மையம் கொண்ட தீவிரப் புதுப்பிப்புகளுக்கு ஆளான புதுப்பிக்கப்பட்ட செஞ்சிலுவை இல்லத்தை, நமக்கு ஆதரவளிப்பவரான அதிபர் தர்மன் சண்முகரத்னம் திறந்துவைத்தார். இந்தப் புதுப்பிப்பில் நம்முடைய IT உள்கட்டமைப்பும் மேம்படுத்தப்பட்டுள்ளது. நம்முடைய IT அமைப்புகளை ஒருங்கிணைத்தல், நம் நன்கொடைகள் மற்றும் நிதி மேலாண்மையை டிஜிட்டல்மையமாக்குதலில் நாம் குறிப்பிடக்கூடிய அளவு முன்னேறியுள்ளோம், கிரிட்டோ நாணயங்களை நன்கொடைகளாகப் பெறத் தொடங்கியுள்ளோம். நம்மை முன்னோக்கிச் செலுத்துகிற வளர்ச்சி மனநிலையையும் புதுமைச்சிந்தனைகளை ஏற்றுக்கொள்வதையும் நம்முடைய கற்றல் பண்பாடு தொடர்ந்து வலியுறுத்துகிறது.

**சிந்தனைத் தலைமை**

2023ல் SRC குறிப்பிடக்கூடிய பல தலைப்புகளில் இந்த இயக்கத்தின் சிந்தனைத் தலைமைக்குப் பங்களித்தது. இதற்கு எடுத்துக்காட்டாக, முதல் தென்கிழக்கு ஆசியச் செஞ்சிலுவைச் செம்பிறைப் பெண்கள் கருத்தரங்கம் 2023ஐ நடத்தியது, தென்கிழக்கு ஆசியச் செஞ்சிலுவை மற்றும் செம்பிறைச் சமூகங்களுக்கான முதல் நோய்ப்பரவல் ஆயத்த நிலை மேம்பாட்டுத் திட்டத்தை நடத்தியது மற்றும் சிங்கப்பூர் மனிதாபிமானக் கருத்தரங்கை நடத்தியது ஆகியவற்றைச் சொல்லலாம்.

நாம் செஞ்சிலுவை மற்றும் செம்பிறைச் சமூகங்களின் பன்னாட்டுக் கூட்டமைப்புடன் இணைந்து, உளவியல் முதலுதவிப்பற்றிய தென்கிழக்கு ஆசியப் பயிற்சியாளர்களுக்கான பயிற்சியை நடத்தினோம், செஞ்சிலுவைப் பன்னாட்டுக் குழு (IRCR), சிங்கப்பூர் தேசியப் பல்கலைக்கழகத்தின் பன்னாட்டுச் சட்ட மையத்துடன் (CIL-NUS) இணைந்து, 'ஆயுதம் தாங்கிய மோதல்களின்போது சுற்றுச்சூழலைப் பாதுகாத்தல்' என்ற தலைப்பில் இரண்டாவது பன்னாட்டு மனிதாபிமானச் சட்ட (IHL) வட்ட மேசை மாநாட்டை நடத்தினோம். மனிதாபிமானப் பரப்பில் SRCஐ ஒரு முதன்மையான சிந்தனைத் தலைவராக வளர்க்க நாம் தொடர்ந்து பாடுபடுவோம்.

**சிந்தனை செயல்பாட்டுப் பண்பாட்டை வளர்த்தல்**

திறனாளர்களை ஈர்த்தல், வளர்த்தல் மற்றும் தக்கவைத்துக்கொள்ளுதலுக்கு நாம் உறுதியுண்டுள்ளோம். நம்முடைய வியூக இலக்குகளை எட்டுவதற்கு இது முதன்மையானதாகும். திறன் மேம்பாட்டில் நம்முடைய முயற்சிகளை நாம் தீவிரமாக்குகிறோம், பணியாளர் மற்றும் தன்னார்வலர் அனுபவத்தை மேம்படுத்துகிறோம், செஞ்சிலுவையர்கள் தங்களுடைய முழுச் சாத்தியத்தை எட்டுவதற்கு அவர்களுக்கு ஆற்றலளிக்கிறோம்.

நம்முடைய தொடர்ச்சித் திட்டம் மற்றும் SRCயின் அடுத்த தலைமுறைத் தலைவர்களை வளர்ப்பதற்கான தொடர்ந்த உறுதிப்பாட்டின் ஒரு பகுதியாக, நாம் முதன்மையான மேலாண்மைத் தலைவர்களை நியமித்துள்ளோம்: பொது/செயல்பாடுகள் உதவிச் செயலாளர், பொது/பெருநிறுவன உதவிச் செயலாளர், SRC கல்விக்கழகத்துக்கான குழு இயக்குநர் மற்றும் கல்வித் தலைவர், இரத்த தானத் திட்டத்துக்கான குழு இயக்குநர்.

**நாளை மனிதாபிமானத் தலைவர்களுக்கு ஆற்றலளித்தல்**

நாளை மனிதாபிமானத் தலைவர்களுக்கு ஆற்றலளிக்கும் நம்முடைய இலக்கின்படி, செஞ்சிலுவை இளைய இளைய பாடத்திட்டத்தைப் புதுப்பிக்கும். இது சிங்கப்பூர் செஞ்சிலுவைச் சங்கத்தின் மனிதாபிமானச் சேவைகளின்மூலம் கிடைக்கும் போதுமான கற்றல் வாய்ப்புகளின்மூலம் சமூக சேவையை மையமாகக் கொண்ட மனநிலையை ஊக்குவிக்கும், டிரோன்கள், மெய்நிகர் உண்மை மற்றும் மிகுவித்த மெய்நிலை போன்ற டிஜிட்டல் தொழில்நுட்பங்களைப் பயன்படுத்திக்கொள்ளும். பாடத்திட்டத்தில் புதுமைச்சிந்தனையைக் கொண்டுவரும் இந்த முயற்சிகள் நம் இளைஞர்கள் வருங்காலத்துக்கு ஆயத்தமாக இருப்பதை உறுதிசெய்யும்.

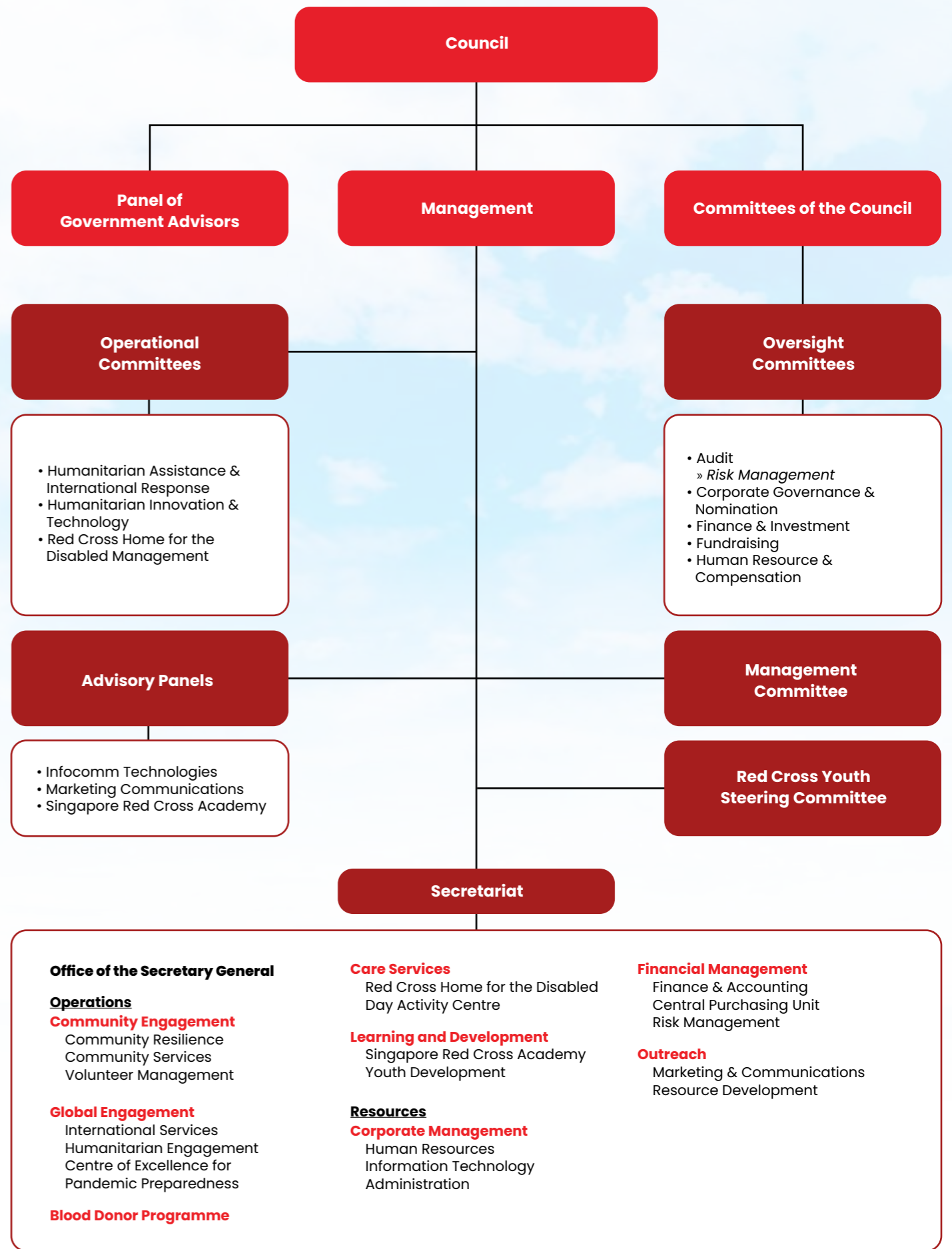
**மனிதாபிமானத்துக்கான கூட்டுப்பணி**

கடந்த பல ஆண்டுகளாக, சமூகப் பராமரிப்பு மற்றும் சமூக சேவைக் களங்களில் பொது ஆளுமை கொண்ட ஓர் அமைப்பாகவும், இணைந்து பணியாற்றும் கூட்டாளராகவும் நாம் நம்முடைய நிலையை உறுதிப்படுத்தியுள்ளோம். 2024ல், நாம் SRCயின் 75வது ஆண்டுவிழாவைப் பயன்படுத்திக்கொண்டு, அடுத்த பத்தாண்டுகளில் நம் வீச்சை விரிவாக்கி, நம் தாக்கத்தை மேம்படுத்துவதற்கு SRCயின் நோக்கை வரையறுப்போம், நம் மனிதாபிமானப் பணிகளில் கை கோப்பதற்கு சமூகத்தை ஒன்று திரட்டுவோம்.

நாம் நம்முடைய உள்ளூர் மற்றும் வெளிநாட்டுப் பணியைச் செயல்படுத்துவதற்கெனத் தனியார் மற்றும் பொதுப் பிரிவுகளில் வியூகக் கூட்டாளர்களுடனான நம்முடைய உடனுழைப்பையும் வலுவாக்குவோம். 2024ல், நாம் மக்கள் அமைப்பு, சிங்கப்பூர் குடிமையியல் பாதுகாப்புப் படை மற்றும் தேசியப் பூங்காக்கள் வாரியம் போன்ற முதன்மைக் கூட்டாளர்களுடன் ஒப்பந்தங்களை நிறைவுசெய்வோம். இவை மீள்திறன் கொண்ட ஒரு நாட்டைக் கட்டமைக்கும் பொது நோக்கத்தைக் கொண்டிருக்கும். இரத்த தானத்துக்கு உதவதல், நெருக்கடி நேரத்துக்கு ஆயத்தமாக இருத்தல், எதிர்வினையாற்றுவதல் போன்ற களங்களில் நாம் பிறகுடன் இணைந்து செயல்படுவோம்.

நிறைவாக, நம்முடைய சக அமைப்பு மற்றும் ஆளுகை உறுப்பினர்களுடைய அறிவார்ந்த கருத்துகள் மற்றும் மதிப்பு மிக்க நுண்ணறிவுக்கு நாம் அவர்களுக்கு நன்றி தெரிவிக்க விரும்புகிறோம். அத்துடன், 2023ஐ வளர்ச்சி ஆண்டாக ஆக்குவதற்கு நம்முடைய மேலாண்மைக் குழு மற்றும் பணியாளர்கள் காட்டிய அர்ப்பணிப்பு மற்றும் குழுப் பணிக்கும் நாம் நன்றி தெரிவிக்கிறோம்.

நம்முடைய தன்னார்வலர்கள், கொடையாளர்கள், கூட்டாளர்கள், நாம் சேவையாற்றும் சமூகங்களின் தொடர்ந்த கூட்டுப்பணிக்கு நாம் நெஞ்சார்ந்த நன்றி தெரிவிக்கிறோம். மனிதாபிமானத்துக்கான நம்முடைய தாக்கமுள்ள முன்னெடுப்புகளுக்குப் பின்னால் உங்களுடைய இடைவிடாத ஆதரவு ஒரு தூண்டும் ஆற்றலாக இருக்கும் என்று நாங்கள் உறுதியாக நம்புகிறோம்.





**(L-R) Standing:**

Mr Dennis Mark, Mr Puvan Ariaratnam, Dr Ganesh Ramalingam, Mr Koh Yat Chung, Mr Muralli Rajaram, Mr Steve Lee, Dr Yap Kwong Weng

**(L-R) Seated:**

Ms Agnes Eu, Ms Terene Seow, Mrs Tracey Woon (Vice Chairman), Mr Tan Kai Hoe (Chairman), Mr Benjamin William (Secretary General/Chief Executive Officer), Ms Emily Tan, Ms Yvonne Loo

**Not pictured:** Mr George Goh, Dr Mohammad Zaidi Bin Ariffin, Ms Usha Chandradas, Prof Venkataraman Anatharaman



# Council Members Profile

## Mr Tan Kai Hoe

**Current Charity Board Appointment:**  
Chairman (1 Dec 2020)

**Occupation:**  
President & CEO, Accuron Technologies Ltd

**Past Charity Board Appointment:**  
Vice Chairman (26 June 2017 to 30 November 2020)  
Council Member (27 June 2016 to 25 June 2017)  
Chairman, FIC (27 June 2017 to 20 Sep 2020)  
Member, AC (27 June 2016 to 26 June 2017)  
Council Member (3 Jun 2011 to 29 Jun 2014)  
Chairman, CGNC (22 Jun 2012 to 19 Jun 2013)

## Mrs Tracey Woon

**Current Charity Board Appointment:**  
Vice Chairman (26 June 2023)  
Chairman, FIC (27 June 2022)

**Occupation:**  
Non Executive Director, UOB Ltd

**Past Charity Board Appointment:**  
Council Member (19 August 2019 to 25 June 2023)  
Member, FIC (21 September 2020 to 26 June 2022)

## Mr Benjamin William

**Current Charity Board Appointment:**  
Council Member (21 June 2012)  
Chairman RCHD MC (30 June 2014)  
Member, CHAIR (20 June 2013)

**Occupation:**  
Secretary General/CEO, Singapore Red Cross Society

## Prof Venkataraman Anantharaman

**Current Charity Board Appointment:**  
Council Member (26 June 2023)  
Chairman, CGNC (26 June 2023)  
Chairman, SRCA AP (27 June 2016)

**Occupation:**  
Emeritus Consultant, Department of Emergency Medicine, Singapore General Hospital

**Past Charity Board Appointment:**  
Council Member (29 June 2015 to 27 June 2021)  
Member, SRCA AP (30 June 2014 to 26 June 2016)  
Member, CGNC (25 June 2018 to 25 June 2023)  
Member, CGNC (29 June 2015 to 25 June 2017)

## Mr Puvan Ariaratnam

**Current Charity Board Appointment:**  
Council Member (27 June 2022)  
Member, HRC (27 June 2022)

**Occupation:**  
Associate, Education and Career Guidance, Ministry of Education

## Dr Mohammad Zaidi Bin Ariffin

**Current Charity Board Appointment:**  
Council Member (24 June 2019)  
Member, HRC (24 June 2019)  
Member, CHAIR (1 June 2023)

**Occupation:**  
Deputy Head, Academic Research, National Research Foundation, Prime Minister's Office

**Past Charity Board Appointment:**  
Member, Management Committee (27 June 2016 to 24 June 2018)

## Ms Usha Chandradas

**Current Charity Board Appointment:**  
Council Member (28 June 2021)  
Member, FIC (28 June 2021)

**Occupation:**  
Co-Founder, Plural Art LLP

## Ms Agnes Eu

**Current Charity Board Appointment:**  
Chairman, HRC (21 September 2020)  
Council Member (19 August 2019)

**Occupation:**  
Chief Executive, HomeTeamNS

**Past Charity Board Appointment:**  
Member, HRC (24 June 2019 to 20 September 2020)

## Mr George Goh

**Current Charity Board Appointment:**  
Council Member (21 September 2020)  
Member, CHAIR (21 September 2020)

**Occupation:**  
Group Executive Chairman, Ossia International Ltd

**Past Charity Board Appointment:**  
Ex-Officio, Council (19 August 2019 to 20 September 2020)

## Mr Koh Yat Chung

**Current Charity Board Appointment:**  
Council Member (24 June 2019)  
Member, AC (24 June 2019)  
Member, FRC (24 June 2019)

**Occupation:**  
Consultant

## Mr Steve Lee

**Current Charity Board Appointment:**  
Council Member (28 Jun 2021)  
Chairman, ITAP (26 June 2017)  
Member, CGNC (26 June 2023)

**Occupation:**  
Chief Information Officer, SP Group

**Past Charity Board Appointment:**  
Member, FIC (27 June 2022 to 25 June 2023)

## Ms Yvonne Loo

**Current Charity Board Appointment:**  
Council Member (26 June 2023)  
Member, FIC (26 June 2023)  
Member, FRC (27 June 2022)

**Occupation:**  
Country Director, Easmed Pte Ltd

## Mr Dennis Mark

**Current Charity Board Appointment:**  
Council Member (25 June 2018)  
Chairman, CHAIR (28 June 2021)

**Occupation:**  
Chief Executive Officer, Singapore Manufacturing Federation

**Past Charity Board Appointment:**  
Member, CHAIR (24 June 2019 to 27 June 2020)  
Member, HRC (24 June 2019 to 20 Sept 2020)  
Member, FIC (21 September 2020 to 27 June 2021)

## Mr Rajaram Muralli Raja

**Current Charity Board Appointment:**  
Council Member (19 August 2019)  
Member, RCHD MC (21 September 2020)  
Member, CGNC (28 June 2021)

**Occupation:**  
Partner, K&L Gates Straits Law LLP

## Dr Ganesh Ramalingam

**Current Charity Board Appointment:**  
Council Member (28 June 2021)  
Member, CHAIR (28 June 2021)

**Occupation:**  
General Surgeon, G&L Surgical Clinic

## Ms Terene Seow

**Current Charity Board Appointment:**  
Council Member (25 June 2018)  
Chairman, FRC (24 June 2019)  
Member, RCHD MC (24 June 2019)

**Occupation:**  
Financial Services Director, AIA

**Past Charity Board Appointment:**  
Member, FRC (27 June 2017 to 23 June 2019)

## Ms Emily Tan

**Current Charity Board Appointment:**  
Council Member (27 June 2022)  
Chairman, Audit Committee (26 June 2023)

**Occupation:**  
Managing Director, TSM Consultancy Pte Ltd

**Past Charity Board Appointment:**  
Council Member (30 June 2014 to 20 September 2020)  
Chairman, Red Cross House Redevelopment (27 June 2016 to 20 September 2020)  
Committee Member, FIC (25 Jun 2018 to 20 Sep 2020)  
Member, CGNC (24 June 2019 to 20 September 2020)  
Member, CHAIR (30 June 2014 to 25 June 2017)  
Member, RCHD MC (30 June 2014 to 24 June 2018)

## Dr Yap Kwong Weng

**Current Charity Board Appointment:**  
Council Member (24 June 2019)  
Vice Chairman, CGNC (26 June 2023)  
Member, HIT (24 June 2019)

**Occupation:**  
Head of Transformation, Urban, Sembcorp Industries Ltd

**Past Charity Board Appointment:**  
Member, CGNC (21 September 2020 to 25 June 2023)

<b>FIC</b>	Finance and Investment Committee
<b>AC</b>	Audit Committee
<b>HRC</b>	Human Resource and Compensation Committee
<b>CGNC</b>	Corporate Governance & Nomination Committee
<b>ITAP</b>	Information Technology Advisory Panel
<b>FRC</b>	Fundraising Committee
<b>CHAIR</b>	Committee for Humanitarian Assistance and International Relief
<b>RCHD MC</b>	Red Cross Home for the Disabled Management Committee
<b>SRCA AP</b>	Singapore Red Cross Academy Advisory Panel
<b>HIT</b>	Committee for Humanitarian Innovation and Technology

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

# Disclosures Related to the 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").

## Board Selection and 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.

## 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.

## 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).

## Reappointment and Re-nomination Process

It is stated in the Constitution that 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.

## 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 SRC. On an annual basis, a panel (comprising the Chairman and the respective Chairpersons of the Oversight Committees) evaluates the performance of the Secretary General.

## 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.

# Council Meeting Attendance Record 2023

Name of Council Member	Attendance	Name of Council Member	Attendance
Mr Tan Kai Hoe	5/5	Ms Terene Seow	5/5
Dr Mohammad Zaidi Bin Ariffin	4/5	Mr Benjamin William	5/5
Ms Usha Chandradas	4/5	Mrs Tracey Woon	5/5
Ms Agnes Eu	5/5	Dr Yap Kwong Weng	4/5
Mr George Goh	4/5	Mr Puvan Ariaratnam	5/5
Mr Koh Yat Chung	4/5	Ms Emily Tan	5/5
Mr Steve Lee	4/5	Prof Venkataraman Anantharaman (joined 26 June 2023)	2/3
Mr Dennis Mark	5/5	Ms Yvonne Loo (joined 26 June 2023)	2/3
Mr Rajaram Muralli Raja	3/5	Mr Ling Khoo Chow (till 25 June 2023)	1/2
Dr Ganesh Ramalingam	1/5	Ms Tan Poh Hong (till 25 June 2023)	2/2
		Dr Saiful Nizam Bin Subari (till 25 June 2023)	2/2

# Committees

## Oversight Committees

### Finance and Investment Committee

**Chairman**  
Mrs Tracey Woon

### Members

Ms Usha Chandradas  
Dr Mark Hon  
Mr Satyanarayana Mylavarapu  
Ms Yvonne Loo (from 26 June 2023)  
Mr Steve Lee (till 25 June 2023)

### Audit Committee

**Chairman**  
Ms Emily Tan (from 26 June 2023)  
Ms Tan Poh Hong (till 25 June 2023)

### Members

Mr Koh Yat Chung  
Dr Saiful Nizam Subari  
Mr Allan Yeo (from 26 June 2023)  
Ms Roshini Prakash Nair (from 26 June 2023)  
Mr Axel Chan (till 25 June 2023)

### Corporate Governance & Nomination Committee

**Chairman**  
Prof V Anantharaman (from 26 June 2023)  
Mr Ling Khoo Chow (till 25 June 2023)

### Vice Chairman

Dr Yap Kwong Weng (from 26 June 2023)

### Members

Mr Rajaram Muralli Raja  
Mrs Susan Chan  
Ms Tan Poh Hong  
Mr Steve Lee (from 26 June 2023)  
Mr Ling Khoo Chow (from 26 June 2023)  
Prof V Anantharaman (till 25 June 2023)  
Mr Winston Milner (till 25 June 2023)  
Dr Yap Kwong Weng (till 25 June 2023)

### Human Resource & Compensation Committee

**Chairman**  
Ms Agnes Eu

### Members

Mr Puvan Ariaratnam  
Dr Mohd Zaidi Bin Ariffin  
Mr Laurence Goh  
Ms Roshini Prakash Nair

### Fundraising Committee

**Chairman**  
Ms Terene Seow

### Members

Dr Collin Ang  
Mr Chew Hai Chwee  
Mr Koh Yat Chung  
Ms Yvonne Loo  
Mr Zhong Guan Bin (from 26 June 2023)

## 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  
Dr Mohd Zaidi Bin Ariffin (from 1 June 2023)

### Committee for Humanitarian Innovation and Technology

**Chairman**  
Dr Mark Hon

### Members

Mr Muchsin Bin Dahalan  
Dr Yap Kwong Weng  
Mr Gurusamy Isakkipandian (from 26 June 2023)  
Mr Gowtham Kanagaraj (from 26 June 2023)  
Mr Prateek Kumar Gupta (from 26 June 2023)  
Ms Neetha R (from 26 June 2023)

### Red Cross Home for the Disabled Management Committee

**Chairman**  
Mr Benjamin William

### Vice-Chairman

Ms Roshini Prakash Nair

### Members

Dr Anton Cheng  
Mr David Alexander Ong  
Mr Malcolm Lim  
Mr Rajaram Muralli Raja  
Ms Terene Seow  
Ms Siti Zawiyah Bte Mohamad  
Ms Tan Poh Hong (from 26 June 2023)  
Mr Lien Hui Luen (from 26 June 2023)

### Risk Management Committee (Reporting to the Audit Committee, established in November 2023)

**Chairman**  
Mr Allan Yeo (from 27 Nov 2023)

### Members

Ms Tan Poh Hong (from 27 Nov 2023)  
Mr Steve Lee (from 27 Nov 2023)  
Dr Yap Kwong Weng (from 27 Nov 2023)  
Mr Laurance Goh (from 27 Nov 2023)

## Advisory Panels

### Infocomm Technologies Advisory Panel

**Chairman**  
Mr Steve Lee

### Members

Mr Chen Zheng Wei  
Mr Joe Chiu  
Mr Adrian Kwong  
Mr Neo Boon Kai  
Mr Poh Leng Wee

### Marketing Communications Advisory Panel

**Chairman**  
Mr Goh Chee Kong

### Members

Ms Rose Tan  
Ms Dawn Low  
Mr Jay Soo  
Mr Jeffrey Lim  
Ms Tan Su Yuen

Ms Eleanor Slade (till 14 July 2023)

### Singapore Red Cross Academy Advisory Panel

**Chairman**  
Prof (Dr) V Anantharaman

### Members

Mr Chew Lip Heng  
Dr Gayathri Devi Nadarajan  
Associate Prof John Wong Chee Meng  
Ms Kalai Selvi d/o Ramakrishna  
Mr Laurence Goh  
Associate Prof Lee Cheng  
Mr Sahari Ani

### Red Cross Youth Steering Committee

**Assistant Secretary General (Operations)**  
Ms Charis Chan

**Head, Youth Development**  
Ms Durga Naidu Muthusamy

### Deputy Directors

Mr Dennis Mark  
Ms Tai Wai Peng  
Mr Amos Kow  
Ms Daphne Goh

### Coordinating Assistant Directors

Mr Daryl Ee  
Ms Chow Yin  
Ms Bertha Kwok  
Mr Jeffrey Tan Jin Fu  
Ms Low Yu Ping  
Mr Ong Sin Wee  
Mr Edric Phua  
Ms Regina Jiang  
Mr Anthony Li

## Management Committee

**Secretary General & CEO**  
Mr Benjamin William

### Assistant Secretaries General

Ms Charis Chan - Operations  
Ms Eileen Cher - Corporate

### Group Directors

Mr Sahari Ani - Singapore Red Cross Academy  
Mr Prakash Menon - Blood Donor Programme

### Directors

Ms Iris Choong - Corporate Management  
Mr Adrian Lim - Care Services  
Mr Isaac Tiong - Finance Management

### Heads of Departments

Mr July De Leon - Volunteer Management  
Mr Ambrose Lee - Centre for First Aid and Life Support  
Mr Rick Lee - Blood Donor Programme  
Ms Rebekah Lim - Global Engagement  
Ms Durga Naidu Muthusamy - Youth Development  
Ms Jaime Ong - Marketing & Communications  
Ms Karine Tan - Community Services  
Mr Johnny Tang - Resource Development  
Ms Agnes Ting - Blood Donor Programme  
Ms Carmen Wong - Centre for Psychosocial Support

# Corporate Information

## Singapore Red Cross Society

Red Cross House, 15 Penang Lane, Singapore 238486

## Unique Entity Number

S86CC0370E

## Constitution

Incorporated under the Singapore Red Cross Society Incorporation Act, (Chapter 304) on 6 April 1973.

First established as the Singapore Branch of the British Red Cross on 30 September 1949.

## Bankers

Standard Chartered Bank

HSBC

## Auditors

Deloitte & Touche LLP

## ESG (Environmental)

Following a 1.5 years long refurbishment, the Red Cross House was officially opened in October 2023 by President Tharman Shanmugaratnam. In line with SRC's efforts to advocate environmental and social sustainability, the renovation of the Red Cross House was anchored on four 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 employees and the community.

To minimise the environmental impact of the Red Cross House, SRC retrofitted the building with low energy lighting, solar panels, and a rainwater 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 features 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 among its employees.

SRC has conscientiously adopted environmentally sustainable practices with the reduction of paper usage; the upcycling of preloved furniture for the office; optimising the procurement of stationery; and replacing physical namecards with e-business cards. SRC has also established a Sustainability and Innovative Workgroup to encourage the employees to embrace a culture of sustainability.

SRC strived to lower the carbon footprint with remote working arrangements which reduced the work commute. This spurred the successful implementation of a hybrid work model, where telecommuting is now embraced as a permanent option.

SRC adopts a 3R (reduce, reuse, and recycle) approach in its processes, and champions digitalisation.

## ESG (Social)

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

The Human Resource (HR) department made significant strides by fortifying the organisation's training and development initiatives in 2023. Collaborating closely with international counterparts, internal departments as well as skilled/professional volunteers, HR designed specially tailored Milestones and Global Immersion Programmes that empowered employees to thrive and adapt in a dynamic landscape. These efforts were targeted at fostering a culture of continuous learning and growth.

To strengthen its fundamentals, the SRC resumed the Learning Journeys, employee orientation programmes to equip employees with a deeper understanding of the humanitarian work of the Singapore Red Cross and to enhance their efficiency and effectiveness. HR successfully conducted 7 rounds of Learning Journeys and employee orientation programmes for more than 100 newly minted employees and interns in 2023.

Spurred to achieve greater heights, 10 employees from Middle Management embarked on learning journeys with the Thai Red Cross Society while 6 employees went on a learning journey with the International Federation of the Red Cross and Red Crescent Societies (IFRC) in Geneva, as part of the Global Immersion Programme. Such learning journeys expanded their horizons as they gleaned deeper insights into the humanitarian work and operations of other National Societies and the Red Cross and Red Crescent Movement while reviewing their applicability in the SRC context.

SRC also embarked on the Milestone Programme for some 32 employees across executive, senior executive and assistant head levels to empower them to become effective humanitarian leaders while developing their personal mastery.

In the same year, SRC welcomed a new generation of leadership to advance the society's humanitarian mission in a world made more vulnerable by the pandemic, environmental disasters, climate change, and geopolitical tensions. The SRC newly appointed the Assistant Secretary General for Corporate and Assistant Secretary General for Operations, and Group Directors for the Blood Donor Programme and Singapore Red Cross Academy to bring humanitarian work to greater heights in local and international communities.

To empower the employees while ensuring their well-being and incorporate sustainability practices into their daily lives, SRC rolled out the Build & Create Workgroups in 2023. Run by the SRC's employees across departments, the workgroups focused on sustainability, employee volunteerism, women empowerment, and employee welfare. Besides organising mental health awareness checks and workshops, the workgroups encouraged employees to volunteer internally across the different services and programmes to develop a better understanding of the work of their colleagues. Apart from that, the workgroups also kept employees abreast of developments through quarterly employee updates while forging team bonding through the employees retreat.

Going forward, HR will build upon these accomplishments by refining existing programmes and implementing new strategies to further bolster its talent development efforts.

SRC rigorously adheres to and upholds the Code of Governance and all applicable laws and regulations. SRC commits to the highest standards of corporate governance, integrity, transparency and accountability, providing regular and accurate reports on the activities and transactions of the SRC.

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 by an Act of Parliament and became known as the Singapore Red Cross Society (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 objectives 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 undertaken 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 and commitment of our volunteer corps is critical for the realisation of our vision and to carry out our vision. Volunteers and employees 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, 2017 and 2023, SRC received the Charity Transparency Award. These attested to SRC's commitment to upholding the highest standards in transparency – a key pillar in governance.

## 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 conflicts of interest. Volunteers, employees 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.

## 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, preference shares in local financial institutions 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.

## 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

## 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 2023 are prepared in accordance with the Financial Reporting Standards in Singapore.

## Disclosures

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.

## Remuneration

The remuneration of the three highest paid employees in 2023 is disclosed in the bands of \$100,000 as follows.

\$200,000 to \$299,999	1*
\$100,000 to \$199,999	2

\*Also serves on the Council

## 1. Volunteer Management Policy

SRC offers a Volunteer Management System that enables individuals to affiliate with the Singapore Red Cross either as volunteers or paying members. Membership options include Life and Subscribing memberships. Both volunteers and members have equal access to volunteering and training opportunities provided by SRC. Depending on their preferences, availability, and level of commitment, SRC engages volunteers in three capacities: general volunteering, project-based volunteering, and skills-based volunteering tailored to their professional expertise.

## 2. 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.

## 3. 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 employees 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.

## 4. Conflict of Interest Policy & Declaration

Singapore Red Cross (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.

## 5. Information Technology (IT) Policy

SRC has an IT policy to mitigate risks, promote responsible employee conduct, and ensure 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 the legal standards and technological advancements.

## 6. Global Engagement: Localisation

SRC adopts the policy of collaborating with local humanitarian actors in all 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 following the crises means they are generally best placed to connect immediate response efforts with 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.

## 7. Media and Communications Policy

Singapore Red Cross (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 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.

## 8. Information Technology (IT) Policy

SRC's IT policy mitigates risks, promotes responsible employee conduct, ensures 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.

## 9. Remuneration Matters

Employees are not involved in determining their remuneration.

## 10. Whistle Blowing Advisory

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.



## 11. 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. Please scan the QR code to read more about our Data Protection & Privacy Policy.



## 12. Risk Assessment

SRC has a Risk Management Framework in place, with a Risk Register maintained by each Department, listing all the probable risks it encounters while assessing their significance in terms of likelihood and impact.

Risk assessments are also conducted for new activities before ascertaining whether to proceed with them. Risk Management seeks to mitigate the risk of an activity to an acceptable level. The benefits of Risk Management include enhanced confidence about the achievement of strategic objectives, improved compliance with legal and regulatory requirements, enhanced efficiency and effectiveness of the operations.

# 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.

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.  <b>For all Board members:</b> a. 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. b. 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) c. 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	<b>For Treasurer (or equivalent position) only</b> d. 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. i. 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. 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.

<b>Principle 4: The Charity Serves Its Mission And Achieves Its Objectives</b>	
21	Implement and regularly review key policies and procedures to ensure that they continue to support the charity's objectives. <ul style="list-style-type: none"> <li>a. 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).</li> </ul>
22	Implement and regularly review key policies and procedures to ensure that they continue to support the charity's objectives. <ul style="list-style-type: none"> <li>b. Implement appropriate internal controls to manage and monitor the charity's funds and resources. This includes key processes such as               <ul style="list-style-type: none"> <li>i. Revenue and receipting policies and procedures;</li> <li>ii. Procurement and payment policies and procedures; and</li> <li>iii. System for the delegation of authority and limits of approval.</li> </ul> </li> </ul>
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.
25	Set internal policies for the charity on the following areas and regularly review them: <ul style="list-style-type: none"> <li>a. Anti-Money Laundering and Countering the Financing of Terrorism (AML/CFT);</li> <li>b. Board strategies, functions, and responsibilities;</li> <li>c. Employment practices;</li> <li>d. Volunteer management;</li> <li>e. Finances;</li> <li>f. Information Technology (IT) including data privacy management and cyber-security;</li> <li>g. Investment (obtain advice from qualified professional advisors if this is deemed necessary by the Board);</li> <li>h. Service of quality standards; and</li> <li>i. Other key areas such as fund-raising and data protection.</li> </ul>
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.

<b>Principle 5: The Charity Is Accountable And Transparent</b>	
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: <ul style="list-style-type: none"> <li>a. Number of board meetings in the year; and</li> <li>b. Each Board member's attendance</li> </ul>
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. <ul style="list-style-type: none"> <li>a. 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.</li> </ul>
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. <ul style="list-style-type: none"> <li>b. 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.</li> </ul>
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.

<b>Principle 6 The Charity Communicates Actively To Instil Public Confidence</b>	
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 acquires goods and services through an open Invitation to Quote, which is posted on a publicly accessible third-party procurement website. A vendor is selected following a thorough assessment of the bids received. For procurements exceeding \$50,000 in value, an open tender process is carried out. The vendor is chosen based on a rigorous evaluation exercise by a Tender Evaluation Panel.

Payments from the Society's bank accounts are made with dual signatories, including 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

At the Singapore Red Cross, whether we are delivering aid to disaster survivors, supplying blood to hospital patients, offering first aid training to the public, or providing emergency social services to citizens, we embrace accountability and transparency, as we consistently uphold our reputation as Singapore's most trusted charity. Your magnanimous support, trust and confidence in the SRC empowers us to achieve our humanitarian goals. Stay informed about our fiscal responsibility by exploring our annual reports.

### Reserves Policy

The Singapore Red Cross maintains a reserve to ensure the sustainability of its programmes in the event where funding or donations unexpectedly fall short of the required programme expenditure. According to the 2023 audited financial statements, the Society holds unrestricted funds equivalent to 1.42 years of programme expenditure.



# Family LifeAid

## Meals with Love

### Singapore Red Cross - FairPrice Meals with Love

The Singapore Red Cross (SRC) supports lower-income families with food vouchers for nutritious food and groceries. This programme helps families that are riding through difficult periods, due to health challenges, job loss, get by with hope for the future.

With FairPrice Foundation's generous sponsorship of S\$400,000 and SRC's supplementary funding of S\$100,000, SRC served more than 1,900 individuals across 410 households, as compared to 300 households in 2022.

In response to the increasing demand for urgent financial assistance, SRC relaunched the Interim Vouchers Assistance

programme to support more families in crisis.

Moving forward, SRC will focus on building community resilience, fostering adaptability and strength in the face of adversity for our beneficiaries. SRC supports families with young children through its Infant Pack Programme, helping

them with essentials such as formula milk and diapers. Mdm Jamilah Binte Selamat, Family LifeAid beneficiary, is grateful for the monthly supermarket vouchers her family receives. She

says **"There are so many things the vouchers can buy."**



Read more about her story.

## Young Hearts

### Young Hearts

SRC's Young Hearts programme aims to empower and cultivate self-reliance amongst children and youth residing in public rental housing. Through this initiative, the SRC endeavors to address resource and opportunity disparities by providing access to positive role models who facilitate their comprehensive growth, thereby helping them break free from intergenerational vulnerability.

### Empowering Youth

SRC supported 103 children and youth through the Young Hearts programme in 2023. They had the chance to interact with former President Halimah Yacob at the community space in Yishun, where they shared their experiences of participating in science and technology courses offered through collaboration with BYTE.sg. This initiative aims to help them discover and nurture their potential and passion in these fields.

Through collaborative efforts, Young Hearts facilitated learning excursions and engaging activities for children and youth. These included weekly futsal and sepak takraw sessions organized in partnership with Sports SG, as well as trips to Universal Studios in collaboration with Jurong Nanyang Sayang.

### Moving Ahead

Young Hearts collaborates with volunteers who serve as mentors, buddies, and guides for children, assisting them in applying the concepts learned in classes. Weekly sports activities, school camps, and outings will continue for enrichment, as these activities provide the children learning outside of the classroom. The programme also provides nutritional meals for the children before tuition, to ensure their wellbeing. Professional tutors are engaged to facilitate knowledge transfer, ensuring a seamless educational transition for the children.



**"The community here is closely-knit. Everyone knows everyone. Volunteering has given me new perspectives on the needs and challenges that people face in their daily lives. It has been a fruitful experience that has enabled me to meet people from different walks of life,"** said Ms Neo Joe Ern, Young Hearts Volunteer.



Read more about her story.



# ElderAid

## Community Befriending

SRC's Community Befriending programme works to bridge the gap between isolated seniors and the community, through Community Befrienders' support and companionship, to help the elderly lead happy and healthy lives, with improvements to their physical and mental wellbeing.

Throughout the year, Community Befrienders brought to life fun events and activities for the elderly during festive seasons such as the Mid-Autumn Festival and Christmas, and attractions such as Bird Paradise. To encourage digital literacy, SRC collaborated with IMDA to raise more awareness amongst the elderly on video conferencing, scam prevention, and more. Community Befrienders also prepared customised care packages to meet the elderly's needs and distributed them during house visits. They brought residents together for a Iftar meal, in collaboration with Yayasan MENDAKI and SG Cares Volunteer Centre @ Pasir Ris.

In 2023, ElderAid saw a twofold increase in Community Befriendees, from 598 in 2022 to 1,208 in 2023. The number of Community Befrienders also increased, from 298 in 2022 to 589 in 2023.

Going forward, ElderAid will ramp up house visits to isolated seniors by increasing the number of volunteers across all walks of life, promote active volunteerism among seniors and scale up preventive exercises to slow down capacity losses.



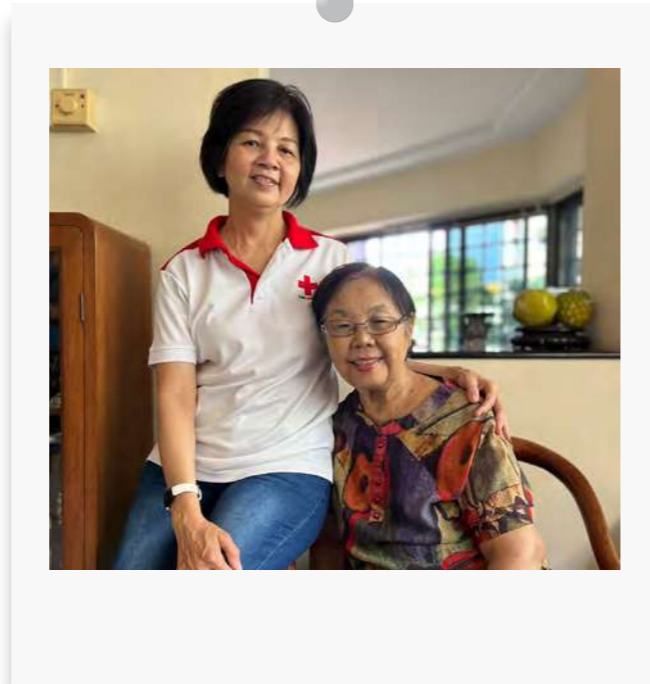
Read more about her story.

# 1,208

Number of Community Befriendees (Seniors)

# 589

Number of Community Befrienders



**"I am happy to have people visiting. I appreciate their listening ear and enjoy interacting with them. Their concern and sincerity warm my heart and I feel cared for. I would like to thank the volunteers,"** said Mdm Tan Gek Hong, ElderAid Beneficiary.



## Home Monitoring and Eldercare (HoME+)

The Home Monitoring and Eldercare (HoME+) programme focuses on elderly individuals who are living alone, promoting community aging-in-place, and safeguarding them within the familiar environment of their own homes. SRC's HoME+ programme uses a 24/7 non-invasive monitoring, alert and response system. In the event of an emergency, clients can simply push a button to summon SRC Community Responders to their homes to provide assistance.

HoME+ established a partnership in 2022 with Asian Medical Foundation to sponsor 50 vulnerable seniors over a period of 5 years at a sponsorship sum of S\$144,000 and Tan Chin Tuan Foundation committed S\$60,000 for three years.

In the following year, HoME+ saw a twofold increase in clients, serving 645 clients as compared to 310 in the previous year. Moving forward, HoME+ will set up its own call centre to ensure higher quality service levels and provide a stronger blanket of security for the clients to address the needs of the ageing demographic.

### Living Alone is not Isolation

Mr Ng Keng Fun, aged 79, faces various health challenges including hypertension, heart problems, and an increased risk of falls due to frailty. His greatest fear is collapsing alone at home without anyone knowing or being able to assist him. Concerned about this possibility, he was introduced to SRC HoME+ system.



Read more about her story.

# 645

Seniors on HoME+

# 254

Clients

# 79

HoME+ Responders

**"Since installing the Home Monitoring and Eldercare solution at home, I feel more assured and safe in the knowledge that someone will render assistance if I need help. Thank you for helping me,"** he was introduced to SRC HoME+ system.



# Medical Chaperone & Transport

The Medical Chaperone and Transport (MCT) programme offers crucial transport and medical chaperone assistance to elderly individuals and persons with disabilities. Working with AIC, the SRC extends its support to low-income households in the community. This support aids beneficiaries in commuting to and from healthcare facilities for medical treatment, rehabilitation, and day activity. Those in need of assistance are also assigned a medical chaperone, who will accompany them to and fro their appointments.

Powered by 63 medical chaperones and a fleet of 12 Medical Transporters, the MCT programme facilitated over 8,800 round trips, benefitting more than 550 beneficiaries in 2023.

One of these beneficiaries is seventy-nine-year-old Mdm Tan Soon Kheng, who lives alone. Since being diagnosed with cancer in 2018, Mdm Tan has faced difficulties attending her chemotherapy sessions and medical appointments on her own. Despite occasional exhaustion, she finds joy in interacting with volunteers and staff.

**"They wake up early to bring me to my early morning medical appointments, and they check in on me to ensure that I'm eating well. They are all good people, and they deliver their services straight from their hearts,"** Mdm Tan Soon Kheng, MCT Beneficiary.

**550**

Beneficiaries

**63**

Medical Chaperones

**12**

Vehicles



Read more about her story.

# Community Health on Wheels

## Community Health on Wheels (CHoW)

Community Health on Wheels (CHoW) aims to provide welfare and assistance to vulnerable communities in Singapore, targeting Foreign Domestic Workers and Migrant Workers. Recognising them as an important part of our community, SRC's focus is their holistic health, especially on mental health, and training to hone their skills.

The SRC works closely with established communities of migrant workers and foreign domestic workers, as well as charities and grassroot initiatives dedicated to migrant workers, such as HealthServe, Migrant Workers' Centre (MWC), Centre for Domestic Employees (CDE) and Ministry of Manpower Assurance, Care & Engagement Group (MOM ACE). CHoW has successfully engaged with more than 14,000 migrant workers and migrant domestic workers.

## Enhancing Community Support

In 2024, CHoW will expand its locations, leveraging the Red Cross House every Sunday to host migrant workers and migrant domestic workers to better care for their holistic wellbeing. In addition, CHoW will broaden its outreach to white-collar migrant worker communities with wellness programmes catered to their needs.

**14,287**

Persons Reached

**94**

CHoW Volunteers Mobilised



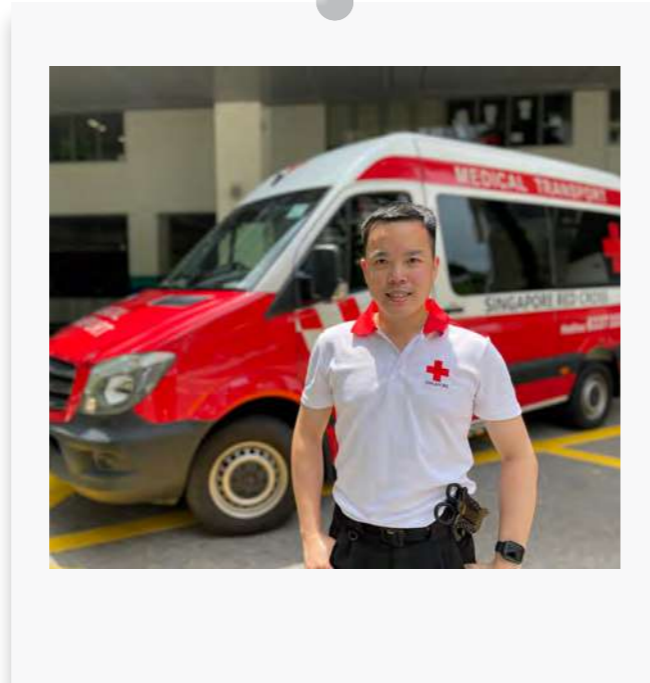
# Community FirstAid

Leveraging the power of humanity, the Singapore Red Cross' (SRC) Community FirstAid (CFA) programme mobilises first aid trained and certified volunteers to provide first aid coverage at national and community events, while preparing the community in times of major emergencies and disasters. Dedicated to the lifesaving cause, the volunteers of the CFA programme adopt a proactive and disciplined approach as they provide first aid coverage at events such as the National Day Parade, Chingay Parade, OCBC Cycle, Istana Open House, and various sports events.

The First Aider on Wheels (FAOW), a signature programme of the CFA service, deploys first aid trained volunteers who patrol and provide first aid treatments to park-goers in need at East Coast Park, Pulau Ubin, and Jurong Lake Gardens on weekends and public holidays.

SRC partnered with Sengkang General Hospital (SKH) to strengthen collective emergency response capabilities. Through joint exercises and training, volunteers underwent specialist Hospital Decontamination Station training led by SKH's Emergency Department. This collaboration underscores the significance of partnerships in safeguarding the community's safety and well-being during crises.

Volunteers play an integral role in ensuring the seamless operations of the CFA programme, providing timely first aid treatments to those in need. Amid their hectic schedules and work commitments, seasoned volunteers tirelessly dedicate their time to mentor newly minted first aiders. This commitment fosters preparedness and ensures that everyone is primed to respond effectively during emergencies and accidents. One such individual is Chay Him, a volunteer with several years of experience with the CFA team. He saved someone who experienced a cardiac arrest.



**“While it was my 13th time responding to a cardiac arrest, it was my first attempt at administering a shock. You never know when you may need to help someone. It could even be your loved ones,”** said Chay Him.

With the lifting of the COVID-19 pandemic restrictions, more companies and communities are organising events. That fuelled an increased demand for first aid coverage. In 2023, the CFA team provided first aid coverage at 59 events.

Moving forward, CFA will expand the footprint of the FAOW programme to more national parks across Singapore.



Read more about his story.



**611**  
Casualties Received First Aid

**59**  
Total Events Covered

**1,674**  
Total Number of Community First Aid Volunteers Deployed



# Red Cross Home & Day Activity Centre for the Disabled

## Red Cross Home and Day Activity Centre for the Disabled

Since its establishment in 1952, the Singapore Red Cross (SRC) Red Cross Home for the Disabled (RCHD) has been offering comprehensive residential care to residents with multiple and severe disabilities. A devoted team of nursing and healthcare aides, physiotherapists, and occupational and speech therapists engage close to 100 residents in purposeful activities aimed at fostering their overall well-being, with round-the-clock support. Presently, RCHD occupies five full storeys at the Family Link @ Lengkok Bahru.

Alongside the RCHD, the SRC oversees the Day Activity Centre (DAC) situated in Jurong West, offering day care to close to 30 persons with disabilities. Spurred by the spirit of compassion, the DAC engages the clients in social, recreational, and therapeutic activities to nurture the independence of its clients while offering respite to the clients' dedicated caregivers.

## Sanctuary of Tranquility

RCHD cultivated two picturesque gardens, designed to provide tranquillity for the residents, engaging the visual, touch and olfactory sensations. These gardens were funded by Angen Fund Management Pte Ltd. Officiated by Ms Rachel Ong, Member of Parliament for the West Coast Group Representation Constituency, Angen Gardens was officially opened in the presence of donors, supporters, employees and volunteers.

## Hearts of Magnanimity

Young fundraisers from Methodist Girls' School organised Concert Ola, a mesmerising concert, to fundraise for RCHD. Esamed lent its support for the RCHD by organising an interactive art therapy session with the residents to encourage their self-expression and communication.

Frasers Property generously contributed S\$100,000 to RCHD, which was channelled towards residents' outings and the purchase of wheelchairs. The employees also volunteered their time to celebrate the residents' birthdays.

Over the last three years, Yu Xu Taoist Association has been providing steadfast support to the RCHD through provision of supplies such as beds and medicine cabinets. In 2023, they made another hospitable donation of close to S\$20,000 in support of the RCHD.

With the sponsorship by XM, the residents enjoyed a multi-sensory experience at the Immersive Disney Animation excursion at Marina Bay Sands with the volunteers.

"With more than seven decades of humanitarian experience, the Singapore Red Cross has uplifted the lives of seniors, persons with disabilities, families in straitened circumstances and youth. We hope our contribution will bring joy to the residents while giving them an eye-opening experience that will be unforgettable for them," said the spokesperson of XM.

These invaluable partnerships were testament to the power of humanity, as people rallied together to uplift the lives of the vulnerable.

## Dedicated Volunteers

Over the years, RCHD and DAC have received invaluable support from passionate volunteers and advocates who tirelessly dedicated their time and efforts. In 2023, the number of volunteers rose across RCHD and DAC. Volunteers from Singapore Chinese Girls School, Crescent Girls' School, Hwa Chong Institution, the Fusang Group and MediaCorp brought joy to the residents through their precious gift of friendship. Frasers Property brought the residents out on outings, and celebrated the residents' birthdays. Additionally, with the dedicated garden spaces at RCHD, students from Singapore Polytechnic contributed to embellishing the walls with sticker art and murals.

The unwavering dedication of our diverse volunteers, hailing from various backgrounds, forges a distinctive and meaningful connection with the residents, creating impactful memories. Dawn O' Dowd, 48, a Quality Engineer and EMT, stumbled upon an email calling for volunteers to help out at the RCHD in May 2022, a proactive initiative by the RCHD to develop a contingency plan amid the COVID-19 pandemic. To prepare for the role, she underwent online training, and another training in person at the RCHD, where she donned the full Personal Protective Equipment. Inspired by the warm welcome and hospitality she experienced at RCHD, Dawn registered as a volunteer with RCHD.

**"I have forged friendships with male and female residents who have become my friends. Though we think differently, these are no longer barriers when we accept and respect our friends the way they are. Each of them has something unique to offer. I enjoy the conversations I initiate with my friends. I hope to spread rays of optimism to brighten their lives,"** said Dawn.



Read more about her story.



## Going Forward

To fortify RCHD's service, structures, and systems, RCHD and DAC will expand their volunteer groups to cater to the various aspects of volunteerism to meet the needs of the residents and clients. RCHD will support new initiatives, including sustainability and environmental efforts, while building the capacities of the volunteers through targeted upskilling training programmes aimed at enhancing the diversity and depth of their roles. This will augment the resilience while ensuring the sustainability of the volunteer and donor initiative.

Both RCHD and DAC also strive to maximise their capacity for resident and client intake by 2024.

# Singapore Red Cross Academy

**12,465**

First Aiders Trained and Certified

**5,820**

Psychological First Aiders Trained

**325**

Humanitarians Trained

**155**

Caregivers Trained



## Singapore Red Cross Academy

The Singapore Red Cross Academy (SRCA), the training division of the Singapore Red Cross (SRC), aims at enhancing community resilience, by empowering individuals with vital knowledge and skills through comprehensive training services offered by the SRCA - Centre for First Aid & Life Support (CFALS), Centre for Psychosocial Support (CPSS) and Centre for Humanitarian Education (CHE). It is built on two foundational pillars: preparedness to respond effectively and mitigate vulnerability while instilling the spirit of care.

In 2023, SRCA expanded its footprint across the nation, strategically establishing its presence in the North, South, East, West and Central regions. This expansion is targeted at shoring up its training capacity while enhancing accessibility for individuals keen on acquiring essential humanitarian skills.

### Centre for First Aid and Life Support

Amplifying its value proposition while establishing a foray in the domain of outdoor wilderness, CFALS launched the Outdoor Wilderness First Aid Workshop for adults to be trained in outdoor first aid skills with improvised methods. To inculcate the importance of learning first aid from young while building a distinct advantage, CFALS introduced the Junior Essential First Aid Workshop to create awareness of CPR+AED and Essentials of First Aid among Red Cross Junior (preschoolers) and toddlers.

To enhance community resilience, CFALS forged ahead to train 12,465 individuals in first aid in 2023. As part of the ongoing collaboration with the Singapore Red Cross Youth, CFALS trained 933 Uniformed Group cadets in CPR+AED as part of their Total Defence (Gold) Badge requirement. CFALS also officially opened its new training site at Woods Square, which was graced by Guest of Honour Ms Sun Xueling, Minister of State for the Ministry of Home Affairs and Social and Family Development.

To consolidate its position as a key player in emergency preparedness while optimising the operational efficiency, CFALS also piloted the Casualty Transportation Workshop for the Ministry of Education's (MOE) School Emergency Training and Exercise (SEMTREX) purposes. This partnership leveraged opportunities and deployed up to 90 recurring volunteers and volunteer trainers to enhance the outreach and visibility while catalysing support. This incorporated the marketing of the CPR+AED Awareness Workshop, which was generously sponsored by Temasek Foundation.

### Centre for Psychosocial Support

The SRCA has been at the forefront of offering public training in Psychological First Aid (PPFA) since 2016. Now, SRCA's Centre for Psychosocial Support (CPSS) trains and empowers people with the knowledge and skills to alleviate psychosocial vulnerabilities in stressful or emergency situations while enhancing community resilience and psychological well-being of the affected individuals.

As mental wellness gains traction in our community, CPSS trained 5,820 learners across various corporations, organisations and individuals in 2023, boosting their mental resilience and well-being. CPSS also partnered within the SRC and external collaborators to champion mental health awareness at events and schools.

Leveraging the power of humanity, CPSS collaborated with government agencies and corporate partners to advocate Psychological First Aid and mental wellness at the workplace. A video was produced featuring the Minister of State for Trade and Industry and Minister of State for Culture, Community and Youth, Mr Alvin Tan. Corporate leaders also espoused mental wellness at the workplace through thought-provoking and insightful articles.

To build on its distinct offering, CPSS launched the PFA for SGSecure Responders, specially curated with the relevant SGSecure content. Comprising domain specific scenarios, the course enables participants to apply PFA skills as SGSecure Responders. As part of the partnership with the Temasek Foundation, CPSS strives to equip 1,500 SGSecure Responders with PFA skills to boost their confidence and readiness to step forward to help others in distress when the need arises. Since its launch, CPSS has trained more than 500 SGSecure Responders.

Tapping on solid fundamentals, CPSS introduced the new Workplace Mental Health training programme, which incorporates a mental health support framework to promote mental well-being in the workplace. This framework is designed to equip participants with the knowledge and skills to recognise and respond effectively to psychosocial hazards.

### Centre for Humanitarian Education

The Centre for Humanitarian Education (CHE) empowers communities with the essential skills and knowledge to confront the intricate humanitarian challenges and contemporary issues prevalent in communities. By raising awareness of the intricate humanitarian challenges in today's world, CHE strives to cultivate a spirit of care while fostering resilience locally and globally.

Cognisant of the burgeoning elderly population locally, CHE launched the caregiver training courses, such as fundamentals in caregiving, dementia and frailty support and ageing skin, to augment the care and support for older persons at the newly opened training facility at Our Tampines Hub.

Besides that, CHE also builds the capacity of the youth by conducting training on the values and principles of serving humanity at the SRC Campsite, Red Cross House, and through online sessions.

CHE bolstered its humanitarian training service by introducing a Train-The-Trainer workshop curated for Overseas Disaster Deployment Training (ODDT) and conducting a Field Hygiene and Tropical Disease talk for 200 Outward-Bound Singapore personnel. CHE also amplified its reach by conducting ODDT training for the Brunei Darussalam Red Crescent in Brunei Darussalam.

# Blood Donor Programme

## Blood Donor Programme

Appointed the National Blood Donor Recruiter in 2001, the Singapore Red Cross' (SRC) Blood Donor Programme (BDP) works to recruit, retain, and recognise blood donors and bloodmobile organisers—championing blood donations as a cornerstone of sustaining the nation's blood supply. These collective efforts ensure a safe and ample blood supply to meet Singapore's transfusion needs.

## Mobilising Youth Donors

In advocating blood donation, BDP conducts learning journeys for school-going children. BDP also collaborated with the Singapore Red Cross Youth (RCY) to launch the Youth Blood Donor Programme to groom blood donation ambassadors and activists. Working closely with schools and Institutes of Higher Learning (IHL) to share the importance of blood donation while dispelling misconceptions, BDP's consistent efforts pave the way for more youth donors to embrace regular blood donations as part of their lifestyle.

## World Blood Donor Day 2023

On World Blood Donor Day, SRC and HSA honoured 1,876 dedicated blood donors and 29 community partners. During the event, the SRC introduced the YOUTHphoria award to inspire more youth donors between the age of 16 to 25 to step forward and embrace blood donation as a regular part of their lifestyle.

"By recognising the exemplary efforts of youth blood donors through the YOUTHphoria award, we are hopeful that the YOUTHphoria award will inspire a new generation of blood donors who will contribute towards increasing the proportion of youth in the blood donor pool," said Ms Tan Poh Hong, Vice-Chairperson, Singapore Red Cross.

## Launch of Bloodbank@One Punggol

In August 2023, Minister for Health, Mr Ong Ye Kung officially opened the 5th Bloodbank, Bloodbank@One Punggol at One Punggol integrated community hub. In conjunction with the opening of Bloodbank@One Punggol, HSA and SRC jointly organised a Blood Buddy House exhibition at One Punggol. Leveraging interactive displays and hands-on activities to engage the community, the Blood Buddy House instilled a deeper understanding of the blood donation process as well as the food that blood donors can take to increase their iron production and haemoglobin levels.

SRC and HSA launched the 'Adopt A Bloodbank' initiative aimed at ensuring a sustainable pool of regular donors in the vicinity of the five Bloodbanks. Through this initiative, organisations that could not host blood drives due to space constraints can contribute to the National Blood Programme. This complements the blood drives conducted by BloodMobile Organisers.

## Inspiring the New Generation

To encourage blood donation, the SRC unveiled a new campaign, #SaveLivesMovement to rally communities to save lives.

As part of the #SaveLivesMovement, SRC launched new key visuals and revamped the website by casting the spotlight on blood donors. With the messaging of "All it takes is One donor per household to save lives", the campaign inspires everyone from all walks of life to keep Singapore's blood supply healthy.

With the campaign led by Blood Buddy (BB), BDP augmented the narrative with BB's new library of friends—characters with distinct personalities to represent communities with different interests.

## Moving Forward

BDP will be exploring ways to diversify donor recruitment while amplifying community outreach to more community centres and other IHLs. Mobilising the power of humanity, BDP will also look into bolstering partnership's with local communities, businesses and educational institutions as reliable sources of support to garner greater awareness for its campaigns.



Read more about her story.

**251**

Blood Drives

**426**

Centre Bookings

**77,424**

Donors in 2023



# Global Engagement

## Global Engagement

Singapore Red Cross (SRC) Global Engagement (GE) team provides emergency relief, early recovery, and long-term rebuilding in communities affected by crises and disasters, and boosts the capacity and resilience of local and international communities.

The GE team focuses on three core priorities; International Services (IS), the Centre of Excellence for Pandemic Preparedness (CoEPP) and Humanitarian Engagement (HE).

## Overseas Response

With the reopening of the international borders and lifting of travel restrictions globally, SRC resumed the Overseas Humanitarian Programmes (OHPs), peacetime missions targeted at supporting vulnerable communities that were previously assisted by the SRC. In 2023, SRC conducted the OHPs in India, Nepal and Sri Lanka, supporting 8,650 people.

SRC deployed 46 volunteers and 9 employees on 16 different overseas missions. More than 1.75 million people benefitted from the relief, recovery, rebuilding and rehabilitation efforts. SRC also distributed 272 water filters to Ukraine, Türkiye, Malaysia, Timor-Leste, Sri Lanka, Libya and Gaza.

SRC resumed the Last Mile Assistance Programme, in collaboration with the NTUC Centre for Domestic Employees, to support injured or distressed foreign domestic workers in their journey home. SRC also partnered with the NTUC Migrant Workers Centre to leverage the synergies of both organisations to extend our programme to migrant workers. Out of the 3 cases assisted by SRC, 2 nurse volunteers were deployed for 2 of the cases to accompany the migrant workers to their home countries in India and the Philippines. The concerted efforts have struck a resounding chord in the foreign domestic workers and migrant worker community.



## Fostering Collaboration and Enhancing Capacity

GE provides a platform for the Red Cross Red Crescent Movement to exchange information regularly on potential outbreaks and disasters, best practices and counter-measures while bolstering the capacity of the Movement partners. GE trained 100 Southeast Asia Red Cross and Red Crescent employees and volunteers in Psychological First Aid and Pandemic Preparedness.

- Consolidating our position as a premier Psychological First Aid training provider, SRC hosted the Southeast Asia Training of Trainers (ToT) programme on Psychological First Aid (PFA), together with the International Federation of Red Cross and Red Crescent Societies (IFRC), with 23 participants from the Southeast Asian National Societies.
- To enhance pandemic preparedness, CoEPP organised the inaugural Pandemic Readiness Enhancement Programme for the Southeast Asian Red Cross and Red Crescent Societies, building the capacity of 22 participants and equipping them with the skills to develop and execute their pandemic preparedness plans.
- To bolster the capacity of the Red Cross Red Crescent Movement Partners, GE conducted a drone training for Timor-Leste Red Cross (9 participants), a Disaster Management training for the Brunei Darussalam Red Crescent Society (22 participants), an AED ToT for the Maldivian Red Crescent (20 participants), and a PFA ToT for the Malaysian Red Crescent (17 participants).
- SRC organised the inaugural Southeast Asia Red Cross Red Crescent Women Conference 2023 at YWCA, which was attended by 120 diplomats, delegates from the Red Cross and Red Crescent National Societies, volunteers, and partners.
- Held at Marina Bay Sands, the 8<sup>th</sup> Singapore Humanitarian Conference focused on climate change, sustainability and humanitarian efforts, with a dialogue session between Ms Grace Fu, Minister for Sustainability and the Environment and Mr Benjamin William, Secretary General and CEO of the Singapore Red Cross, amongst several talks.
- Themed 'Protection of the Environment in Times of Armed Conflict' and held at the International Involvement Hub, the 2<sup>nd</sup> International Humanitarian Law (IHL) Roundtable was jointly organised by SRC, the International Committee of the Red Cross (ICRC) and the Centre for International Law of the National University of Singapore (CIL-NUS). It was attended by about 30 participants.

## Moving Forward

An active player in the humanitarian sector globally, GE builds resilient communities through its services, capacity building programmes and outreach activities aimed at strengthening the capacity of employees, volunteers, partners and overseas communities. GE will stay focused on core competencies while diversifying volunteer opportunities through the establishment of a liaison officers' volunteer workgroup and revitalising the disaster surveillance teams. Building on the solid fundamentals of its signature Overseas Disaster Deployment Training (ODDT) programme, GE will provide further training (post-ODDT) and implement a Mental Health and Psychosocial Support framework for all deployments to further enhance the capacity of the volunteers.

Country	SRC's Response
<b>Ukraine Humanitarian Crisis</b>	<ul style="list-style-type: none"> <li>• Continued providing support for existing projects and consistently looking out for the evolving needs of the people in Ukraine.</li> <li>• Benefitted more than 330,000 people in healthcare, psychological support, shelter, WASH, energy, and other relief services in collaboration with 23 ground partners.</li> </ul>
<b>Earthquake in Türkiye &amp; Syria</b>	<ul style="list-style-type: none"> <li>• Launched a public fundraising appeal and contributed US\$1.1 million to the International Committee of Red Cross (ICRC), International Federation of Red Cross Red Crescent Society (IFRC), Turkish Red Crescent, and Syrian Arab Red Crescent, in response to the earthquake in Türkiye and Syria. This directly supported their humanitarian relief and response operations. SRC has also identified and started several rebuilding projects with our local partners.</li> </ul>
<b>Cyclone Mocha in Myanmar</b>	<ul style="list-style-type: none"> <li>• Distributed S\$50,000 in humanitarian aid to support the immediate relief efforts by Myanmar Red Cross Society and launched a three-month public fundraising appeal for recovery operations in Myanmar.</li> </ul>
<b>Earthquake in Morocco</b>	<ul style="list-style-type: none"> <li>• Distributed US\$50,000 in humanitarian aid to directly support ongoing relief efforts and launched a public fundraising appeal for recovery operations by the Moroccan Red Crescent.</li> </ul>
<b>Earthquake in Western Afghanistan</b>	<ul style="list-style-type: none"> <li>• Launched a public fundraising appeal for three months to support the relief and recovery operations in Afghanistan.</li> <li>• Distributed US\$50,000 in humanitarian aid to directly support ongoing relief efforts led by Red Cross Red Crescent partners on the ground, including the Afghan Red Crescent Society and the IFRC.</li> </ul>
<b>Crisis in Gaza Strip</b>	<ul style="list-style-type: none"> <li>• Together with Singapore's first tranche of aid, SRC distributed US\$200,000 worth of relief items to Gaza in early November 2023 when SRC handed over supplies to the Egyptian Red Crescent to support their relief efforts.</li> <li>• SRC also deployed one staff member to Cairo, Egypt to assist in coordination of aid such as essential items to address basic and critical needs, including medical supplies such as medication, medical consumables and equipment, wheelchairs, as well as hygiene kits, clean water, and vital food provisions and delivered close to 200 portable water filters to the Egyptian Red Crescent Society, to be channelled to the Palestine Red Crescent Society.</li> </ul>



# Centre for Occupational Learning & Employment

## Centre for Occupational Learning & Employment (COLE)

To mitigate the impact of the pandemic on the livelihoods of vulnerable communities in Singapore, the Singapore Red Cross (SRC) initiated the Centre for Occupational Learning and Employment (COLE) in 2021 to offer basic employability training and job facilitation for Singaporeans aged 18 to 59, whose livelihoods were affected by the pandemic. COLE also augmented, complemented and supported existing employability programmes such as the SkillsFuture schemes. COLE concluded its last training workshop in October 2023.

SRC additionally provided the Care Support Course to equip and provide entrants with the necessary competent skills, knowledge and hands on experience to deliver basic care, and to address the skills gap and unmet needs in the healthcare sector such as nursing homes, community hospitals, and other related fields such as medical chaperones and mobile transport aid for patients who need assistance for medical appointments.

Comprising four modules, nursing care, workplace learning, soft skills and an elective module, the Care Support course highlights the role, responsibilities and challenges of the caregiver. Participants also learn about the importance of effective communication with the care recipient, healthcare professionals, and family members. The Care Support Course equips caregivers with invaluable knowledge, practical skills,

and the confidence to care for their charges and loved ones. Through effective communication techniques, understanding of the care recipient's needs, emotional support, and self care strategies, trainees can confidently and effectively ensure the well being of themselves and the care recipients and loved ones while enhancing the overall caregiving experience.

With the sponsorship from Barclays, COLE offered a total of 84 monthly workshops and care support courses from August 2021 and concluded in 2023, training a total of 550 individuals and providing 4 months worth of food vouchers to 30 entrants.

**“Caring for an elderly or a person with a disability at home may be a daunting prospect, particularly for those who are not properly trained. With the burgeoning elderly population in our midst, it may be pragmatic to be trained in caregiver skills to provide quality care for ageing parents or relatives with disabilities. We can stand in to assist when a mishap occurs or the need arises,”** said Ms Lim Ay Ni, 43.



# Recognising Volunteers and Partners

The Singapore Red Cross (SRC) recognised 116 volunteers, donors and partners at its annual Awards Ceremony today, for selflessly giving their time, expertise and resources. Guest-of-Honour and Singapore Red Cross Patron, President Tharman Shanmugaratnam graced the Ceremony and presented the Awards. He also opened the newly refurbished Red Cross House at Penang Lane.

**“The Singapore Red Cross embodies qualities that we want to develop as part of our national character: a constant effort to uplift the disadvantaged and to advance solidarity, within and beyond our shores. The launch of the Responder for Resilience movement will empower more individuals as skilled volunteers in the service of humanity,”** said President Tharman Shanmugaratnam, Patron of the Singapore Red Cross.

The SRC introduced a new award category – the Singapore Red Cross Lifesaver Award, at the 10<sup>th</sup> Singapore Red Cross Awards Ceremony, on top of the other seven award categories.

At the Red Cross House, the President unveiled the plaque marking the opening of the refurbished Red Cross House, and visited an exhibition which showcased SRC's efforts in strengthening community resilience, and in uplifting vulnerable communities in Singapore and beyond. He interacted with community volunteers and partners whose contributions sustain essential services for single elderly; persons with disabilities; lower-income families, and their children/youth.





# Youth Development

## Youth Development

The Singapore Red Cross Youth (RCY) underpins concerted efforts to reinforce core values, develop character and groom youth to be humanitarian leaders of the future. The RCY programme nurtures children from 5 to 9 years old, through the Red Cross Junior, a junior club for children; RCY Links and Cadets – a uniformed co-curricular activity group in primary and secondary schools; RCY Chapters in tertiary institutions, and Youth@Community, an Open Chapter for youth aged 10 to 25 years old.

## Revitalisation of Curriculum

At its inaugural Youth Convention, RCY introduced its new director, Ms Durga Naidu, and revitalised curriculum, encouraging a social service-oriented mindset with its digital learning opportunities and experiences with the Singapore Red Cross' (SRC) humanitarian services. RCY introduced mental wellness as one of its core subjects in the curriculum, which includes Standard First Aid and Psychological First Aid, Disaster Management, Youth Ambassadors of Blood Programme, Service Learning and Red Cross Knowledge.

To inculcate service learning, RCY will involve its members in visits to the Red Cross Home and Day Activity Centre for the Disabled, outreach initiatives targeting the elderly community, first aid duties at parks and events, and fundraising endeavours, such as social entrepreneurship with SRC's charity shop. To enhance community resilience, RCY will support the National Blood Programme through the new Youth Ambassador Blood Programme, and organise learning journeys at the various Bloodbanks throughout Singapore. Cadets can also participate in one-day on-the-job training attachments to enrich their learning experience.

Aligned with the Ministry of Education's EdTech strategy to nurture future-ready digital learners, RCY introduced a new curriculum featuring Virtual Reality, Augmented Reality, and drones to amplify its value proposition. Besides equipping the youth with the knowledge and skill sets to participate and spearhead humanitarian operations in the future, the new curriculum will broaden their exposure and develop competencies that will stand them in good stead, paving the way for success.

In 2023, RCY organised 156 outreach activities and 16 community events for the Youth@Community, involving 4,037 beneficiaries and participants, and 163 volunteers.

## Youth in Community Engagement

Through the sterling leadership, and guidance of 26 passionate youth leaders and 291 volunteers across the RCY Chapters, Project R.I.C.E.+ , the RCY's annual fundraiser raised S\$561,681 and distributed 56,168 bundle sets to 13,347 families.

With the support of SRC's employees and 89 trained volunteer facilitators, RCY conducted the 'Survival Essentials' Humanitarian Trail for 3,486 Outward Bound Singapore campers, comprising of Secondary 3 students across different schools.

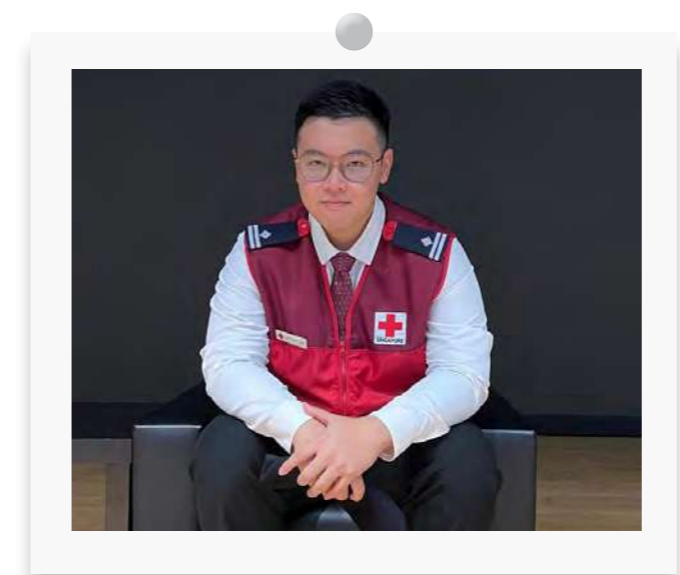


## Moving Forward

Building on solid fundamentals, RCY strives to establish an RCY Chapter in every tertiary institution locally. Each Chapter can anchor a SRC programme as its key initiative. This lays the groundwork for the Chapter members to become future leaders of the SRC's programmes.

Going forward, the RCY Youth@Community will advocate key SRC services at community events through youth-led perspectives, ideas, and initiatives while imparting humanitarian knowledge and skills. RCY Youth@Community will also refresh the Humanitarian Trail stations and set up an edible garden at the Youth Hub at Jalan Khairuddin.

**"By volunteering with RCY, I have learnt about the importance of being adaptable and resourceful in various situations, particularly during disaster relief operations. I have also learnt about the importance of empathy, compassion, and humanitarian action. The qualities and skills I have developed through RCY are not merely integral in volunteer work but also invaluable in my daily life."** Apichat Lee Wei, Red Cross Youth Volunteer Instructor.



Read more about his story.

**3,135**  
Juniors  
(Pre-school, Kindergarten)

**1,096**  
Links  
(Primary School)

**3,156**  
Cadets  
(Secondary School)

**1,263**  
Chapter Members  
(Tertiary Institution)

**1,263**  
Youth Members  
(Youth Members @ District)

# Red Cross Junior Presence

## Juniors

1. ACE @ WORK Childcare Pte Ltd Al-Nasry Childcare Pte Ltd
2. Apricot Academy
3. Bright Sparks Childcare LLP
4. Chee Hoon Kog Child Care Centre
5. Cherie Hearts Kidz Campus @ Pasir Ris Elias Mall
6. Columbia Preschool / SDM Childcare Centre (Jurong East) Pte Ltd
7. Canberra Schoolhouse Pte Ltd (Kovan)
8. Chatsworth Preschool Pte Ltd
9. Cherie Hearts @ Charlton Pte Ltd
10. Cuddle Kids Playhouse
11. Iman Childcare Woodgrove
12. Kanooka School House
13. Kidz Meadow Childcare & Development Centre (Buangkok Ridge)
14. Kidz Meadow Childcare & Development Centre (Jurong West)
15. Kidz Meadow Childcare & Development Centre (Pasir Ris)
16. Kidz Meadow Childcare & Development (Woodlands)
17. Kidz Meadow Childcare & Development (Yishun)
18. Kidz Meadow Childcare & Development Centre (BedokNorth)
19. Kidz Meadow Childcare & Development Centre (Hougang)
20. Kidz Meadow Childcare & Development Centre (Yew Tee)
21. Kidz Meadow @ Punggol (Blk 228 Punggol Field, #02-01 Matilda Sundeck Singapore 820228)
22. Little Skoolhouse @ TP
23. Learning Vision @ Work (Nanyang Polytechnic)
24. Learning Vision @ Work (Tech Point)
25. Little Atlas Preschool
26. My First Skool @ Blk 503 Bedok North
27. My First Skool @ Blk 706 Hougang
28. My First Skool @ 6 New Punggol Road
29. My First Skool @ 49 Whampoa South
30. My First Skool @ Yishun Centre 4
31. Modern Montessori Preschool (BukitBatok)
32. MOE Kindergarten @ Northoaks
33. MOE Kindergarten @ Wellington
34. M.Y World Preschool (Boon Keng Branch)
35. PCF Sparkletots @ Punggol Shore Blk 171C (KN)
36. PCF Sparkletots @ Woodlands Blk 604 (CC)
37. PCF Sparkletots Preschool @ Ang Mo Kio-Hougang Blk 535 (DS)
38. PCF Sparkletots Preschool @ Canberra Blk337 (CC)
39. PCF Sparkletots Preschool @ Fengshan Blk 76
40. PCF Sparkletots Preschool @ Kebun Baru Blk 172
41. PCF Sparkletots Preschool @ Bukit Timah Branch (BTCC305)
42. PCF Sparkletots Preschool @ Kembangan Chai Chee Blk 341
43. PCF Sparkletots @ Kembangan Chai Chee Blk 116 (DS)
44. PCF Sparkletots @ Kampong Chai Chee Blk 135 (KN)

45. PCF Sparkletots Preschool @ Paya Lebar Blk 221
46. PCF Sparkletots @ Punggol North Blk 663 ADS
47. PCF Sparkletots Preschool @ Sengkang North Blk 231/232
48. PCF Sparkletots Preschool @ Sengkang Central Blk 210
49. PCF Sparkletots Preschool @ Sengkang North Blk 290A
50. PCF Sparkletots Preschool @ Tampines Central Blk 856
51. PCF Sparkletots Preschool @ Bishan East-Sin Ming Blk 181 (CC)
52. PCF Sparkletots Preschool Bukit Batok East @ Blk 271
53. PCF Sparkletots @ Eunos Blk122
54. PCF Sparkletots @ Kembangan Chai Chee Blk32
55. PCF Sparkletots @ Kembangan Chai Chee Blk 59
56. PCF Sparkletots Preschool @Paya Lebar Blk 125 (KN)
57. PCF Sparkletots @ Radin Mas Blk 18
58. PCF Sparkletots @ SengkangEast Blk 123A
59. Planet Montessori Pte Ltd
60. SDM Childcare Centre @ Bishan
61. SDM Ichiban Preschool Pte Ltd
62. SDM Childcare Centre Pte Ltd @ Choa Chu Kang
63. Star Learners @ Choa Chu Kang Sports Centre Pte Ltd
64. Star Learners @ Yishun
65. Skool4kidz Campus @ Sengkang Riverside Park
66. Sunflower Preschool @ Dakota
67. Sunflower Preschool @ Mindef Depot
68. Sunflower Preschool @ Bedok South
69. Sunflower Preschool @ Pasir Ris Pte Ltd
70. Sunshine Kids Care Centre Pte Ltd
71. Small Wonder Bukit Batok
72. Tinkerland Pte Ltd
73. Wee Care Kindergarten Pte Ltd
74. Young Minds Childcare Centre Pte Ltd
75. Zee Schoolhouse Pte Ltd

# Red Cross Youth Presence

## Links

1. Ang Mo Kio Primary
2. Angsana Primary
3. Blangah Rise Primary
4. Boon Lay Garden Primary
5. Bukit Panjang Primary
6. Bukit View Primary
7. Chongfu Primary
8. Compassvale Primary
9. Corporation Primary
10. Damai Primary
11. Fairfield Methodist School
12. Fengshan Primary
13. Frontier Primary
14. Greendale Primary
15. Haig Girls School
16. Holy Innocent's Primary
17. Innova Primary
18. Jiemin Primary
19. Kheng Cheng School
20. Naval Base Primary
21. New Town Primary
22. Pei Ying Primary
23. River Valley Primary
24. Rivervale Primary
25. Sembawang Primary
26. Telok Kurau Primary
27. Valour Primary
28. Xinmin Primary
29. Xishan Primary
30. Yumin Primary
31. Zhonghua Primary

## Cadets

32. Ang Mo Kio Secondary
33. Assumption English School
34. Bartley Secondary School
35. Bendemeer Secondary School
36. Broadrick Secondary School
37. Cedar Girls Secondary School
38. CHIJ Secondary (Toa Payoh)
39. Commonwealth Secondary School
40. Compassvale Secondary School
41. Crescent Girls School
42. Dunman Secondary School
43. Evergreen Secondary School
44. Fairfield Methodist School
45. Fuhua Secondary School
46. Greendale Secondary School
47. Guangyang Secondary School
48. Hougang Secondary School
49. Hua Yi Secondary
50. Jurong Secondary
51. Jurong West Secondary
52. Marsiling Secondary
53. Meridian Secondary
54. Nan Chiau High

55. Northbrooks Secondary
56. Punggol Secondary
57. Queenstown Secondary
58. Raffles Girls Institution
59. Raffles Institution
60. Regent Secondary
61. Seng Kang Secondary
62. Serangoon Garden Secondary
63. Serangoon Secondary
64. Singapore Chinese Girls
65. St. Gabriel's Secondary
66. St. Margaret's Secondary
67. Tanjong Katong Girls
68. Victoria School
69. Yio Chu Kang Secondary
70. Zhenghua Secondary

## Chapters & Clubs

71. ITE College East
72. Canadian International School
73. Global Indian International School
74. Overseas Family School
75. Yuvabharathi International School
76. NPS International School
77. Anderson Serangoon Junior College
78. Nanyang Junior College
79. Raffles Institution
80. Ngee Ann Polytechnic
81. Singapore Polytechnic
82. Management Development Institute of Singapore (MDIS)
83. Nanyang Technological University
84. National University of Singapore
85. Singapore Management University
86. James Cook University
87. Singapore Institute of Technology

# Volunteer Management

## Volunteer Management

As the backbone and pillar of the Singapore Red Cross (SRC), volunteers play a vital role in serving humanity and saving lives. The Volunteer Management (VM) team collaborates with departments across the SRC and external partners to empower volunteers with the right skill sets to make effective contributions to the SRC while enriching their volunteering experience and organise programmes.

Volunteer manhours doubled from 42,157 hours in 2022 to 81,795 hours in 2023. SRC deployed 18,189 volunteers across 837 events. Volunteer training hours increased fourfold, from 7,938 hours in 2022 to 31,019 hours in 2023.

## Responders for Resilience

To serve the needs of the vulnerable and to build a more resilient Singapore, SRC launched the *Responder for Resilience* programme to mobilise 1,000 well-trained and response-ready volunteers. The Singapore Red Cross Academy provides training to empower individuals to respond effectively in emergencies, and volunteers will, in turn, be deployed across the humanitarian organisation's community programmes.

## Recognising Volunteers' Contribution

SRC organised the inaugural Volunteer Convention 2023, which recognised 470 dedicated volunteers who contributed significant volunteering hours tirelessly in 2022 across SRC's humanitarian programmes. More than 500 people attended the event.

Held at the Marina Bay Sands Convention Centre on 19 August 2023, the Volunteer Convention also provided a platform for interactive and engaging panel discussions on SRC's humanitarian programmes and initiatives, and the collaborative approaches SRC adopted to enhance community resilience and fortify emergency response capabilities. Dr Mohammad Zaidi Ariffin, SRC Council Member, delivered his Keynote Address at the event, which was supported by Marina Bay Sands in venue sponsorship.

## Mobilising Volunteers

To cultivate support, appreciation, and continuous development while building a community among the SRC volunteers, VM continues to strengthen volunteer-led initiatives and collaborative approaches to cultivate continuous development and community spirit amongst volunteers.

To augment the pool of skilled volunteers, the VM team collaborated with internal departments, external partners, and volunteer workgroups to develop content, facilitate workshops and organise several Volunteer Skills Training (VST) sessions throughout 2023. Covering areas such as event management and digital fundraising, presentation and facilitation skills, these VSTs were targeted at deepening volunteers' knowledge of SRC's services and programmes.

Embracing the principle of "for the volunteer, by the volunteer", the VSTs provided opportunities for volunteers to learn from other volunteers with specialised skills or expertise, thereby enhancing their own.

VM also welcomed a cohort of 30 seasoned and dedicated volunteers from various services to join the expanding pool of Volunteer Leaders. They completed a rigorous and interactive four-day leadership workshop, skillfully managed and facilitated by the Volunteer Leaders Program (VLP) Volunteer Workgroup.

To foster commitment and engagement amongst volunteer leaders, quarterly engagement sessions were conducted throughout the year. These sessions aimed to keep them abreast of initiatives, strengthen bonds with fellow volunteer leaders and employees, and provide a platform for discussions with Senior Management on the strategic priorities as well as organisational matters. Feedback is also collected for follow-up action.

# Volunteer Management

## SRC Volunteer Mobile Application

VM launched the SRC Volunteer mobile application in late 2023 to streamline volunteer engagement, improving efficiency and mobilising impact. The development of this application underscores the organisation's dedication to innovation and excellence, optimising resource allocation and elevating efficiency.

**"When we serve, we care for others and are there for them. Ultimately, it's also about love. Volunteering means generously sharing our resources to make a positive impact. Volunteering is not merely a social responsibility but indispensable to living a purposeful and joyful life,"** Edgardo Cortez Vicente, long-term SRC volunteer, says.



Read more about his story.



5,935

New Volunteers

18,189

Volunteers Deployed

837

Volunteer Events

81,795

Volunteer Hours

31,019

Volunteer Training Hours



# Resource Development

To support the humanitarian efforts of the Singapore Red Cross (SRC), the Resource Development (RD) team secures support from donors and partners, through partnerships, grants, fundraising events, digital giving and our charity shop.

## Fundraising Events

- SRC's annual fundraising event, Grateful Hearts, raised S\$180,000 in donations and contributions from individuals, schools and businesses.
- SRC's 8<sup>th</sup> charity concert, the Singapore Red Cross Evergreen Luncheon Show 2023, spearheaded by SRC Council Member, Fundraising Committee Chairperson and Organising Chairperson & Producer, Ms Terene Seow, raised S\$580,000 for the Singapore Red Cross' local humanitarian services. The event was graced by Guest-of-Honour, Acting Minister of Transport and Senior Minister of State for Finance, Mr Chee Hong Tat, and Special Guest, Member of Parliament of Yio Chu Kang SMC, Mr Yip Hon Weng. In conjunction with the Mid-Autumn Festival, gift bags comprising of mooncakes of assorted flavours, biscuits and beverages were gifted to 3,000 seniors
- Themed 'One World, United in Humanity', the Singapore Red Cross International Bazaar presented more than 80 stalls on 18 November 2023 at Ngee Ann City Civic Plaza, raising S\$680,000 for our local humanitarian services. Led by Organising Chairperson, Mrs Genevieve (Peggy) Jeffs,

- and her Committee, the International Bazaar rallied 40 embassies, 30 performing groups, local and international enterprises, civic groups and schools. Patron of the SRC, President Tharman Shanmugaratnam, graced the event as Guest-of-Honour.

## Digital Fundraising

SRC collaborated with the SP Group in its mailer-insert project in January 2023, reaching 650,000 households in Singapore to support the work of SRC.

To further improve donor engagement, SRC partnered with Behavioural Insights Team (BIT) and National Volunteer and Philanthropy Centre (NVPC) to enhance our messaging on the electronic mailers that SRC disseminates to donors. This resulted in a more effective email marketing strategy which boosted the open rate of emails, which in turn garnered more donations.

In donor stewardship, donors and fundraisers are regularly engaged on the impactful work funded by their donations, and their feedback are collated for follow-up actions.

The SRC included cryptocurrency, such as Bitcoin (BTC), Ethereum (ETH), Tether (USDT), and USD Coin (USDC), as a newly-accepted form of donation to engage donors.

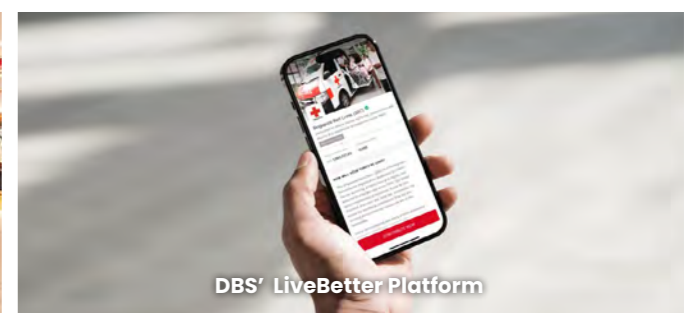


# Partnerships

## Fundraising Partnerships

- The SRC was selected by the President's Challenge to be one of the benefitting agencies supported by PC2023, with an allocation of S\$250,000 to boost support for caregivers. The Caregivers Support Network by the Singapore Red Cross Society will provide caregivers with practical skills training, social services, mental wellness workshops and peer support engagement, to better address caregiving needs and help caregivers stave off burnout in the long term.
- Ms Eunice Yeo, founder of Peace of Art Singapore, organised the Sustainable Christmas Market event at The South Beach over a weekend, raising close to S\$280,000 for the SRC's Young Hearts programme.
- DBS Bank raised S\$1.2 million in support of the Türkiye-Syria earthquake. DBS raised S\$49,000 for SRC's local humanitarian efforts through the LiveBetter platform on its digital banking application.
- Frasers Property contributed S\$100,000 to the Red Cross Home for the Disabled (RCHD) and pledged a year-long employee volunteerism initiative with RCHD in 2024. Besides that, Frasers Property also advocated blood donations and sponsored space to support operations for SRC's local humanitarian programmes and signature events, valued close to S\$130,000.
- QBE Insurance Group has been supporting and sustaining the expansion of Young Hearts to meet the needs of the children under the SRC's care since 2021. The organisation also made a S\$58,000 contribution to SRC's local services in 2023.

- DHL's employees volunteered with the Young Hearts programme for the third consecutive year for their weekly sports sessions. In addition, DHL offered fundraising opportunities at their roadshows and pledged funds raised from the staff via the DHL Yellow Charity Ride 2023. Coupled with DHL's 1-for-1 matching, SRC received close to S\$14,500.
- HSBC Life partnered with SRC to support the fundraising and volunteering initiatives. HSBC Life also channelled the proceeds of S\$44,000 from the HSBC Life Staff Salvage Bazaar Sales towards the SRC's Young Hearts programme.
- Students and teachers of Methodist Girls' School organised Concert Ola as part of its Project Meliorism, raising close to S\$13,000, including a generous donation of S\$10,000 from CFAM Pte Ltd towards Red Cross Home for the Disabled.
- The Great Eastern Advisors' Clique organised a community Sports Day event to support the SRC's local humanitarian services, raising S\$30,000.
- On top of the previously committed S\$500,000, Angen Fund Management Pte Ltd contributed another S\$80,000 to the construction and launch of Lotus Garden at the Red Cross Home for the Disabled.
- SRC's annual festive Gift-Wrapping initiative took place at Velocity@Novena Square, United Square, KINEX and Chinatown Point. Spearheaded by Volunteer Leaders, the fundraiser rallied the support of more than 300 SRC volunteers and raised more than S\$18,500 for the SRC's local humanitarian services.





### Red Cross Shop

SRC's charity shop, the Red Cross Shop, raises funds for SRC's local humanitarian efforts through the sale of donated and preloved items. It encourages upcycling, sustainable lifestyles, and mitigates waste. Through strategic partnerships with Changi Airport Group, ComfortDelGro, Marina Bay Sands, SBS Transit and TDCX, SRC received donations-in-kind that are resold at the charity shop. In 2023, SRC refreshed the Red Cross Shop, and celebrated the opening of its flagship store adjacent to the Red Cross House. Additionally, SRC also operates a shop at the Youth Hub in Jalan Khairuddin, and e-commerce at [donate.redcross.sg/merchandise](https://donate.redcross.sg/merchandise) and on Carousell.

To promote sustainability and foster the spirit of volunteerism, the SRC actively engages adult volunteers and members of the Red Cross Youth in sorting items and managing the inventory at its shops. Both the Red Cross House and Campsite shops are manned by a dedicated team of long-serving volunteers.



## Outreach (Marcoms)

### Community Outreach

Committed to amplifying community outreach and engagement for the Singapore Red Cross (SRC), the Marketing and Communications team communicates the impact of SRC's local and international humanitarian efforts, while galvanising public interest and support for SRC's humanitarian endeavours. The team champions humanitarian thought leadership, cultivates ambassadors and partnerships for SRC, and spearheads digital outreach and engagement initiatives.

Public relations play an integral role in SRC's outreach strategy, enhancing the visibility of our humanitarian work and maintaining trust, confidence and support from various stakeholders for its humanitarian causes. In 2023, M&C successfully secured more than \$2.1 million media coverage across more than 800 articles in print, digital and broadcast.

### Enhancing Social Media Footprint

SRC continues to augment its digital footprint by curating creative and engaging content on the website and social media platforms to shore up interest and support for the SRC's humanitarian work both locally and overseas. The efforts have gained traction as the number of followers on TikTok doubled, while LinkedIn increased by 30 percent. Leveraging on multiple occasions such as International Women's Day, World First Aid Day, World Mental Health Day, and International Volunteer Day, SRC launched campaigns to drive presence and influence, to deepen our engagement in the community. SRC also builds communities across its social platforms, collecting and addressing feedback and suggestions from followers.

### Leveraging on the Voices of Ambassadors

SRC engages opinion leaders, including celebrities and influencers, to garner support for its initiatives, events, and

social enterprises leveraging their social networks.

SRC Goodwill Ambassador Eunice Olsen, Ya Hui and Jean Danker engaged stakeholders at the inaugural Southeast Asia Red Cross and Red Crescent Women's Conference, Volunteer Convention and International Bazaar respectively last year.

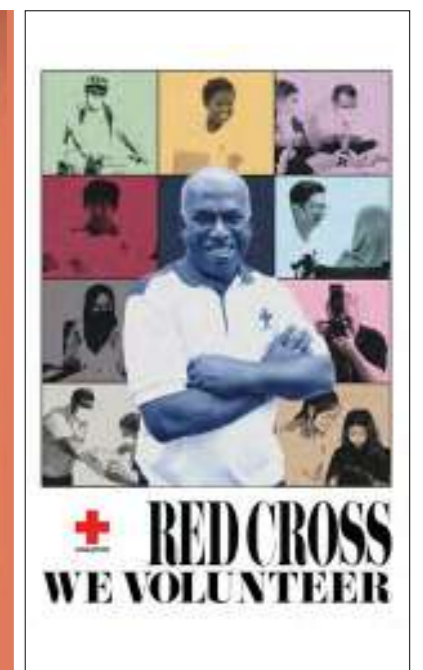
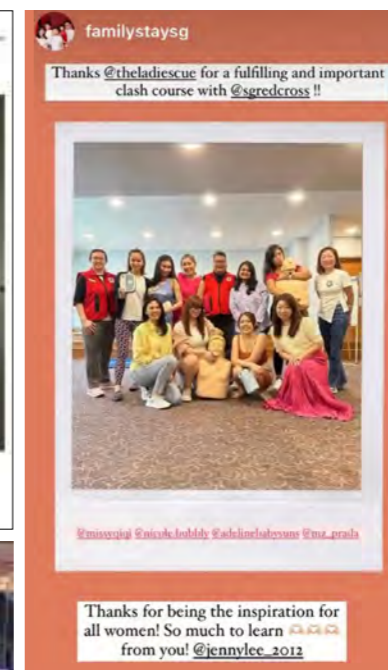
Throughout the year, social ambassadors engaged their social networks to support SRC's major events such as World Blood Donor Day, the opening of Bloodbank@One Punggol and International Bazaar. They also partook in trainings such as Standard First Aid, Psychological First Aid and gathered their tribe to participate in CPR + AED Awareness workshops.

### Looking Ahead

M&C remains dedicated to crafting compelling content across digital and social media channels to engage and rally the support of youth and young adults. Partnerships are instrumental in broadening SRC's outreach, and M&C is committed to leveraging the power of humanity to identify and engage with like-minded partners who share our vision. By collaborating synergistically, we strive to leverage each partner's strengths and resources to amplify SRC's reach as we catalyse efforts to rally community support and volunteers.

M&C and volunteers will prioritise investing in training to empower employees and volunteers with skills that enrich their current roles and contribute value to SRC.

M&C will strengthen media relationships to drive greater visibility for SRC's humanitarian work, and increase the engagement of key opinion leaders, and public figures to advocate SRC's humanitarian cause as ambassadors, amplifying our impact and reach.



# Outreach (Marcoms)

## Partnerships

- Partnered with media sponsors such as SMRT and Moove Media to run advertisements in trains and stations to support SRC's local humanitarian causes and events.



- Collaborated with RP's students on CROSSTALK, a podcast series that will be unveiled in 2024.
- M&C conducted a writing workshop for 29 volunteers in May 2023 to equip them with the skills to interview, and write feature stories.

# \$2.1 million

**PR Efforts:** More than \$2.1 million in PR coverage

# 155,000 followers

**Digital Communications:** More than 155,000 followers across social media

- Collaborated with Republic Polytechnic (RP) to build employee capacity in social media ambassadorship and media training.



# Financial Highlights

Please find the audited financial statement online at [redcross.org](https://www.redcross.org)

- Statement of **Financial Position**
- Statement of **Financial Activities and other Comprehensive Income**
- Statement of **Changes in Funds and Reserves**
- Statement of **Cash Flows**

# Financial Highlights

## STATEMENT OF FINANCIAL POSITION

31 December 2023

	2023	2022
	\$	\$
<b>ASSETS</b>		
<b>Current assets</b>		
Cash and cash equivalents	24,878,060	23,859,175
Other receivables, deposits and prepayments	4,144,927	3,924,805
Debt instruments at fair value through other comprehensive income ("FVTOCI")	1,494,762	-
<b>Total current assets</b>	<b>30,517,749</b>	<b>27,783,980</b>
<b>Non-current assets</b>		
Fixed deposits	-	4,300,000
Property, plant and equipment	9,218,646	2,308,096
Right-of-use assets	2,378,848	2,252,863
Debt instruments at fair value through other comprehensive income ("FVTOCI")	-	1,477,625
<b>Total non-current assets</b>	<b>11,597,494</b>	<b>10,338,584</b>
<b>Total assets</b>	<b>42,115,243</b>	<b>38,122,564</b>
<b>LIABILITIES, FUNDS AND RESERVES</b>		
<b>Current liabilities</b>		
Other payables and accruals	10,384,529	9,959,918
Lease liabilities	434,817	348,935
<b>Total current liabilities</b>	<b>10,819,346</b>	<b>10,308,853</b>
<b>Non-current liabilities</b>		
Deferred capital grants	323,229	560,830
Lease liabilities	420,669	302,216
<b>Total non-current liabilities</b>	<b>743,898</b>	<b>863,046</b>
<b>Funds and reserves</b>		
Unrestricted funds	29,093,981	25,786,068
Restricted funds	1,471,006	1,194,722
Investment revaluation reserve	(12,988)	(30,125)
<b>Total funds and reserves</b>	<b>30,551,999</b>	<b>26,950,665</b>
<b>Total liabilities, funds and reserves</b>	<b>42,115,243</b>	<b>38,122,564</b>
<b>Net assets of:</b>		
International Relief Funds, held on behalf and managed by Singapore Red Cross Society	34,674,678	28,377,613

Please find the audited financial statements here

# Financial Highlights

## STATEMENT OF FINANCIAL ACTIVITIES AND OTHER COMPREHENSIVE INCOME

Year ended 31 December 2023

	2023	2022
	\$	\$
<b>Income</b>		
Voluntary income:		
- General donations	5,754,540	4,534,957
- Donations (Home for the Disabled)	388,258	241,744
- Donations (Transport Aid)	24,509	58,753
- Membership subscriptions	90,868	95,610
Fundraising events	3,883,683	4,171,325
Investment and interest income	425,136	232,056
	10,566,994	9,334,445
<b>Charitable activities</b>		
Training Academy fees	2,611,679	1,720,820
Programme fees	127,408	86,224
Funding from Tote Board	277,765	248,226
Blood Donor Programme funding from Health Science Authority	2,736,360	2,418,324
Home for the Disabled:		
Residents' contribution	9,207	5,855
Grants from Ministry of Social and Family Development, National Council of Social Services and SG Enable	5,558,403	4,627,491
Other grants	5,390	31,416
Government grants:		
Ministry of Education	235,541	121,387
National Council of Social Services	53,954	5,473
Care and Share Fund	80,923	265,202
Community Silver Trust	144,045	212,472
Council for Third Age	44,828	179,308
President's Challenge	42,124	-
Others	100,202	59,028
	12,027,829	9,981,226
<b>Other income</b>		
Programme Support Recovery	342,250	438,321
Miscellaneous	1,129,467	956,673
<b>Total income</b>	24,066,540	20,710,665

	2023	2022
	\$	\$
<b>Operating expenditure</b>		
Fundraising costs	(2,307,975)	(1,709,701)
<b>Charitable activities</b>		
Training Academy	(3,584,097)	(2,159,225)
Community Service – Transport Aid	(1,209,554)	(985,512)
Blood Donor Programme	(2,905,972)	(2,626,304)
Home for the Disabled	(5,186,787)	(4,487,770)
Services and disaster management	(2,469,799)	(2,194,293)
International Services	(1,203,618)	(956,151)
Red Cross Youth	(1,048,587)	(1,017,534)
	(17,608,414)	(14,426,789)
Contribution to the International Federation of Red Cross and Red Cross Crescent Societies	(258,136)	(283,873)
Depreciation of right-of-use assets	(298,615)	(431,523)
Gain arising from the derecognition of debt instrument designated at FVTOCI	-	11,625
Interest expense	(9,203)	(24,596)
<b>Total operating expenditure</b>	(20,482,343)	(16,864,857)
Surplus for the year	3,584,197	3,845,808
<b>Other comprehensive income (loss):</b>		
<i>Items that are reclassified subsequently to profit or loss:</i>		
Change in fair value of debt instruments at FVTOCI	17,137	(103,040)
<b>Other comprehensive income (loss) for the year</b>	17,137	(103,040)
<b>Total comprehensive income for the year</b>	3,601,334	3,742,768

Please find the audited financial statements here



# Financial Highlights

## STATEMENT OF CHANGES IN FUNDS AND RESERVES

Year ended 31 December 2023

	Unrestricted funds	Restricted funds	Investment revaluation reserve	Total
	\$	\$	\$	\$
<b>Balance at 1 January 2022</b>	22,539,934	595,048 (Note 15)	84,540	23,219,522
<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>
<i>Total comprehensive income for the year:</i>				
Surplus (Deficit) for the year	4,118,822	(534,625)	-	3,584,197
Other comprehensive income for the year	-	-	17,137	17,137
<b>Total</b>	<b>4,118,822</b>	<b>(534,625)</b>	<b>17,137</b>	<b>3,601,334</b>
Transfer from restricted funds to unrestricted fund	21,806	(21,806)	-	-
Transfer from unrestricted fund to restricted funds	(832,715)	832,715	-	-
<b>Total</b>	<b>(810,909)</b>	<b>810,909</b>	<b>-</b>	<b>-</b>
<b>Balance at 31 December 2023</b>	<b>29,093,981</b>	<b>1,471,006</b>	<b>(12,988)</b>	<b>30,551,999</b>

# Financial Highlights

## STATEMENT OF CASH FLOWS

31 December 2023

	2023	2022
	\$	\$
<b>Operating activities</b>		
Surplus for the year	3,584,197	3,845,808
Adjustments for:		
Depreciation of property, plant and equipment	822,368	484,584
Depreciation of right-of-use assets	680,113	431,523
Gain arising from the derecognition of debt instrument designated at FVTOCI	-	(11,625)
Government grants	(9,279,536)	(8,168,325)
Dividend income	(49,763)	(64,120)
Interest income	(375,373)	(167,936)
Interest expense	42,073	24,596
Property, plant and equipment written off	78,062	-
Operating cash flows before movements in working capital	(4,497,859)	(3,625,495)
Other receivables, deposits and prepayments (Note A)	(195,357)	(714,861)
Other payables and accruals (Note B)	(308,032)	(36,036)
Cash used in operations	(5,001,248)	(4,376,392)
Interest paid	(42,073)	(24,596)
Net cash used in operating activities	(5,043,321)	(4,400,988)
<b>Investing activities</b>		
Proceeds from redemption of debt instrument designated at FVTOCI	-	1,250,000
Upliftment (Placement) of fixed deposits	4,300,000	(4,300,000)
Dividends received	49,763	64,120
Interest received	272,485	21,300
Purchase of property, plant and equipment (Note B)	(7,315,477)	(1,743,580)
Addition to right-of-use asset	-	(183,257)
Net cash flows used in investing activities	(2,693,229)	(4,891,417)
<b>Financing activities</b>		
Government grants received	9,357,198	6,617,677
Repayment of lease liabilities	(601,763)	(363,548)
Net cash from financing activities	8,755,435	6,254,129
Net increase (decrease) in cash and cash equivalents	1,018,885	(3,038,276)
Cash and cash equivalents at beginning of year	23,859,175	26,897,451
<b>Cash and cash equivalents at end of year (Note 6)</b>	<b>24,878,060</b>	<b>23,859,175</b>

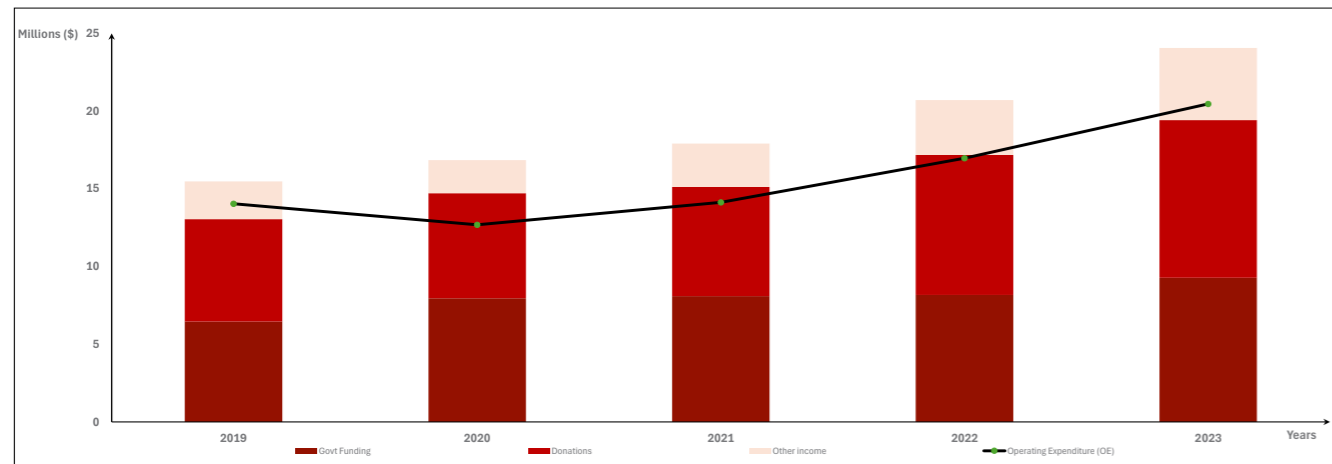
Note A: Other receivables, deposits and prepayments at the end of the year included interest receivables of \$102,888 (2022 : \$146,636).

Note B: Other payables and accruals at the end of the year included accruals for the additions of the property, plant and equipment amounting to \$495,503 (2022 : \$Nil).

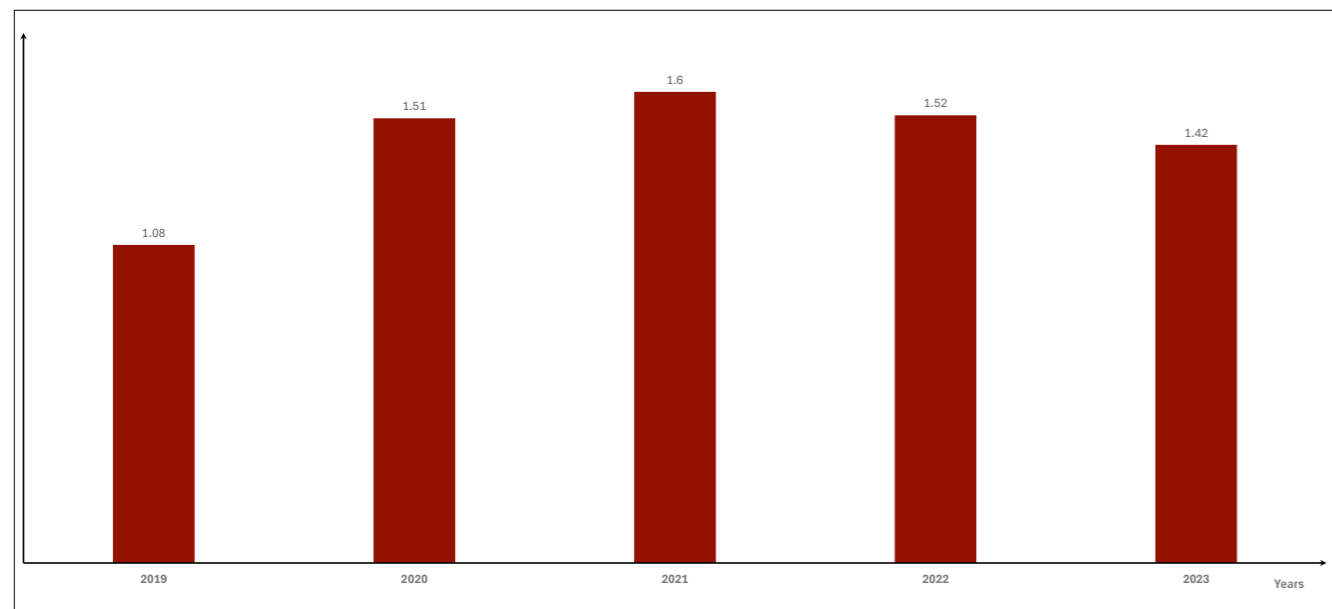
Please find the audited financial statements here

# Financial Highlights

**COMPARISON OF INCOME VS EXPENDITURE**



**UNRESTRICTED RESERVES AS A RATIO OF OPERATING EXPENDITURE**



# Code of Conduct

This Code represents the commitment of Singapore Red Cross Society (SRCS) 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 SRCS.

We commit to respect the seven **Fundamental Principles** by the Red Cross and Red Crescent Movement.

- Humanity
- Impartiality
- Neutrality
- Independence
- Voluntary Service
- Unity
- Universality

## 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 and to act in the best interest of SRCS 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 of Information

We commit to exercise 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 SRCS, in line with the principles of truth, accountability and openness.

## Corporate Social Responsibility

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



**Singapore Red Cross**  
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