



# WE ARE UNMUTED

UNDAUNTED. UNDETERRED



IMPACT REPORT 2020



## Mission

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

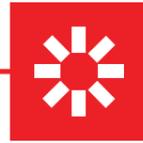
## Vision

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

## Core Values

Compassion, Passion and Professionalism

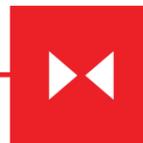
### Seven Fundamental Principles of the Red Cross Red Crescent Movement



Humanity



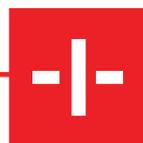
Impartiality



Neutrality



Independence



Voluntary Service



Unity



Universality

**Achievements at a Glance**

4

**2020 Highlights**

6

**Chairman's Message**

8

**Organisational Structure**

12

**Council and Committees**

13

**Governance**

17

**COVID-19 Response**

18

**Humanity in Action**

27

**Financial Statements**

42

### Content Outline

## COVID-19 Local Response

### Delivered

**3,546 man-hours**

of engagement calls with isolated seniors

**2,346** customised care packages to the elderly-in-need

**1,766** hot meals to the elderly living alone and vulnerable families

### Distributed

**34,000** food and hygiene packages

**1,000,000** masks to the elderly, vulnerable families and migrant workers

**514** blankets to migrant workers

**S\$326,640** worth of food vouchers

### Benefited

more than **14,000** migrant workers

## COVID-19 International Response

Reached out to **19 countries**

### Contributed

**28** negative pressure ambulances

**1,218,000** surgical masks

**129,060** N95 masks

**10,500** face shields

**119,215** overalls

**426** disinfection gowns

**10,000** isolation gowns

**36,000** goggles

**1,450,400** disposable gloves for hospitalised children and their immediate families

## Transport & Medical Escort Services

### Provided

**12,338**

Life-sustaining trips for

**397**

TransportAid Beneficiaries

**1,528**

Life-sustaining trips by Medical Chaperones

**13,500** hours

**Clocked**

by TransportAid Responders

## National Blood Programme

### Collected

**117,272** units of whole blood from

**72,130**

Blood Donors

## Outreach to Elderly & Families-in-need

### Befriended

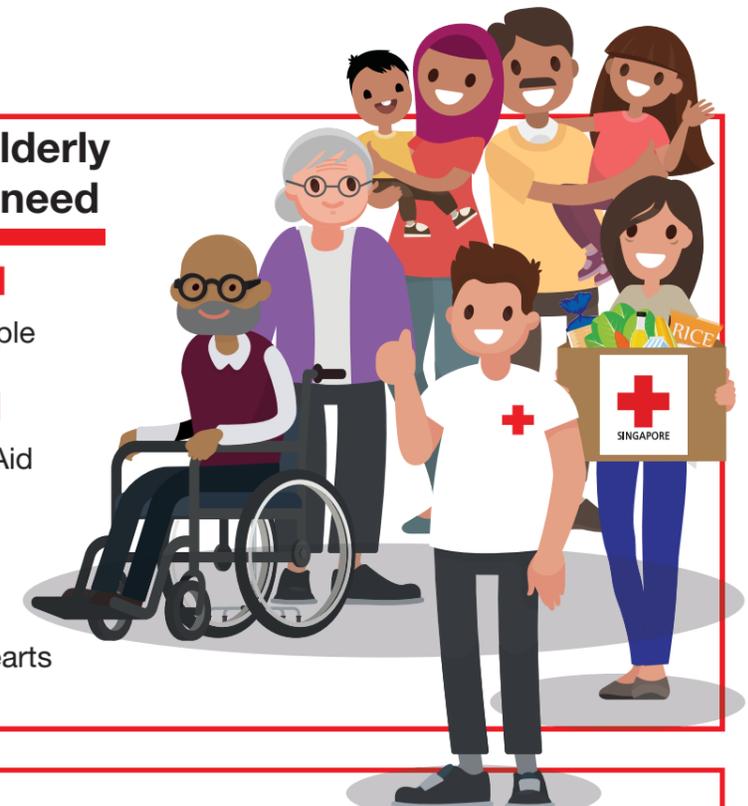
**251** Elderly people

### Supported

**642** Family LifeAid Beneficiaries

### Benefited

**89** Children from the Young Hearts Programme



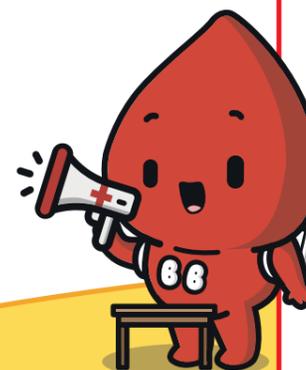
## First Aid & Life Support

### Trained and certified

**5,178** people in First Aid & Life Support Courses

### Provided

Over **360** hours of first aid coverage



# 2020 Highlights

## January

82 volunteers provided first aid coverage at Chingay 2020 from 11 January 2020 to 1 February 2020.



SRC first aiders and volunteers provided first aid coverage and engaged the public in the work of the Day Activity Centre for the Disabled and the Singapore Red Cross at Pongal 2020 Festival on 18 January 2020. Minister for Social and Family Development and Second Minister for National Development, Mr Desmond Lee, graced the event as the Guest-of-Honour.

## February

In response to the onset of the coronavirus outbreak in China, SRC launched a public appeal on 4 February 2020 to deliver assistance and support communities in China, affected or at risk of being affected by COVID-19. Over S\$6 million in donations was raised, with contributions from corporate organisations and members of the public, including S\$1 million from the Singapore Government. SRC held a media briefing to share SRC's planned humanitarian response and the collaborative efforts to support communities in China and Singapore, which generated substantial coverage and support.



## March

As the pandemic continued to unfold and intensify globally, SRC mounted a series of social media campaigns, focusing on public health and safety messages, covering a range of topics such as hand washing tips and stress management. These efforts continued throughout the year.



## April

Coinciding with the Government's announcement of circuit breaker measures, SRC announced a series of COVID-19 initiatives aimed at providing support and relief for the vulnerable in Singapore, especially the elderly. The aid included customised care packages and psychosocial support calls for seniors living alone, as well as sanitation kits for our volunteers and staff who continued to provide our humanitarian services to the vulnerable.



## May

86 Red Cross Youth and adult volunteers participated in the nationwide SGUnited Buka Puasa, to distribute daily meals to the frontline workers and those affected by the COVID-19 outbreak, across five community centres from 4 to 23 May 2020.



## June



SRC concluded its aid to the migrant worker community with the delivery of over 150,000 face masks, hand sanitisers, digital thermometers, 3,500 hygiene kits and 500 blankets to dormitories islandwide.

## September



In commemoration of World First Aid Day, the Singapore Red Cross Academy launched a micro-learning first aid programme for the public on 12 September. Developed in partnership with the Singapore University of Social Sciences (SUSS), the programme offers a 4-hour blended learning approach comprising 2-hour online learning and 2-hour hands-on workshop at the SRC Academy.

## October



SRC launched its first pop-up SHOP+ at SMRT's Dhoby XChange (Dhoby Ghaut MRT Station) on 5 October. An extension of the SRC's social enterprise SHOP+, the initiative is the latest of SRC's ongoing efforts to engage the community and raise funds for its local services.

## November



The third edition of Project BlueStar made its return in the form of a virtual walkathon, in light of COVID-19. The signature fundraising event, which took place from 8 November to 13 December, attracted 1,100 participants and raised close to S\$400,000.

## December



On 1 December, SRC Patron President Halimah Yacob appointed Mr Tan Kai Hoe as Chairman of the Singapore Red Cross Council. He succeeds Mr Tee Tua Ba, who has served on the Council for 13 years, during which he was Chairman for 12 years.

## A Tribute to Mr Tee Tua Ba

As we move towards a new phase, we thank Mr Tee for his dedicated leadership and sound guidance over the years.

Mr Tee Tua Ba joined SRC as a Council Member in 2007 and took the helm as Chairman since 2008. A firm believer of embracing innovative approaches for the organisation to stay relevant, Mr Tee championed several institutional changes during his Chairmanship.

Most notably, Mr Tee spearheaded the major constitutional review of the SRC in 2012 to streamline the organisational structure. SRC adopted a more corporate structure as a result, thereby enhancing its agility and responsiveness to changes in Singapore's dynamic social environment. With Mr Tee's leadership, SRC was awarded the top honours in the Charity Governance Award in 2013, and the Charity Transparency Award in 2016 and 2017.

In the light of the increasing social gaps, as well as the ageing population, Mr Tee led the review and eventual re-prioritisation of SRC's local humanitarian services. This resulted in the introduction of vital humanitarian services for the more vulnerable in the community and the growing number of elderly poor.

Mr Tee also played a key role in bolstering SRC's international relations and disaster response, including forging stronger partnerships and relationships with various sister national societies in other countries. Under his leadership, Mr Tee established the Emergency Relief Fund to strengthen SRC's disaster response capability.

Mr Tee led the restructuring of the volunteer management infrastructure where the volunteers were regrouped based on interests coinciding that align with the humanitarian services of SRC. He also introduced the Volunteer Career Pathway to train volunteers, enhance their confidence and hone leadership skills and the SRC Awards to recognise and motivate volunteers, partners and donors for their contributions.

Under Mr Tee's helm, the Links, Cadets and Chapters of the Red Cross Youth was integrated into one unified structure to enable youth to seamlessly transition from a Junior (pre-school), to Links (primary school), Cadets (secondary school) and Chapter members (tertiary institution) as they progress up the educational ladder.

"It has been a real privilege and honour to serve as SRC's Chairman for the past 12 years. I am very proud of the work the Society has done to further the humanitarian cause, internationally and more significantly, within the local community. I look forward to seeing SRC continue making a positive impact on society by uplifting the lives of the vulnerable, under Kai Hoe's leadership."

Mr Tee Tua Ba

"The Singapore Red Cross fulfills a critical role in meeting the social needs in our community. It has been serving the elderly and disabled, uplifting families in need, building community resilience through blood donor recruitment and encouraging first aid learning. Exemplifying the humanitarian mission of the Singapore Red Cross, Mr Tee Tua Ba had influenced and inspired its volunteer culture."

President Halimah Yacob,  
Patron of the Singapore Red Cross

# Chairman's Message

2020 presented many challenges to the world. Globally, the COVID-19 pandemic has disrupted almost every aspect of society and the global economic system. It has cost many lives, strained healthcare systems, brought many sectors from travel to the performing arts to a standstill, and caused significant unemployment and economic hardship. Unsurprisingly, all this has given rise to increasing social gaps and vulnerabilities.

Rising up to meet these challenges, we witnessed the power of humanity as our partners, donors, volunteers and employees rallied together to support efforts to provide much-needed relief to the vulnerable communities that we serve. Collectively, these efforts - as outlined in the rest of this annual report - and their impact, inspire hope, courage, confidence and resilience for a better tomorrow.

COVID-19 has had a major impact on the social service landscape, forcing a significant shift of mindsets, especially in the manner of our operations. COVID-19 will continue to impact us in the medium to long term. However, we should not view these shifts as a threat, but as an opportunity, to innovate and continually challenge ourselves to do better. A key priority is to be nimble - to be ready to review, assess and make the changes needed to remain relevant and viable - to fulfill our stated mission.

The Singapore Red Cross (SRC) has laid a strong foundation over the past 72 years, with regard to meeting its core mission of relieving suffering, protecting lives and responding to emergencies. This mission remains the same but we have to evolve to stay relevant. Over the past year, new gaps in the social service net have emerged, and consequently, so has the demand for social assistance. Beyond providing relief, we must continue to work to strengthen community resilience, empower lives and improve livelihoods. Moving forward, SRC will pay special attention to and support new vulnerable groups, while providing more holistic support to local vulnerable families.

To achieve greater impact, it is imperative to build up resources and capacity. Partnerships will be key, and it is crucial that we continue to initiate and build meaningful ones with like-minded individuals and organisations. This will enable us to mobilise greater resources to serve the increasing needs of the less privileged. Besides government agencies, corporations and individuals, we must strengthen collaboration with other social service agencies. We can learn from one another's strengths, coordinate our efforts to better use limited resources, and consequently, increase the effectiveness of our collective support to those we serve.

Volunteer engagement is another key area to strengthen. Volunteers play an important role in a multi-faceted organisation like the SRC. Quite literally, they are the heart of our organisation and the driving force behind all our humanitarian efforts. I wish to acknowledge the work of my predecessor, Mr Tee Tua Ba, who had placed great emphasis on building up our volunteer engagement. Under his guidance, the volunteer management framework was revised to focus on both volunteer development, volunteer leadership and volunteer engagement. The Council

and the Management will continue to work hard to ensure effective deployment, engagement, progression and recognition of the volunteers.

I am also heartened to witness SRC's digital transformation over the years. I am particularly passionate about this, and I look forward to sharing more milestones with you on SRC's efforts in strengthening online fundraising capabilities, streamlining and digitalising our internal processes, starting with the deployment of the freshly revised volunteer management system.

On the international front, I believe that the nature and scope of SRC's disaster response work will evolve. In addition to responding to disasters that have occurred, we will also work on strengthening our ability, and that of our neighbours, to respond to future calamities, such as a future global pandemic. We will also be an active and vocal supporter of capacity-building and knowledge-sharing within the region to further bolster the preparedness of the region to face crises.

2021 will be a critical period for SRC, as Singapore, and indeed the world, continues to grapple with the social and economic ramifications of the ongoing pandemic. I urge our donors, partners, fundraisers, volunteers and advocates to continue to lend us your unstinting support, so that we may sustain our humanitarian efforts on the ground, and safeguard the many community programmes that we deliver to vulnerable communities in Singapore and around the globe. As an organisation that raises its own funds, SRC relies heavily on your goodwill and generosity to continue the work of empowering lives and enhancing community resilience.

**Tan Kai Hoe**  
Chairman  
Singapore Red Cross

# 主席致辞

2020年，全世界面临着许多挑战。在全球范围内，2019冠状病毒（COVID-19）疫情几乎扰乱了社会和经济体系的方方面面。它导致许多人失去了性命，医疗系统紧张，从旅游到表演艺术等许多行业陷入停滞，并造成了严重的失业和经济困难。意料之中的是，这些因素导致社会差距和脆弱性不断扩大。

在迎接这些挑战的过程中，我们见证了人性的力量。结合我们的合作伙伴、捐赠者、志愿者和员工的力量，团结一致，一同为本地弱势群体提供急需的救援。正如这年度报告所概述的，这些努力及其影响合在一起，激发了人们对更美好明天的希望、勇气、信心和复原力。

COVID-19对社会服务格局产生了重大影响，迫使我们思维方式发生重大转变，尤其是在运作方面。COVID-19将继续对我们产生中长期影响。然而，我们不应该把这些转变看作是一种威胁，而应该视为一个机遇，要不断创新，不断挑战自己，做得更好。一个关键的优先事项是要灵活——随时准备审查、评估和作出必要的改变，保持相关性和可行性——以完成我们的既定使命。

过去的72年来，新加坡红十字会（SRC）在履行其减轻痛苦、保护生命和应对紧急情况的核心使命方面奠定了坚实的基础。使命不变，但我们必须作出改变。在过去的一年里，社会服务网出现了新的缺口，因此，社会救助的需求也相对出现了变化。除了提供救济外，我们必须继续努力加强社区的复原力，增强生命力和改善生计。未来，SRC将特别关注和支持新的弱势群体，同时为本地弱势家庭提供更全面的支持。

为了实现更大的影响力，我们需要增进资源和加强能力。合作伙伴关系将是关键，我们必须继续与志同道合的人士和机构建立有意义的伙伴关系。这将使我们能够调动更多的资源来满足弱势群体日益增长的需求。除了政府机构、企业和个人之外，我们必须加强与其他社会服务机构的合作。我们可以相互学习对方的长处，共同努力，更好地利用有限的资源，从而提高我们对服务对象的集体支持的有效性。

志愿者管理与互动是我们加强的另一个关键领域。在SRC这样一个多元化的机构中，志愿者扮演着重要的角色。实际上，他们是我们组织的核心，也是我们所有人道主义工作的驱动力。在此，我想感谢前任主席郑大峇先生的贡献，他非常重视SRC在志愿者管理与互动这方面的工作。在他的指导下，我们修订了志愿者管理框架，将重点放在志愿者发展、志愿者领导力和志愿者互动上。理事会和管理层将继续努力，确保志愿者的有效部署、互动、发展和认可。

我也很欣慰能见证了多年来SRC的数字化转型。我对此尤其充满热情，也期待着与大家分享更多关于SRC在加强在线筹款能力、简化和数字化内部流程方面的里程碑。我们新修订的志愿者管理系统就是第一项。在国际方面，我相信SRC救灾工作的性质和范围将不断发展。除了应对已经发生的灾难外，我们还将努力加强我们自己与邻国应对未来灾难的能力，例如未来的全球大流行病。我们还将积极主动地支持新加坡以及邻里区域的能力建设和知识共享，以进一步加强该区域应对危机的能力。2021年将是SRC的关键时期，因为新加坡与全世界仍然努力应对当前疫情带来的社会和经济影响。我敦促我们的捐助者、合作伙伴、筹款人、志愿者和倡导者继续给予SRC大力支持，以便协助我们维持我们的人道主义工作，并维护我们在新加坡和全球各地向弱势社区提供的许多社区活动和项目。作为一个自筹资金的组织，SRC在很大程度上

依赖于您的善意和慷慨，以继续开展增强生命力和提高社区复原力的工作。

**陈开河**  
主席  
新加坡红十字会



# Mesej daripada Pengerusi

Tahun 2020 telah mendedahkan dunia kepada banyak cabaran. Di seluruh dunia, pandemik COVID-19 telah menjejas hampir semua aspek masyarakat dan sistem perekonomian global. Selain mengorbankan banyak nyawa, ia menimbulkan tekanan kepada sistem pengawalan kesihatan, membantutkan aktiviti di banyak sektor daripada pelancongan hinggalah kepada seni persembahan serta mengakibatkan peningkatan pengangguran secara mendadak dan juga kesusahan ekonomi. Bukanlah sesuatu yang menghairankan jika semua ini telah menambah jurang dan kerentanan sosial.

Dalam usaha bersama untuk bangkit bagi masyarakat menghadapi cabaran ini, kami senantiasa menyaksikan keteguhan sifat kemanusiaan ketika rakan kongsi, penderma, sukarelawan dan kakitangan kita berganding bahu bersama-sama untuk menyokong usaha dalam menyediakan bantuan yang amat diperlukan oleh masyarakat rentan yang kami santuni. Secara kolektif, upaya-upaya kami - sebagaimana yang digariskan dalam laporan tahunan ini - serta kesannya, menginspirasi harapan, menyemai kecekalan, keyakinan dan ketahanan demi hari esok yang lebih baik.

COVID-19 telah meninggalkan kesan yang besar kepada landskap perkhidmatan sosial. Ia memaksa perubahan cara pemikiran yang ketara terutamanya dalam cara kami beroperasi. COVID-19 akan terus berkesan kepada kami dalam jangka pendek hingga jangka panjang. Mahu bagaimanapun, kita tidak seharusnya memandang peralihan ini sebagai sebuah an-caman, namun senantiasa sebagai peluang untuk menginovasi dan terus mencabar diri kita untuk melakukan yang lebih baik. Keutamaan kami ialah untuk menjadi tangkas dalam– bersedia mengkaji semula, menilai dan membuat perubahan yang diperlukan untuk kekal relevan dan berdaya maju – bagi memenuhi misi kami untuk menjadi nyata..

Palang Merah Singapura telah meletakkan asas yang kukuh sepanjang 72 tahun terakhir, dari segi memenuhi misi terasnya dalam mengurangi penderitaan, mengutamakan keselamatan nyawa serta bertindak cepat ketika dalam situasi cemas. Tujuan daripada misi ini tidak akan berubah namun kita harus berubah. Sejak satu tahun lepas, jurang baharu dalam perkhidmatan sosial terbentuk, maka pula permintaan baharu untuk bantuan sosial juga timbul. Selain menyediakan bantuan, semasa itu juga, kita mesti terus bekerja untuk mengukuhkan ketahanan masyarakat, memperkasa kehidupan insan dan memperbaiki peluang untuk menambah mata pencarian masyarakat. Melangkah ke hadapan, SRC akan menumpukan perhatian khusus serta membantu kumpulan rentan yang baharu ini, sambil menyediakan sokongan yang lebih menyeluruh kepada keluarga rentan tempatan.

Untuk dapat mencapai kesan yang lebih besar, kami perlu membina sumber dan keupayaan. Perkongsian akan menjadi kunci utama. Adalah penting bagi kita untuk terus memulakan dan membina inisiatif yang bermakna dengan personaliti dan organisasi yang sehaluan. Ini akan membolehkan kita dalam menggerakkan sumber daya bagi memenuhi keperluan mereka yang kurang bernasib baik. Di samping agensi kerajaan, syarikat korporat dan individu, kita juga mesti mengukuhkan kerjasama dengan agensi perkhidmatan sosial yang lain. Kita boleh belajar daripada kekuatan satu sama lain, menyelaraskan usaha kita untuk menggunakan sumber yang terhad dengan lebih baik, dan dengan itu, meningkatkan keberkesanan sokongan kolektif untuk mereka yang kita santuni.

Keterlibatan sukarelawan ialah satu di antara bidang-bidang utama yang harus kami kukuhkan. Sukarelawan memainkan

kan peranan yang penting dalam organisasi berbagai-bagai aspek seperti SRC. Sebetulnya, mereka ini jantung organis-asi kami dan merupakan penggerak utama di sebalik semua usaha kemanusiaan kami. Saya ingin merakam pengiktirafan terhadap segala kerja keras serta usaha yang disumbangkan oleh Pengerusi sebelum ini, Encik Tee Tua Ba. Beliau banyak menekankan pembinaan keterlibatan sukarelawan kami. Di bawah tunjuk ajarnya, kerangka pengurusan sukarelawan telah dikaji semula untuk menumpukan kepada kedua-dua aspek pembangunan sukarelawan serta kepimpinan dan keterlibatan sukarelawan. Pihak Majlis dan Pengurusan akan terus bekerja keras untuk memastikan pengerahan tenaga, keterlibatan, pergerakan dan pengiktirafan sukarelawan yang berkesan.

Saya turut gembira dengan transformasi digital SRC sejak beberapa tahun yang lalu. Saya secara khusus menaruh perhatian yang mendalam terhadap transformasi ini. Besar harapan saya untuk dapat berkongsi dengan anda untuk menyaksikan lebih banyak tonggak kejayaan hasil daripada usaha SRC mengukuhkan keupayaan memungut derma dalam talian, memperkemas dan mendigitalkan proses dalaman, bermula dengan penggunaan sistem pengurusan sukarelawan baharu yang telah semua disemak semula.

Di persada antarabangsa, saya yakin bahawa sifat dan ruang lingkup kerja-kerja tindak balas bencana SRC akan terus berkembang. Di samping memberi respons kepada bencana yang telah terealisasi, kami juga akan berusaha menguatkan keupayaan kami dan juga jiran-jiran kami untuk bertindak cepat kepada bencana yang akan datang seperti pandemik global di masa hadapan. Kami juga akan menjadi pendukung yang aktif serta lantang bersuara dalam peningkatan keupayaan dan perkongsian pengetahuan di kalangan negara-negara serantau bagi mengukuhkan kesiapsiagaan dalam menghadapi krisis. Tahun 2021 akan menjadi tempoh yang kritikal bagi SRC, ketika Singapura dan juga seluruh dunia, terus bergelut dengan kesan sosial dan ekonomi yang merumit akibat daripada pandemik yang masih berlangsung. Semasa ini, saya menggesa penderma, rakan kongsi, pengumpul dana, sukarelawan dan penyokong untuk terus memberikan sokongan anda yang tidak berbelah bagi. Ini membolehkan kami untuk mengekalkan usaha kemanusiaan kami di lapangan dan memelihara banyak program kami bagi masyarakat rentan yang memerlukan bantuan di Singapura dan di seluruh dunia. Sebagai sebuah organisasi yang mencari dan mengumpulkan dananya sendiri, SRC banyak bergantung kepada kerelaan serta kemurahan hati anda dalam meneruskan kerja-kerja keras dalam memperkasakan kehidupan serta meningkatkan ketahanan masyarakat.

### Tan Kai Hoe

Pengerusi

Palang Merah Singapura

## தலைவரின் செய்தி

2020 ஆண்டானது இந்த உலகிற்கு பல சவால்களை முன்வைத்தது. உலகளவில் கோவிட்-19 தொற்றுநோய் பரவலானது கிட்டத்தக்க சமூகத்தின் ஒவ்வொரு அம்சத்தையும் உலகளாவிய பொருளாதார அமைப்பையும் சீர்குலைத்துள்ளது என்றே கூறலாம். இது பல உயிர்களை வாங்கியுள்ளது. சுகாதார அமைப்புகளை கஷ்டப்படுத்தியுள்ளது. பயணத்திலிருந்து கலை நிகழ்ச்சிகள் வரையிலான துறைகளை நிறுத்தியுள்ளது. குறிப்பிடத்தக்க வேலையின்மை மற்றும் பொருளாதார கஷ்டங்களை ஏற்படுத்தியுள்ளது. ஆச்சரியப்படத்தக்க வகையில், இவை அனைத்தும் சமூக இடைவெளிகளையும் பாதிப்புகளையும் அதிகரிப்பதற்கு வழிவகுத்தன.

எழுச்சியோடு இந்த சவால்களை எல்லாம் எதிர்கொள்ள, மனிதகுலத்தின் சக்தியை நாங்கள் கண்டோம். நாங்கள் பணியாற்றக்கூடிய பாதிக்கப்பட்ட சமூகங்களுக்கு மிகவும் தேவையான நிவாரணங்களை வழங்குவதற்கான முயற்சிகளை ஆதரிக்க எங்கள் பங்குதாரர்கள், தானமளிப்போர், தன்னார்வலர்கள் மற்றும் ஊழியர்கள் ஆகிய இவர்கள் ஒன்று திரண்டதால், மனிதகுலத்தின் சக்தியை எங்களால் காண முடிந்தது. ஒட்டுமொத்தமாக, இந்த முயற்சிகள் - மீதமுள்ள வருடாந்திர அறிக்கையில் கோட்ட்டுக் காட்டப்பட்டுள்ளபடி - ஒரு நல்ல நாளைக்கான அவற்றின் தாக்கம், நம்பிக்கை, ஊக்குவிக்கும் தைரியம், தன்னம்பிக்கை மற்றும் விரிதிறனும் ஆகும்.

சமூக சேவை நிலப்பரப்பில் கோவிட்-19 பெரும் தாக்கத்தை ஏற்படுத்தியுள்ளது. குறிப்பாக எங்கள் செயல்பாட்டு முறையில் குறிப்பிடத்தக்க மனநிலை மாற்றத்தை கட்டாயப்படுத்தியுள்ளது. சிறிது காலம் தொடங்கி நீண்ட காலத்திற்கு கோவிட்-19 ஆனது நம்மை தொடர்ந்து பாதிக்கக்கூடும். இருப்பினும், இத்தகைய மாற்றங்களை ஒரு அச்சுறுத்தலாக நாம் காணக்கூடாது. அதை ஒரு வாய்ப்பாக எடுத்து, நாம் சிறப்பாகச் செயல்பட, நம்மை புதுமைப்படுத்திக்கொள்வதோடு நமக்கு நாமே சவாலை தொடர்ந்து கொடுத்து கொண்டிருக்க வேண்டும். ஒரு முக்கிய முன்னுரிமை என்னவென்றால் - நாங்கள் கூறப்பட்ட பணியை நிறைவேற்றுவதற்கு - தொடர்புடைய மற்றும் சாத்தியமானதாக இருக்க - மதிப்பாய்வு செய்யவும், மதிப்பீடு செய்யவும் மற்றும் தேவையான மாற்றங்களை செய்யவும் தயாராக இருக்க வேண்டும்.

துன்பத்தை நிவர்த்தி செய்வது, உயிர்களைப் பாதுகாப்பது மற்றும் அவசரநிலைகளுக்கு பதிலளிப்பது என்ற முக்கிய பணியைச் சந்திப்பதின் தொடர்பாக கடந்த 72 ஆண்டுகளில் சிங்கப்பூர் செஞ்சிலுவை சங்கம் ஒரு வலுவான அடித்தளத்தை அமைத்துள்ளது. இந்த குறிக்கோள் மாறாது, ஆனால் நாம் மாற வேண்டும். சமூக சேவை நெட்டில் புதிய இடைவெளிகள் கடந்த ஆண்டில் உருவாகியுள்ளன. இதன் விளைவாக சமூக உதவிக்கான தேவையும் உருவாகியுள்ளது. நிவாரணம் வழங்குவதையும் தாண்டி, சமுதாய விரிதிறனை வலுப்படுத்தவும், வாழ்க்கையை மேம்படுத்தவும், வாழ்வாதாரத்தை மேம்படுத்தவும் நாம் தொடர்ந்து பணியாற்ற வேண்டும். முன்னோக்கி செல்லுகையில், உள்ளூர் பாதிக்கப்படக்கூடிய குடும்பங்களுக்கு முழுமையான ஆதரவை அதிகம் வழங்கும் போதே புதிய பாதிக்கப்படக்கூடிய குழுக்களுக்கு சிங்கப்பூர் செஞ்சிலுவைச் சங்கம் சிறப்பு கவனம் செலுத்துவதோடு ஆதரிக்கவும் செய்கிறது.

அதிக தாக்கத்தை அடைய, வளங்களையும் திறனையும் நாம் உருவாக்க வேண்டியிருக்கும். இதில் கூட்டாளிகளின் பங்கு முக்கியமானதாக இருக்கும். ஒத்த-எண்ணம் கொண்ட நபர்கள் மற்றும் அமைப்புகளுடன் அர்த்தமுள்ள துவக்குவதை உருவாக்குவதை நாங்கள் தொடர்ந்து செய்வது முக்கியமாதாகும். சலுகை பெறுபவர்களின் அதிகரித்து வரும் தேவைகளுக்கு சேவை செய்ய அதிக வளங்களை திரட்ட இது நம்மை அனுமதிக்க செய்கிறது. அரசு அமைப்புக்கள், நிறுவனங்கள் மற்றும் தனிநபர்களைத் தவிர, பிற சமூக சேவை அமைப்புக்களுடனும் நாம் ஒத்துழைப்பை பலப்படுத்த வேண்டும். ஒருவருக்கொருவர் பலத்திலிருந்து நாம் கற்றுக் கொள்ளலாம். வரையறுக்கப்பட்ட வளங்களை சிறப்பாகப் பயன்படுத்துவதற்கான நமது முயற்சிகளை ஒருங்கிணைக்கலாம். அதோடு

நாங்கள் சேவை செய்பவர்களுக்கு எங்கள் கூட்டு ஆதரவின் செயல்திறனை அதிகரிக்கவும் செய்யலாம்.

தன்னார்வலர் ஈடுபாடு என்பது நாம் பலப்படுத்த வேண்டிய மற்றொரு முக்கிய பகுதியாகும். சிங்கப்பூர் செஞ்சிலுவைச் சங்கத்தை போன்ற பன்முக அமைப்பில் தன்னார்வலர்கள் முக்கிய பங்கு வகிக்கின்றனர். உண்மையில், அவர்கள் எங்கள் அமைப்பின் இதயமாகவும் எங்களது அனைத்து மனிதாபிமான முயற்சிகளுக்கும் உந்துசக்தியாகவும் அவர்கள் உள்ளனர். எங்களது தன்னார்வலர் ஈடுபாட்டை வளர்ப்பதற்கு அதிக முக்கியத்துவம் கொடுத்த எனது முன்னோடியான திரு டி துவா பாவின் பணியை நான் குறிப்பிட விரும்புகிறேன். அவரது வழிகாட்டுதலின் கீழ், தன்னார்வலர் மேம்பாடு, தன்னார்வலர் தலைமை மற்றும் தன்னார்வலர் ஈடுபாடு ஆகியவற்றில் கவனம் செலுத்துவதற்காக தன்னார்வலர் மேலாண்மை கட்டமைப்பு திருத்தப்பட்டது. பணி அமர்த்துதல், ஈடுபாடு, முன்னேற்றம் மற்றும் தன்னார்வலர்களின் அங்கீகாரம் ஆகியவை திறம்பட உள்ளதை உறுதிப்படுத்த, மன்றமும் நிர்வாகமும் தொடர்ந்து கடுமையாக உழைக்கும்.

பல ஆண்டுகளாக சிங்கப்பூர் செஞ்சிலுவைச் சங்கத்தின் மின்னிலக்க மாற்றத்தைக் காண்பதில் நானும் மனம் நிறைகிறேன். நான் இதைக் குறித்து ஆர்வமாக உள்ளேன். புதிதாக திருத்தப்பட்ட தன்னார்வலர் மேலாண்மை அமைப்பைப் பயன்படுத்துவதில் தொடங்கி, இணையவழி நிதி திரட்டும் திறன்களை வலுப்படுத்துவதில், எங்கள் உள் செயல்முறைகளை நெறிப்படுத்துதல் மற்றும் மின்னிலக்க மயமாக்குதலிலான சிங்கப்பூர் செஞ்சிலுவைச் சங்கத்தின் முயற்சிகளில் உங்களுடன் மேலும் மைல்கற்களைப் பகிர்ந்து கொள்ள எதிர்பார்க்கிறேன்.

சர்வதேச

சர்வதேச அளவில், சிங்கப்பூர் செஞ்சிலுவைச் சங்கத்தின் பேரழிவு உதவிச்செயல் வேலையின் தன்மையும் நோக்கமும் பரிணாமம் அடையும் என்று நான் நம்புகிறேன். ஏற்பட்ட பேரழிவுகளுக்கு பதிலளிப்பதோடு மட்டுமல்லாமல், எதிர்கால உலகளாவிய தொற்றுநோய் பரவல் போன்ற எதிர்கால பேரழிவுகளுக்கு பதிலளிப்பதற்கும் நமது திறனை வலுப்படுத்துவதற்கும், நமது அண்டை நாடுகளின் திறனை வலுப்படுத்துவதற்கும் நாங்கள் பணியாற்றுவோம். நெருக்கடிகளை எதிர்கொள்ள பிராந்தியத்தின் தயார் நிலையை கூடுதலாக வலுப்படுத்த, பிராந்தியத்திற்குள் திறனை உருவாக்குதல் மற்றும் அறிவு பகிர்வின் ஒரு துடிப்பான மற்றும் குரல் கொடுக்கும் ஆதரவாளராக நாங்கள் இருப்போம்.

சிங்கப்பூர்

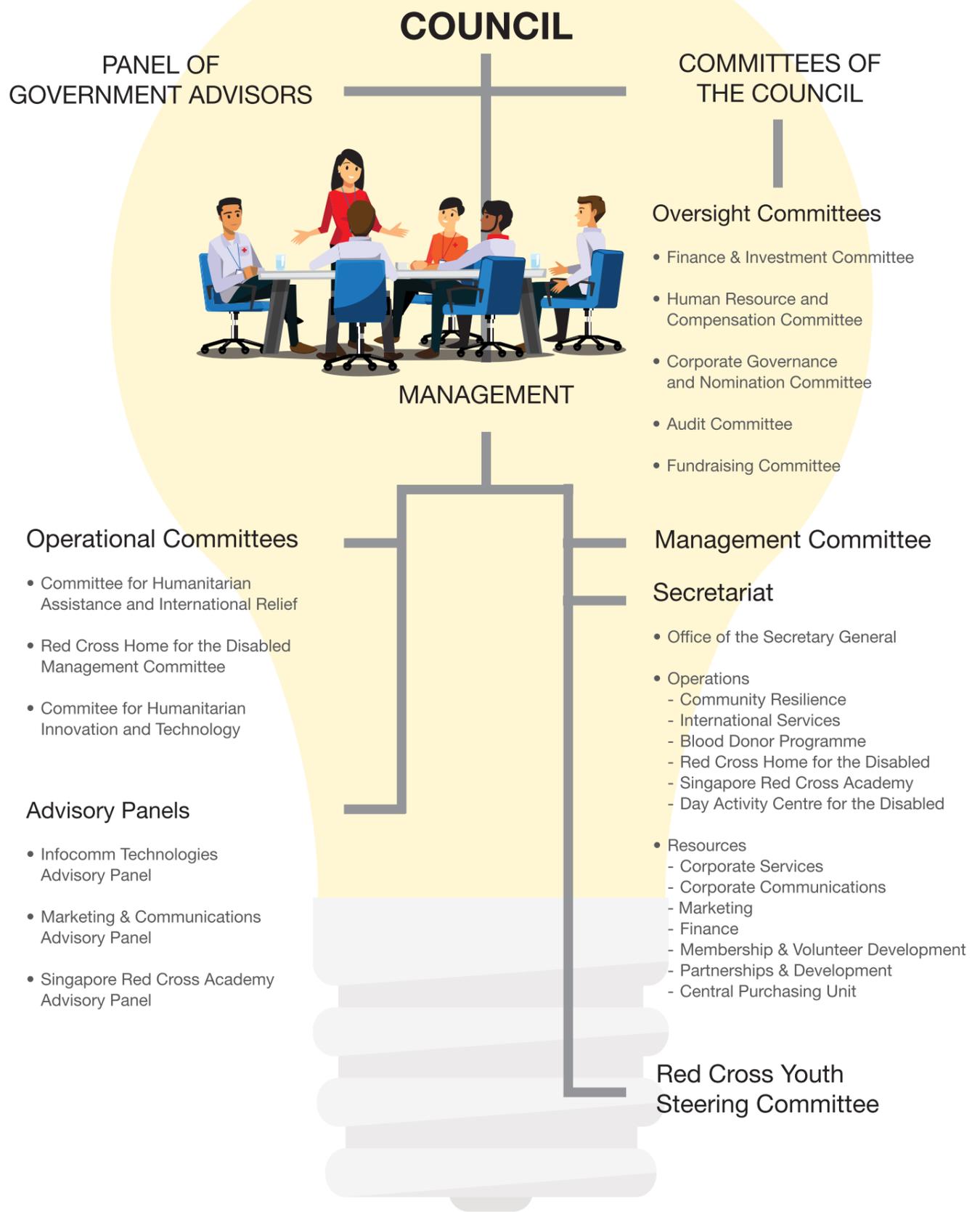
2021 சிங்கப்பூர் செஞ்சிலுவைச் சங்கத்திற்கு ஒரு முக்கியமான காலகட்டமாக இருக்கும். ஏனெனில், தொடர்ந்து வரும் தொற்றுநோய் பரவலின் காரணமாக சமூகம் மற்றும் பொருளாதார மாற்றங்களை சிங்கப்பூர் மட்டுமின்றி உலகமும் தொடர்ந்து மீட்டெடுக்க பார்க்கிறது. உங்களது தாராளமான ஆதரவை எங்களுக்கு வழங்க நான் எங்களின் நன்கொடையாளர்கள், பங்குதாரர்கள், நிதி திரட்டுபவர்கள், தன்னார்வலர்கள் மற்றும் குரல் கொடுப்போர் ஆகியோரை தொடர்ந்து ஆதரவை தருமாறு கேட்டுக்கொள்கிறேன். இதன்மூலம் நாங்கள் எங்கள் மனிதாபிமான முயற்சிகளை நிலத்தில் தக்க வைத்துக் கொள்வதோடு சிங்கப்பூரிலும் உலகெங்கிலும் உள்ள பாதிக்கப்படக்கூடிய சமூகங்களுக்கு நாங்கள் வழங்கும் பல சமூக திட்டங்களை பாதுகாக்கவும் முடிகிறது. தனது சொந்த நிதியை திரட்டும் ஒரு அமைப்பாக, சிங்கப்பூர் செஞ்சிலுவைச் சங்கம் வாழ்க்கையை மேம்படுத்தும் மற்றும் சமூக பின்னடைவை மேம்படுத்துவதற்கான பணியை சிங்கப்பூர் செஞ்சிலுவைச் சங்கம் தொடர்ந்து செய்ய உங்கள் நல்லெண்ணத்தையும் தாராள மனப்பான்மையையும் பெரிதும் நம்பியுள்ளது.

டான் கை ஹோ

தலைவர்

சிங்கப்பூர் செஞ்சிலுவைச் சங்கம்

# Organisational Structure



## Our Council


Photo by Volunteer Photographer Billy Wong

# The Council and Committees

## Council

### Mr Tee Tua Ba

Chairman (up to 30 November 2020)

### Mr Tan Kai Hoe

Chairman (from 1 December 2020)

Chairman, Finance and Investment Committee (up to 20 September 2020)

### Ms Tan Poh Hong

Vice Chairman (from 23 November 2020)  
Chairman, Audit Committee

### Mr Allan Yeo Hwee Tiong

Chairman, Finance and Investment Committee (from 21 September 2020)

Chairman, Corporate Governance and Nomination Committee (up to 20 September 2020)

### Mr Ling Khoon Chow

Chairman, Corporate Governance and Nomination Committee (from 21 September 2020)

Chairman, Human Resource and Compensation Committee (up to 20 September 2020)

### Ms Agnes Eu

Chairman, Human Resource and Compensation Committee (from 21 September 2020)

### Ms Terene Seow

Chairman, Fundraising Committee

### Prof (Dr) Venkataraman Anantharaman

Chairman, Singapore Red Cross Academy Advisory Panel

### Mr Benjamin William

Secretary General / Chief Executive Officer

Chairman, Red Cross Home for the Disabled Management Committee

Chairman, Management Committee

### Council Members

Mr Dennis Mark Weng Leong  
Ms Emily Tan (up to 20 September 2020)  
Mr George Goh (from 21 September 2020)  
Mr Koh Yat Chung  
Mr Laurence Goh (up to 20 September 2020)  
Dr Mohammad Zaidi Bin Ariffin  
Mr Muralli Raja Rajaram  
Ms Roshini Prakash Nair  
Dr Saiful Nizam Bin Subari  
Ms Tracey Woon  
Dr Yap Kwong Weng

## Oversight Committees

### Finance and Investment Committee

#### Chairman

Mr Tan Kai Hoe (up to 20 September 2020)  
Mr Allan Yeo (from 21 September 2020)

#### Members

Ms Cynthia Phua  
Mr Dennis Mark (from 21 September 2020)  
Ms Emily Tan  
Mr Han Eng Juan (up to 20 September 2020)  
Mr Laurence Goh (up to 20 September 2020)  
Ms Lim Choon Noi (up to 20 September 2020)  
Dr Mark Hon (from 21 September 2020)  
Ms Tracey Woon (from 21 September 2020)

### Audit Committee

#### Chairman

Ms Tan Poh Hong

#### Members

Mr Axel Chan  
Mr Chris Liew  
Mr Eric Low  
Mr Koh Yat Chung  
Dr Mark Hon (up to 20 September 2020)

Ms Roshini Prakash Nair (up to 20 September 2020)  
Dr Saiful Nizam Bin Subari (from 21 September 2020)

### Corporate Governance & Nomination Committee

#### Chairman

Mr Ling Khoon Chow (from 21 September 2020)  
Mr Allan Yeo (up to 20 September 2020)

#### Members

Ms Emily Tan (up to 20 September 2020)  
Mr N Sreenivasan  
Mr Lim Theam Poh (up to 20 September 2020)  
Mrs Susan Chan  
Prof (Dr) V Anantharaman  
Mr Winston Milner  
Dr Yap Kwong Weng (from 21 September 2020)

### Human Resource & Compensation Committee

#### Chairman

Ms Agnes Eu (from 21 September 2020)  
Mr Ling Khoon Chow (up to 20 September 2020)

#### Members

Ms Agnes Eu (up to 20 September 2020)

Mr Dennis Mark (up to 20 September 2020)  
Mr Eleutherius Liew  
Dr Mohammad Zaidi Bin Ariffin  
Ms Roshini Prakash Nair (from 21 September 2020)  
Mr Stephane Michaud

## Operational Committees

### Committee for Humanitarian Assistance & International Response

#### Chairman

Mr Laurence Goh

#### Members

Mr Benjamin William  
Ms Cheah Sheau Lan  
Mr Dennis Mark  
Mr George Goh (from 21 September 2020)  
Mr Karunanithi s/o Letchumanan  
Mr Muhammad Ashik Bin Mohamed Daud  
Dr Saiful Nizam Bin Subari (up to 20 September 2020)

### Committee for Humanitarian Technology and Innovation

#### Chairman

Dr Mark Hon

#### Member

Dr Yap Kwong Weng  
Mr Muchsin Bin Dahalan (from 17 August 2020)

### Red Cross Home for the Disabled Management Committee

#### Chairman

Mr Benjamin William

#### Vice-Chairman

Ms Roshini Prakash Nair

#### Members

Dr Anton Cheng  
Dr Chan Soon Keng  
Mr David Alexander Ong  
Mr Malcolm Lim  
Mr Muralli Raja Rajaram  
Ms Terene Seow  
Ms Siti Zawiyah Bte Mohamad

## Management

### Secretary General / Chief Executive Officer

Mr Benjamin William

Directors and Heads of Departments

Mr Adrian Lim  
Ms Angeline Yong  
Ms Charis Chan

Ms Eileen Cher  
Ms Faiszah Bte Abdul Hamid  
Ms Hsu Nan-Ting  
Ms Iris Choong  
Mr Isaac Tiong  
Mr Prakash Menon  
Mr Sahari Ani  
Ms Serene Chia  
Mr Robert Teo

### Infocomm Technologies Advisory Panel

#### Chairman

Mr Steve Lee

#### Members

Mr Adrian Kwong  
Mr Loon Sum Loon  
Mr Winston Chew

### Marketing Communications Advisory Panel

#### Chairman

Mr Goh Chee Kong

#### Advisor

Ms Rose Tan

#### Members

Ms Eleanor Slade  
Mr Jay Soo  
Mr Jeffrey Lim  
Ms Tan Su Yuen

### Singapore Red Cross Academy Advisory Panel

#### Chairman

Prof (Dr) V Anantharaman

#### Members

Mr Chew Lip Heng  
Ms Joelle Yap  
Dr Mark Leong  
Mr Sahari Ani  
Dr Suresh Pillai

### Fundraising Committee

#### Chairman

Ms Terene Seow

#### Members

Mr Chew Hai Chwee  
Dr Collin Ang  
Mr Y C Koh

### Community Led-Action For Resilience District Leaders

#### President of North East District

Mr Khairulnizam Massuan

## Members:

Mr Abdul Jamal  
Ms Anna Ong  
Ms Chan Li Sum, Maggie  
Ms Chin Nyok Tow (Fion)  
Mr Ee Huat Chye, Johnson  
Mr Kshitij Gupta  
Ms Loh Wan Ting  
Ms Ravis Cherry Tan

## President of South West District

Dr Saiful Nizam Bin Subari

## Members:

Mr Anson Ang  
Mr Arnold Ang  
Mr Danny Koh  
Mr Goh Keh Wee Kiwi  
Mr Jason Ho  
Mr Kamaraj Pandian Veerakumar  
Mr Samuel Ng  
Mr Vincent Kwek

## TransportAid Volunteer Coordinators

Mr Chay Him  
Mr Lee Yong Hao

## Community FirstAid Volunteer Coordinators

Ms Chen Shilin  
Mr Koh Gim Peng Danny  
Mr Kwok Yan Hoe

## Allied Health Network Steering Committee

### Chairman

Mr Muhd Rahizan Zainuldin

### Members

Ms Kamillah Abdullah  
Ms Nurulain Abdul Wahab  
Mr Wee Seng Kwee

## Nurses' Network Steering Committee

### Chairman

Ms Evelyn Bonney

### Members

Mr Oslee Omar Kwang  
Ms Stella Le

## Social Work Network Steering Committee

Ms Esther Goh  
Mr James Chan  
Ms Juniahti Awang

## Lawyers Network

Ms Adelene Wee Sung Pei  
Ms Claire Tan Chu Wen  
Ms Grace Yap  
Ms Lim Jinghui  
Ms Mariam Anna John  
Mrs Nitya Sivaprasad  
Ms Ranika Ratnasinggam

Ms Sandra Phung  
Ms Stephanie Michelle De Souza  
Ms Yarlis Febby

## Shop@REDCROSS at Red Cross House

Ms Ebenazer William  
Ms Navaratnarajah Alice Pavalaratnam

## Red Cross Youth Steering Committee

### Senior Director

Mr Sahari Ani

### Deputy Director

Mr Prathivmohan Chandramohan  
Ms Tai Wai Peng  
Dr Mohammad Zaidi Bin Ariffin  
Mr Dennis Mark Weng Leong (from October 2020)

### Senior Assistant Director, Governance, Risk & Compliance

Mr Ambrose Lee

### Coordinating Assistant Director, Curriculum Planning and Development - Uniformed Group

Mr Wang Zi Jun

### Coordinating Assistant Director, Operations - Uniformed Group

Ms Dhachayini Bala (up to May 2020)  
Mr Daryl Ee (from December 2020)

### Coordinating Assistant Director, Links - Uniformed Group

Ms Chow Yin

### Coordinating Assistant Director, Cadets - Uniformed Group

Mrs Parvathy Siva

### Coordinating Assistant Director, Chapters

Mr Amos Kow

### Coordinating Assistant Director, Youth Members @ Districts

Ms Daphne Goh

### Coordinating Assistant Director, Red Cross Junior

Ms Angeline Yong (from September 2020)

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 (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 relevant advice and expertise; namely the Finance and Investment, Audit, Corporate Governance and Nomination and Human Resource and Compensation Committees.

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

The Secretariat is organised into three divisions; Operations, Administration and the Red Cross Youth. The strength and steadfast commitment of our volunteer corps are critical to realising and carrying out our vision. Volunteers and staff work closely together in planning, organising and implementing the activities and programmes of the SRC. In 2013, SRC was awarded the Charity Governance Award which honours charities that have adopted the highest standards of governance and implemented the best practices to ensure sustained effectiveness. Consecutively in 2016 and 2017, SRC received the Charity Transparency Award for being one of the nation's best-governed charities. These awards attest to SRC's unwavering 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 conflict of interest. Volunteers, staff and board members are advised to avoid situations that may give rise to conflicts of interest and are required to make full declaration and disclosure should it inevitably arise. This ensures that all parties will act in the best interests of the Society.

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

- Approves 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 2020 are prepared in accordance with the Financial Reporting Standards in Singapore.

## Council Meeting Attendance Record

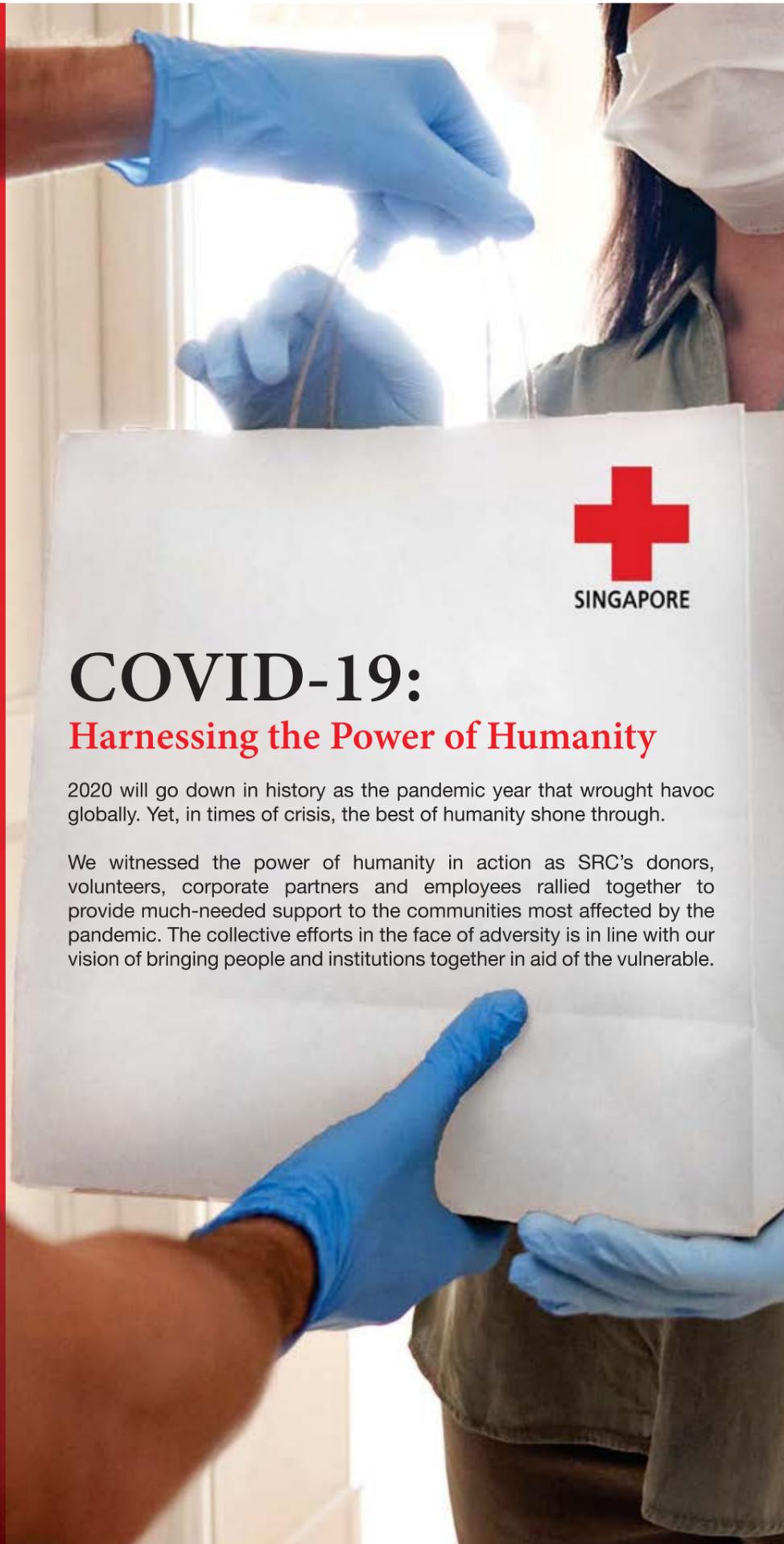
Name of Council Member	Attendance
Mr Tee Tua Ba	3 / 4
Mr Tan Kai Hoe	4 / 4
Prof (Dr) V Anantharaman	2 / 4
Mr Ling Khoon Chow	4 / 4
Mr Dennis Mark	3 / 4
Ms Roshini Prakash Nair	2 / 4
Dr Saiful Nizam Bin Subari	4 / 4
Ms Terene Seow	4 / 4
Ms Tan Poh Hong	4 / 4
Mr Benjamin William	4 / 4
Mr Allan Yeo	4 / 4
Dr Yap Kwong Weng	4 / 4
Dr Mohammad Zaidi Bin Ariffin	4 / 4
Mr Koh Yat Chung	4 / 4
Mr Muralli Raja Rajaram	3 / 4
Ms Agnes Eu	3 / 4
Ms Tracey Woon	4 / 4
Mr George Goh (joined 21 Sept 2020)	2 / 2
Mr Laurence Goh (stepped down on 20 Sept 2020)	2 / 2
Ms Emily Tan (stepped down on 20 Sept 2020)	2 / 2

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

## Disclosure

Mr Tee Tua Ba has served on the Singapore Red Cross (SRC) Council since 2007. He was first appointed Chairman of SRC from 2008 for a three-year term, by the President of the Republic of Singapore as dictated by the SRC Constitution and the Singapore Red Cross Act 1973. He was last reappointed to a three year term in 2017 and completed his tenure as Chairman of SRC in November 2020.

- COVID-19 Response in China
- COVID-19 International Response
- Caring for the Elderly
- Caring for Disadvantaged Families
- Live-Saving Healthcare Trips
- Psychosocial Support Calls
- Aid for Migrant Workers
- Caring for Persons with Disabilities
- Keeping the Nation's Blood Stocks Healthy
- Adapting First Aid Learning
- Appreciating Frontline Workers
- Outreach and Publicity Efforts
- Capacity Building



## COVID-19: Harnessing the Power of Humanity

2020 will go down in history as the pandemic year that wrought havoc globally. Yet, in times of crisis, the best of humanity shone through.

We witnessed the power of humanity in action as SRC's donors, volunteers, corporate partners and employees rallied together to provide much-needed support to the communities most affected by the pandemic. The collective efforts in the face of adversity is in line with our vision of bringing people and institutions together in aid of the vulnerable.



### COVID-19 Response in China

In February 2020, SRC launched a public appeal targeted at delivering assistance to communities in China, which raised more than S\$6 million. The donations were channeled towards 11 projects; including the distribution of hygiene kits, back-to-school kits and care packages; livelihood programmes; provision of hospital equipment and negative pressure ambulances; and procurement of Personal Protective Equipment (PPEs).

With the support of ground partners including Singapore Airlines, the International Federation of Red Cross and Red Crescent Societies (IFRC), Red Cross Society of China, World Vision, Shenzhen One Foundation, China Foundation for Poverty Alleviation, Sichuan Province Foundation for Poverty Alleviation, and Beijing United Charity Foundation, approximately 380,000 people in China benefited from these projects.

### COVID-19 International Response

From March to July 2020, SRC also supported 19 countries in Southeast Asia, Northeast Asia and South Asia with the distribution of PPEs and other supplies. These were distributed to frontline workers which included Red Cross employees and volunteers, and vulnerable communities in these countries.

In addition, SRC provided 10 ventilators each to hospitals in Malaysia and Indonesia through the Malaysian Red Crescent Society and Palang Merah Indonesia (PMI).

SRC also contributed funds for the purchase of an Automated Blood Collection Machine for the Indian Red Cross Society, Tamil Nadu Branch. The Automated Blood Collection Machine was used to collect the plasma

from recovered COVID-19 patients and provided to government hospitals to assist with their treatments of COVID-19 patients.

### Reached out to 19 countries

#### Contributed

- 28 negative pressure ambulances
- 1,218,000 surgical masks
- 129,060 N95 masks
- 10,500 face shields
- 119,215 overalls
- 426 disinfection gowns
- 10,000 isolation gowns
- 36,000 goggles
- 1,450,400 disposable gloves

In February 2020, Samuel Ng from SRC's International Services department was sent on a 4-month deployment to Beijing, China to help with the response efforts for COVID-19. Concurrently, Samuel was also seconded to the International Federation of Red Cross and Red Crescent Societies (IFRC) to support East Asia's COVID-19 response. As IFRC's PMER (Planning, Monitoring, Evaluation, Reporting) delegate, Samuel coordinated and provided support to National Societies in the East Asia region. He also collaborated with local partners on projects in support of the affected and vulnerable communities while coordinating the purchase and transportation of PPE to 19 countries in the Asia Pacific.

"It was a steep learning curve as we contended with many challenges. The global shortage of PPE in the early stages of the pandemic was further impeded by the closure of factories as workers returned to their hometowns during the Lunar New Year period. The different gradings of the PPE (general use, hospital use) magnified the complexity of identifying the appropriate quality of PPE required. With the global transportation network hampered as flights were significantly reduced, it was a challenge finding viable transportation options to various countries.

We overcame the problems by reaching out to various partners within our International Red Cross and Red Crescent Movement for regular on-the-ground information and updates. With the support of organisations and individuals locally and internationally, we overcame the stumbling blocks before us."

**Samuel Ng,**

Executive, International Services, who was seconded with IFRC East Asia Office in Beijing, February to June 2020

## Caring for the Elderly

At the height of the pandemic during the circuit breaker period from April to June, one of SRC's top concerns was the well-being of elderly beneficiaries under our care. To address this, SRC initiated a customised care packages initiative to bring necessities to the doorsteps of these elderly.

In consideration of the varied needs of its beneficiaries, the care package comprised a mixture of food, medical, hygiene and household items. Contents of each package were carefully curated based on beneficiaries' feedback, and were customised for each beneficiary, bearing in mind their most immediate and essential needs.

The nine-months-long initiative benefitted a total of 1,000 seniors across SRC's ElderAid, Medical Chaperone / TransportAid, and Home Monitoring and Eldercare (HoME)+ services.

The customised care packages initiative gained much traction and support amongst our corporate partners. They played an indispensable role in the successful distribution of the customised care packages to beneficiaries and the migrant workers. From August to December 2020, DHL's Corporate Citizenship Programme GoHelp and DHL Express Singapore provided logistics expertise, warehouse space and vehicles support to SRC to sort, pack, store and deliver 400 customised care packages to the elderly on a monthly basis. Employees from Aramco Singapore packed and distributed 390 customised care packages over three days, from 11 to 13 August 2020. Barclays adopted SRC as one for their charity partners in Asia Pacific, pledging its support through its global COVID-19 Community Aid Package, benefitting over 700 vulnerable seniors and 80 families. Unilever Singapore and Kimberly-Clark Singapore also provided product sponsorships.



As one of six callers on her team, Chiang Keen May engaged over 70 beneficiaries on their needs, in preparation for their customised care packages. While items such as canned food, adult diapers and coffee were among the most commonly requested, the team also looked into essential consumables such as sterile lancets for diabetic patients to test their blood glucose levels, and adult milk powder to boost their calcium intake, to relieve their financial burden.

"I was glad they remembered my name when I called them the second time. It was rewarding to receive thank you notes from the beneficiaries who informed us that the items they received in their care packages were what they needed."

**Chiang Keen May**  
District Manager (Red Cross Club @ South West)



"The seniors would have to make multiple trips to the supermarket if they had to get groceries on their own, given their mobility issues or lack of strength to carry their shopping. I am glad to deliver the care packages to tide them through the weeks ahead. By giving them essential items, we give the seniors the assurance that we care for them, and look out for them. It is important that they know that they are not alone."

**Stephanie De Witt**  
Executive, Community Resilience,  
who was involved in the care packages delivery.



"One of the challenges faced in the earlier stages was figuring out what the seniors needed over the phone. For example, they told us they needed rice but did not remember the brand. They would describe the packaging and the volunteer or employee would write these down. We created a wish list of standard items the seniors required such as food, medical, hygiene and household items, and called them to determine the items, frequency and volume required. After packing and delivering the items to the beneficiaries, we sought feedback from the beneficiaries on the usability of the items in catering to their needs. We adopted a calibrated approach. If they were not useful, the items in the care packages were adjusted accordingly."

**Selene Ong**  
Acting Head, Community Resilience

"During the circuit breaker, their adult children could not visit them, so the elderly were unable to get the things they required. Some might not have the money to buy their essentials, nor the energy to carry their items home. They were very happy to see us."

**Mohamad Ehsan Vishnu**  
TransportAid Responder



## Caring for Disadvantaged Families

With unemployment rates rising amid COVID-19, there was a significant increase in applicants for our Meals with Love programme. SRC distributed interim supermarket vouchers to an additional 100 families, on top of the regular 75 families per 6-month cycle under the programme. Amid the circuit breaker, SRC deployed employees instead of volunteers to distribute food vouchers to beneficiaries, with heightened precautionary and hygiene measures.

From September to December 2020, SRC also provided monthly care packages comprising milk powder and diapers to 20 families with young children under the Meals with Love programme.

### Distributed

**1,000,000** masks to the elderly, vulnerable families and migrant workers

### Delivered

**2,346** customised care packages to the elderly in need

### Hand-delivered

**1,766** hot meals to the elderly living alone and vulnerable families



## Life-saving Healthcare Trips

- 12,338** trips to medical facilities
- 265** TransportAid beneficiaries
- 13,500** Man-hours by responders
- 1,528** Life-Sustaining trips by Medical Chaperones

Throughout the circuit breaker, SRC's TransportAid and Medical Chaperone services forged ahead with its operations to ensure the elderly and persons with disabilities continued to have access to their essential healthcare. Masks and gloves were worn by all TransportAid Responders and Medical Chaperones, while all the vehicles in the TransportAid fleet were cleaned and sanitised frequently. 15 Medical Chaperones braved the pandemic, collectively making 300 round trips for 109 clients.

"My appreciation to everyone on the TransportAid team, for bringing me to and from my medical appointments each time, even amid COVID-19. They are very friendly, helpful, courteous, punctual and caring. Whenever I see them, I would shout with joy!"

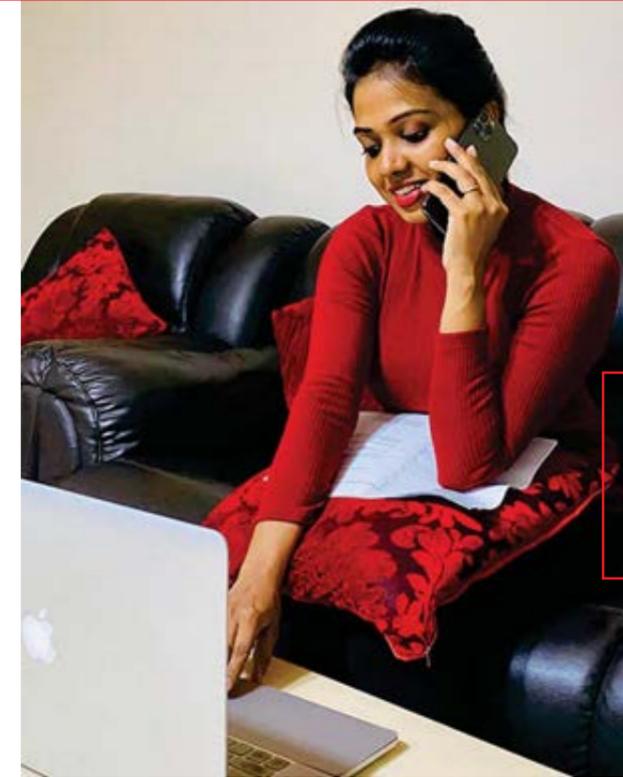
**Rahimah Yeon**  
TransportAid Beneficiary



"My family asked me not to continue with the Medical Chaperone work during the COVID-19 pandemic. If I stepped back, and another Medical Chaperone declines too, out of fear of contracting the virus, then what will happen to the elderly patients? They need our help! I told my family that I will take care of myself but I will do whatever I can do for the patients."

**Susan Mok**  
Medical Chaperone

## Psychosocial Support Calls



Recognising the anxiety experienced by SRC's beneficiaries under these challenging circumstances, SRC staff and volunteers ramped up on the frequency of befriending calls to 119 isolated seniors, from fortnightly to weekly, to allay their concerns over COVID-19. SRC volunteers pressed on with regular home visits to another 94 seniors identified as high-risk clients.

A team of 20 volunteers and employees trained in psychological first aid also supported the 24-hour National Care Hotline, offering emotional support to people in distress.

"We are not only extending psychological support to them, but we are also connecting those who are facing financial and accommodation difficulties with the relevant aid agencies."

**Sofia Mary**  
Project Manager, Community Resilience

**100** volunteer hours on psychosocial support calls

**3,546** man-hours on engagement calls with isolated seniors



## Aid for Migrant Workers

Reached out to more than **14,000** migrant workers

- Distributed**
- 34,000** food and hygiene packages
- 100** oral thermometers
- 2,850** dates for Ramadan
- 514** blankets

Working with various ground-up communities, contractors and the Ministry of Manpower, SRC embarked on various initiatives to engage the migrant worker community, organising the distribution of masks and other hygiene products.

**ACA Pacific Technology Singapore** partnered with SRC to distribute insect repellents, snacks and beverages to 7,000 migrant workers residing in decant sites, on 18 and 19 July.

**Barclays** provided hygiene packs for over 2,100 migrant workers.

**COVID Migrant Support Coalition, Project Chulia Street and The Social Co** delivered over 150,000 masks, hand

sanitisers, digital thermometers, 3,500 hygiene kits and 500 blankets to dormitories islandwide to safeguard the well-being of the migrant worker community.

**DHL Express Singapore** provided medical items such as surgical masks and thermometers to migrant workers.

**Frasers Property** initiated the 'Pack It With Love' initiative with SRC, where 32 employees volunteered to pack 5,000 care packages for migrant workers over three days, to show appreciation for their strong contribution to Singapore's built environment.

**OPPO Singapore** donated 20,000 masks to the Red Cross Home for the Disabled and the migrant worker community.

## Caring for Persons with Disabilities

The safety and well-being of our residents and caregivers of the Red Cross Home for the Disabled and Day Activity Centre for the Disabled were of the utmost priority. Residents and employees were assigned to different zones in RCHD to minimise interactions. Visitation rights for the family members were adjusted to ensure safety measures were in place whenever a visit was scheduled. On multiple occasions throughout the year, RCHD staff facilitated video conferencing calls to enable our residents to connect with their family members remotely. RCHD also stepped up on temperature-taking, cleaning and disinfection of common touchpoints in the wards and home premises. RCHD's local employees, some of whom with young children at home, had to be sequestered at a local hotel to reduce their exposure to the community. They took these challenges in their stride.

Lauded as the most vigilant and well-prepared among all the facilities the Ministry of Social and Family Development's (MSF) Minister of State Mr Sam Tan visited, RCHD demonstrated its pandemic preparedness at MSF's Adult Disability Home Tabletop Exercise (ADH TTE) on 26 June 2020. Witnessed by heads and employees of other ADH/ Shelter homes, the exercise bore testimony to RCHD's detailed planning and diligence.



Since then, RCHD's nurse clinician has been regularly organising such exercises benchmarked against national standards to ensure employees' familiarity with the safety, hygiene and precautionary measures put in place.



SRC adopted a disciplined approach to ensure that blood donation mobile sites remain a safe environment for all amid the COVID-19 pandemic. Working with the Health Sciences Authority (HSA), SRC put in place precautionary measures such as mandatory temperature checks and health screenings, active crowd management and strict safe distancing measures. To ensure the safety of the blood donors, the blood banks were cleaned and sanitised more frequently, and all employees were required to wear masks. As many companies' employees were working from home, SRC also worked closely with community centres and schools to bring blood drives closer to the community.

## Keeping the Nation's Blood Stocks Healthy

At the start of the Circuit Breaker period, there was a dip in blood collection - in the first week of this period, daily blood collection was less than a quarter of the usual daily blood collection, and far below needs for daily usage. From February, SRC mounted a publicity campaign to shore up the national blood stocks, culminating in sustained media coverage all throughout June which coincided with World Blood Donor Day. Upon seeing media reports around the situation, as well as from SRC's regular communications and outreach efforts, donors responded quickly. The proactiveness and commitment of donors and bloodmobile organisers in Singapore helped to bring up and maintain the overall blood stocks at healthy levels.

"During this time, it is even more important to push on with blood donation, because there are also critically-ill patients who need blood during the pandemic."

**Abdul Jamal Abdul Hameed**  
Blood Donor who has given blood 100 times over the past 20 years

## Adapting First Aid Learning

Singapore Red Cross Academy (SRCA) refined its service offerings to ensure sustained relevance in the wake of the pandemic. To maintain hygiene standards, SRCA leveraged "Bag, Valve and Mask" (BVM) ventilations in its Basic Cardiac Life Support and Automated External Defibrillator (AED) Provider courses, in lieu of traditional Mouth-To-Mouth ventilations.

To ensure safe distancing while providing more focused and practical training sessions to bolster capacity, a new Instructor-to-Learner ratio of 1:4 for Cardio-Pulmonary Resuscitation (CPR) and AED related content was adopted.



## Appreciating Frontline Workers

30 youth from Red Cross Youth (RCY) - Chapters spearheaded "Project Courage: Acts of Kindness" (AOK), to show appreciation to essential frontlines workers such as healthcare staff, bus drivers and cleaners.

"Inspired by many ground-up projects related to the pay-it-forward idea, our Youth Members dedicated resources to prepare and deliver flowers and handwritten appreciation cards to demonstrate their gratitude and brighten the days of essential frontline workers for their courage, resilience and tireless efforts and contributions amid the pandemic."

**Edric Phua**  
Assistant Director, Red Cross Youth - Chapters



The RCY Uniformed Group (UG), comprising Links and Cadets, kickstarted a Bingo Challenge to encourage youth to demonstrate acts of kindness, care and positivity within their school, home, or community amid challenging times.

"We encouraged RCY UG units to post their activities on Instagram with the tagline, 'Physically Distant but Socially Closer'. Many UG units came together to spread positivity during these trying times."

**Daryl Ee**  
RCY (UG) Operations Assistant Director



Red Cross Juniors from the preschools also played a role in Project AOK by penning messages in various languages along with hand-drawn illustrations on the cards. These were subsequently inserted into the care packages for seniors and beneficiaries to provide comfort and assurance to them.

## Outreach and Publicity Efforts



As part of ongoing efforts to ensure donor accountability and transparency, SRC hosted its first-ever live webinar on Facebook on 9 April 2020, in partnership with GIVE.asia. During the webinar, SRC Secretary General / CEO, Mr Benjamin William and Director of Community Resilience, Mr Prakash Menon gave a comprehensive sharing on SRC's aid to the local community during the pandemic. The webinar was positively received and garnered more than 2,000 views.

Leveraging the strong rapport with local news desks, SRC's Corporate Communications (CC) team was able to ride

the immense media interest on COVID-19 stories to bring positive attention to SRC's causes. In six months, from March to August 2020, CC achieved close to the same PR value generated in the whole of 2019 - the result of extensive PR pitching leveraging the COVID-19 situation: profiling frontline and healthcare colleagues and publicising SRC's local and regional work during the pandemic.

With more people staying/working from home during circuit breaker and post circuit breaker phases, and in recognition of the importance of public education especially during the pandemic, CC ramped up digital communications - putting out value-added social campaigns such as the "Stay Home. Stay Safe. Stay Sane" psychological first aid campaign, featuring a series of daily actionable tips on mental resilience over 50 consecutive days; as well as a Hands-Only CPR video, featuring SRCA trainers, to advocate CPR learning without the need for rescue breaths, a topic of relevance during the pandemic.

CC also produced more web stories, visual diaries and video assets focused on illustrating the impact of SRC's efforts, both for donor accountability and to secure more support for our work. Proudly produced in-house, these efforts led to overall increase of followers across all digital platforms.

## Capacity Building

To keep our volunteers engaged while cementing ties with the different National Societies, SRC organised a series of online sharing sessions by various National Societies like the Japanese Red Cross Society, Palang Merah Indonesia, Italian Red Cross and Viet Nam Red Cross Society during the Circuit Breaker period. The sessions delved into topics such as best practices on response initiatives, activities and lessons learnt, Epidemic Control for Volunteers (ECV), Emotional & Mental Well-being, Lessons from China and Business Continuity Planning (BCP), etc.

In organising the yearly Overseas Disaster Deployment Training (ODDT), SRC also leveraged online platforms to ensure that participants completed the theoretical part of the training despite COVID-19. The Centre of Excellence for Pandemic Preparedness (CoEPP) also established a network of health focal points with approximately 12 countries to regularly share information and knowledge on COVID-19 and also other health-related matters.



- ElderAid
- Family LifeAid
- HealthAid
- Red Cross Home for the Disabled and Day Activity Centre
- Community First Aid
- Blood Donor Programme
- Singapore Red Cross Academy
- Red Cross Youth
- Global Engagement
- Volunteer Management
- Fundraising
- Community Engagement
- Marketing and Partnerships

# Humanity in Action





251 ElderAid Beneficiaries



205 ElderAid Volunteers

Elderly persons who live alone are at increased risk of loneliness and social isolation. Mobility issues can hamper travel and physical activities. Our dedicated ElderAid volunteers engage with the elderly in our care every fortnight, providing them with the priceless gift of care and companionship.

In 2020, SRC began conducting befriending activities in nursing homes for elderly who do not get visitors, and expanded our support to seniors beyond our existing beneficiary pool. These new referrals came from social service agencies that have suspended their services during the Circuit Breaker period.

Owing to COVID-19, ElderAid engagement activities were largely minimised. Going forward, plans are in the pipeline to bring seniors out on more social outings, and to engage them in group-based activities and festive events, albeit in smaller groups.



"We are happy and very thankful that the Red Cross volunteers visit and call, ask about our health, how we are getting on, and if we face difficulties. When we get old, we need someone to listen to us. We are very grateful to Red Cross volunteers who care and provide a listening ear."

**Menaka Gopal**  
ElderAid Beneficiary



**Highlights**

- Organised CNY celebrations for seniors, 1 February 2020
- Initiated by Red Cross Club - Southwest District, volunteers packed and delivered 1,200 care packs for another initiative #FreeMaskSG and distributed hand sanitizers to 550 households in Jurong East and West, 1 March 2020
- Delivered bento sets for seniors, 17 November 2020
- Brought seniors out for activities and haircuts, July to December 2020
- Celebrated Christmas with the elderly with lunch at Our Tampines Hub, 26 December 2020



**Partnerships**

In celebration of Deepavali, **The Social Kitchen (TSK)** distributed 1,000 customised bento meals to over 470 households living in two rental blocks in Nee Soon, 5 November 2020.



**\$S260,240 worth of food vouchers distributed annually**



**642 Family LifeAid Beneficiaries**

**156 Family LifeAid Volunteers**



**21 Children in Young Hearts Programme**



**31 Young Hearts Volunteers**



**5 paid tutors**

Recognising that single-parent, skipped-generation, and working poor families require more holistic support beyond financial assistance, SRC rebranded FoodAid to Family LifeAid in 2019 and added a new dimension, the Young Hearts programme. Not only do SRC volunteers distribute supermarket vouchers for families to put nutritious food on the table, they also provide children and youth with supplementary support, such as storytelling, tuition, mentorship and enrichment programmes.

Prior to COVID-19, volunteers would gather at the void deck of a block of flats in Nee Soon to engage children in storytelling (for those aged four to eight years old) and weekly tuition (for those aged nine to 12 years old). Moving forward, SRC plans to establish a Children's Centre at Nee Soon East to provide a safe space for vulnerable children to learn and interact with one another.



"Thank you very much for your support, you give us the opportunity to live on. We will continue to work hard and lead healthy lives. I always advise my children that when they grow up and lead better lives, they should always give back and help someone in need, as they have been receiving aid from others."

**Murni Bte Mashul**  
Family LifeAid Beneficiary





**Community Health on Wheels (CHoW)**

To enhance accessibility of medical support, ensure better continuity of care for the elderly and marginalised individuals including migrant workers, and to complement the nation's healthcare network, SRC introduced Community Health on Wheels (CHoW) in July 2018.

**Home Monitoring and Eldercare**

To safeguard the well-being of seniors, persons with disabilities and post-surgery patients living alone, SRC introduced Home Monitoring and Eldercare (HoME+) in 2017. Featuring motion sensing technology, HoME+ tracks active movements, sleep patterns, and heart health. When the panic button is triggered or when unusual patterns are detected, our Community Responders will be deployed to check-in on the elderly.

To ensure the safety of HoME+ beneficiaries while optimising operational efficiency during the circuit breaker period, SRC employees took on the additional responsibility of replacing the batteries of the motion sensors in place of the vendor. As volunteer deployment was curtailed amid the circuit breaker, the Police or SCDF were activated when necessary. After the circuit breaker was lifted, SRC's community responders resumed their duties but donned gloves and masks while responding to cases to safeguard the clients' well-being.

In 2020, SRC established partnerships with Sphere Exhibits to promote public awareness of our HoME+ service via its e-shop platform on the Health Fiesta website; and with Singapore Post to distribute HoME+ flyers at seven SingPost locations.

Over the next five years, HoME+ is envisioned to become a nation-wide programme, thereby safeguarding the well-being of seniors living alone in our society who may need assistance. SRC will augment its pool of well-prepared volunteer community responders who can be deployed at short notice.



Leveraging the expertise of some 60 healthcare professionals from the nursing, allied health, social work and psychosocial sectors, CHoW provides free health checks, rehabilitation / therapy and psychosocial support to seniors and migrant workers in the heartlands. These activities were largely suspended or minimised during the Circuit Breaker.

From 9 to 14 November 2020, SRC volunteers and employees spread good cheer to our migrant friends during Deepavali, with the distribution of 10,000 care packages, comprising toothbrushes, toothpastes, shampoo, washing detergents, hand sanitisers, and murukku - a popular Indian snack. Going forward, CHoW will focus its efforts on engaging and providing support to the migrant worker community while continuing to cater to local senior citizens.



**164 Elderly Beneficiaries of HoME+**



**66 HoME+ Volunteer Responders**



**19 Emergency House calls by trained responders**

"I had an epilepsy attack and sustained a head injury. My mother pressed the HoME+ panic button and a community responder came to my aid. I would recommend the elderly to use this service as the volunteers are responsive, helpful and friendly. They provide support and aid when needed, providing peace of mind to family members."

**Ms Salinah Sani**

who lives with her mother, Mdm Samnah Kadir, Client, Home Monitoring and Eldercare



**Partnerships**



**89 RCHD Residents**



**14 DAC Clients**

The Red Cross Home for the Disabled (RCHD) provides residential care for persons with multiple and severe disabilities. RCHD's dedicated team of professional caregivers engages residents in a myriad of activities targeted at ensuring their physical, social and emotional well-being. As most of RCHD's residents hail from challenging backgrounds, RCHD provides free accommodation and care for 99 percent of its residents.

Recognising that families may require professional respite and day care options for their loved ones, SRC launched the Day Activity Centre for the Disabled (DAC) in 2011 within RCHD's premises. It was subsequently relocated to a dedicated facility at Jurong West in April 2019 to enhance its capacity to accommodate more clients. A dedicated team of caregivers and therapists actively engage clients in a holistic programme designed to equip persons with disabilities in daily and community living skills, to maximise their independence.

With the National Council of Social Service's Tech Booster Funding of S\$440,000, RCHD will, in 2021, leverage new technology incorporating robots that perform diversional therapy, automated disinfection robots, automatic facial recognition system at its doors and tapping on new virtual interactive activities to make forays into the realm of occupational therapy.

- **TENA Singapore** raised S\$46,865 for RCHD through its National Day 'Pledge a bag of diapers' campaign. Besides TENA's 1-1 match on donors' contributions, TENA also donated \$10,000 worth of diapers. The collective efforts enabled RCHD to receive 44 cartons of diapers monthly from August 2020 to June 2021.

- **Darlie Singapore** donated 2,000 hygiene kits, comprising toothbrushes and toothpaste, for RCHD residents, healthcare staff, elderly beneficiaries and vulnerable families.

- **Eight Stars Pte Ltd** donated 20 air purifier units to RCHD.

- **Donors purchased** daily necessities for RCHD's residents in response to our Amazon wishlist.

- **Ace@Work Childcare** performed and organised a donation drive for our Day Activity Centre for the Disabled and rallied residents and a nearby mart to gift rations.

- **Huawei International** donated six Y6s mobile phones to RCHD

- **CG Solutions** donated an Ozone disinfection unit for our fleet of RCHD vehicles.



## Community First Aid



Community First Aid (CFA) and First Aider on Wheels (FAOW) activities were brought to a standstill for four months amid the COVID-19 pandemic. With community first aid volunteering activities taking a back seat, SRC proactively seized the opportunity to fortify its service, processes and systems. To be environmentally friendly while reducing physical contact, SRC made the transition from using paper to leveraging digital platforms for its casualty logs. Besides that, SRC also refurbished its FAOW kiosk at East Coast Park, giving it a brand new look.

Going forward, SRC will focus its efforts on providing first aid coverage at events, supplemented by its new Medical Transporter which is furnished with medical equipment for non-emergency situations. FAOW will expand its coverage with another location in the coming years.



**70 casualties received first aid**



**Over 360 hours of first aid coverage**



**Over 100 active & new volunteers certified for Standard First Aid + AED**



"Before heading home, the boy returned to thank us. He even told us he wanted to join us in the future...He made us feel that our efforts were worth it. It feels really good to help people lessen their pain or discomfort, and even better to save lives."

**Chong Chiew Mei**

First Aider on Wheels Volunteer who attended to a boy after he fell off his bike

## Highlights

Provided first aid coverage at:

- Chingay 2020 over 5 sessions between 11 Jan - 1 Feb 2020
- President's Star Charity 2020
- Community Chest Christmas Light-Up Ceremony
- Bishan CC New Year's Countdown Fireworks

## Partnerships

**3M Singapore** donated 20 new bicycles to the SRC aimed to boost our First Aider on Wheels' efforts to safeguard park-goers in need.



## Blood Donor Programme

As the National Blood Donor Recruiter, SRC works with the Blood Services Group of the Health Sciences Authority (HSA) to recruit, educate, retain and recognise blood donors to ensure a regular and sufficient blood supply to meet the nation's transfusion needs. Besides working with bloodmobile organisers, corporate partners and volunteers to organise blood drives in the community, SRC also recruits, trains and manages a pool of volunteers in blood donation advocacy and education.

The Blood Donor Recruitment Programme was rebranded to the Blood Donor Programme (BDP) to more accurately reflect the entire spectrum of services that the department engages in; from education, recruitment, retention, and recognition. To better understand blood donors' needs and enhance the clarity of the blood donation process and eligibility criteria, SRC revamped the Giveblood.sg website through the implementation of a Chatbot for data collection and Frequently Asked Questions session, and integrated HSA's mobile application and the Donor Portal. The website now serves as a resources hub and virtual meeting platform for donors, bloodmobile organisers, and the community. SRC also ramped up the recruitment of RhD-negative donors by encouraging them to make regular blood donations.



## Partnerships

- **The Ministry of Education (HQ)** provided school venues for organising mobile blood drives in the community amid the Circuit Breaker.
- **Frasers Property** organised community blood drives at selected Frasers Property commercial properties, provided complimentary marketing and publicity support at its malls to drive blood donations across the four blood banks and made a financial contribution towards SRC's COVID-19 relief efforts in Singapore and China.
- **Team Nila** provided school venues such as Heartbeat@Bedok Sports Hall, Toa Payoh Sports Hall, Jurong East Sports Hall and Jurong West Sports Hall for the organisation of mobile blood drives in the community during the Circuit Breaker.



**Collected 117,272 units of whole blood**



**72,130 Blood Donors**



"I'm so grateful to the blood donors who saved my life. Because of your gift of blood, I can stay on as a mum for my son and watch him grow up. I encouraged my friend's to donate blood on my son's first birthday. I was thinking of recruiting one blood donor for every bag of blood I used, but I recruited 14 blood donors! I was a blood donor in the Netherlands and Australia and I hope to persist in donating blood after I give birth to my second child."

**Chantal Penning**

Blood recipient who received 12 bags of blood

- **Chong Hua Tong Tou Teck Hwee** collected 127 bags of blood at its community blood drive at Rivervale Crescent, 29 March 2020.
- **The Girls' Brigade** collected 88 bags of blood at their blood drive at its Headquarters on 23 May 2020.
- **People's Association** organised blood donation drives at 37 Community Centres on 41 occasions, 1 June 2020 to 30 September 2020.
- **Member of Parliament for Bukit Batok, Murali Pillai and the residents of Bukit Batok** collected 58 bags of blood at a blood donation drive at Bukit Batok Community Club, 6 August 2020
- **Kampong Chai Chee Community Club** collected 123 bags of blood at its blood drive at Heartbeat@Bedok, 18 September 2020.
- **Kong Meng San Phor Kark See Monastery** collected 122 bags of blood at its blood drive, 20 September 2020.
- **Fu Hui Link** (Singapore Buddhist Welfare Services) collected 109 bags of blood at its blood drive, 11 October 2020.

## Singapore Red Cross Academy



While First Aid & Life Support training remains its core competence, the Singapore Red Cross Academy (SRCA) has evolved over the last few years to become an Institute for Humanitarian Studies, now offering training across six centres; Emergency & Disaster Management, Humanitarian Education, Psychosocial Support, Youth Development and Continuing Professional Development.

In commemoration of World First Aid Day, SRCA partnered the Singapore University of Social Sciences (SUSS) to launch a micro-learning first aid programme for the public. Jointly developed by SRCA and SUSS UniLEARN, an e-learning initiative by SUSS for the community, the programme offers a 4-hour blended learning approach comprising 2-hour online learning and 2-hour hands-on workshop at the SRCA.

In another collaboration, SRCA developed an Augmented Reality (AR) filter on Instagram in partnership with GOWAAA, a local art and technology collective. This marked SRC's first foray into the sphere of Augmented Reality (AR). The AR filter aims to encourage youth to learn Cardiopulmonary Resuscitation (CPR) and how to use the Automated External Defibrillator (AED) in an enjoyable and interactive manner.

Going forward, in the second quarter of 2021, SRCA will capitalise on opportunities to propel growth by introducing a new seven-hour Basic Child and Infant First Aid Workshop (BCIFA) to encourage young parents and/or domestic helpers to learn essential first aid and resuscitation skills to prepare for emergency situations at home.



Trained and certified 5,178 people in First Aid & Life Support Courses



Engaged 1,013 people in First Aid Awareness Talks & Demonstrations



Conducted 564 First Aid & Life Support Courses



14 First Aid/CPR Awareness Talks & Demonstrations

### Highlights

- SRCA's Deputy Head Ambrose Lee represented SRC in a panel discussion on National Life Saving Day 2020 at Suntec Convention Centre, 19 January 2020.
- Conducted a Safety and Preventive First Aid Awareness Workshop for 56 migrant workers to engage, motivate and remind workers on the importance of safety when work resumed, 8 July 2020.
- Trained 64 youth aged 15 to 35 in Basic Cardiac Life Support and the Automated External Defibrillator (AED), in commemoration of World First Aid Day and World Restart A Heart Day 2020, 12 & 13 September 2020 and 17 & 18 October 2020.
- Conducted its Instructors' Update for 53 First Aid and Life Support Instructors on video conferencing platform, 12 November 2020.
- Established an Institute for Young Humanitarian (IYH), and conducted a series of training sessions and webinars for a total of 312 Red Cross Youth (RCY) members. Topics included Youth Leadership, Emergency Response and Incident Management, and Overseas Humanitarian Project Deployment Preparation.
- Successfully renewed the Basic Cardiac Life Support + Automated External Defibrillation (BCLS+AED) TC Accreditation by the Singapore Resuscitation and First Aid Council (SRFAC), June 2020
- Successful renewed the Child First Aid (CFA) TC Accreditation by the SRFAC, September 2020.

"I used to think that only paramedics and people with medical experience could save lives. My dad pointed out everyone can save lives if he or she learns first aid. By picking up these lifesaving skills, they can be the first line of defence and assist casualties before the paramedics arrive."

**Angela Poh**

who followed in her father, Mr Anthony Poh's footsteps to become a Singapore Red Cross Academy Instructor

## Red Cross Youth



1,026 Juniors (Pre-schools, Kindergartens)

1,329 Links (Primary Schools)

2,349 Cadets (Secondary Schools)

508 Chapter Members (Tertiary Institutions)

385 Youth Members (Youth Members @ Districts)

Red Cross Youth (RCY) aims to inculcate in youth the core Red Cross values of passion, compassion and professionalism, while imparting the Seven Fundamental Principles of the Red Cross Movement to them. Through the curriculum, youth in pre-schools, primary schools, secondary schools and tertiary institutions pick up essential life skills such as leadership, teamwork, discipline, resilience and perseverance, qualities that will empower them to be humanitarian leaders of tomorrow.

Notwithstanding the COVID-19 outbreak, RCY spearheaded three key initiatives in 2020: The annual Project R.I.C.E+, the nation-wide collection and distribution drive that brings food and daily necessities to the elderly and low-income households; Project Acts of Kindness (AOK) to express gratitude for frontline workers who worked tirelessly amid the COVID-19 pandemic; and Dengue Prevention and Fire Safety Advocacy.

Going forward, RCY will continue its work to develop and retain aspiring young humanitarians, by empowering them with significant roles in uplifting the lives of the vulnerable, while enhancing resilience in the community. RCY will press on with Disaster Risk Reduction, Blood Donation, Caring of Elderly, Mental Health and School Safety advocacy amongst youth. The Red Cross Training Campsite will be rebranded as a Youth Hub to better engage our youth members in experiential learning activities, to further strengthen their advocacy capacity, and to bolster youth development by forging strong partnerships with other Youth Sector organisations and neighbours. With the ongoing COVID-19 situation, activities will continue to be conducted virtually or via blended learning.

### Partnerships

- **Detrack Systems Pte. Ltd.** supported Project R.I.C.E+ 2020 with a S\$2,000 donation and \$3,000 sponsorship for their route planning and real-time proof of delivery softwares.
- **3M Transport Safety Division** sponsored S\$1,605 worth of materials for the improvement of road safety and pedestrian safety at the Red Cross Training Campsite, 10 February 2020.

### Highlights

- Spearheaded by Red Cross Youth - Chapters, in partnership with Sheng Siong Supermarket, Project R.I.C.E+ raised S\$126,114 (equivalent to 12,611 bundle sets) for the elderly and low-income households.
- Packed and distributed more than 40 care packages to vulnerable families identified through a Vulnerability Mapping exercise in 2019. The care packages comprise mosquito repellents, hand sanitisers and bar soaps, and a card of encouragement written by Wheel!Canopus (MERCU Learning Point). RCY members also spread word about dengue prevention and fire safety in the community.
- 86 Red Cross Youth and adult volunteers took part in the SGUnited Buka Puasa initiative, where they distributed meals to the frontliners and those affected by the COVID-19 outbreak across five community centres, 4 - 23 May 2020.
- Gathered Red Cross Youth Club - Southwest District who packed and distributed 50 sets of laundry detergent, dish-washing detergent and masks to seniors at Lions Befrienders Senior Activity Centre, 26 June 2020.
- Conducted Resilience Mapping of the elderly and disabled residents in Clementi, paving the way for their access to SRC's services, 13 - 15 January 2020.
- Collaborated with students of Singapore Institute of Technology to distribute 100 Project R.I.C.E+ 2019 hamper sets to beneficiaries, 18 January 2020.
- Discussed events and the change of syllabus in light of the COVID-19 pandemic and shared updates at the Youth Officer Sharing Session, 3 July 2020.

## Red Cross Youth (Con.t)



“It was rewarding to see my mentees overcoming challenges to become Volunteer Instructors (VIs) and mentors themselves, running programmes in the units. Teaching enables me to learn new things about my cadets while keeping abreast with what they do at their units. COVID-19 prevented the running of many events but we overcame the challenges by staying in touch with our Cadets online.”

**Rizwana Begum Binte Abdul Latiff**  
Volunteer Instructor, Queenstown Secondary School

## Red Cross Youth Schools

### Juniors

Agape Little Uni (Kallang) Pte Ltd  
Agape Little Uni @ Central  
Bubblesland Playhouse  
Cherie Hearts @ Charlton (Kovan)  
Cuddle Kids Playhouse  
Kanooka School House  
Kidz Meadow Childcare @ Buangkok Crescent  
Kidz Meadow Childcare @ Buangkok Ridge  
Kidz Meadow Childcare @ Jurong West  
Kidz Meadow Childcare @ Pasir Ris  
Kidz Meadow Childcare @ Woodlands  
Kidz Meadow Childcare @ Yishun  
Little World Childcare & Development Centre  
Mini World Child Care & Development Centre  
MRC Kindergarten (Yishun South)  
Nurturstars @ SAFRA Punggol  
Our Juniors' Schoolhouse @ Katong  
PCF Sparkletots @Punggol Shore Blk 171C (KN)  
PCF Sparkletots @ Woodlands Blk 604 (CC)  
PCF Sparkletots @ Fengshan Blk 115 (CC)  
Pentecost Methodist Church Kindergarten

### Links

Ang Mo Kio Primary School  
Angsana Primary School  
Blangah Rise Primary School  
Boon Lay Garden Primary School  
Bukit Panjang Primary School  
Bukit View Primary School  
Cantonment Primary School  
Chongfu School  
Compassvale Primary School  
Concord Primary School  
Corporation Primary School  
Damai Primary School  
Eunos Primary School  
Fairfield Methodist School (Primary)  
Fengshan Primary School  
Frontier Primary School  
Greendale Primary School  
Haig Girls' School  
Holy Innocents' Primary School  
Innova Primary School  
Jiemin Primary School  
Kheng Cheng School  
Naval Base Primary School  
New Town Primary School  
Peiyong Primary School  
River Valley Primary School

Rivervale Primary School  
Sembawang Primary School  
Temasek Primary School  
Xinmin Primary School  
Xishan Primary School  
Yumin Primary School  
Zhenghua Primary School

### Cadets

Admiralty Secondary School  
Ang Mo Kio Secondary School  
Assumption English School  
Bartley Secondary School  
Bendemeer Secondary School  
Broadrick Secondary School  
Cedar Girls' Secondary School  
CHIJ Secondary (Toa Payoh)  
Commonwealth Secondary School  
Compassvale Secondary School  
Crescent Girls' School  
Dunman Secondary School  
Evergreen Secondary School  
Fairfield Methodist School (Secondary)  
Fuhua Secondary School  
Greendale Secondary School  
Guangyang Secondary School  
Hougang Secondary School  
Hua Yi Secondary School  
Jurong Secondary School  
Jurong West Secondary School  
Marsiling Secondary School  
Meridian Secondary School  
Nan Chiau High School  
Northbrooks Secondary School  
Punggol Secondary School  
Queenstown Secondary School  
Raffles Girls' School (Secondary)  
Raffles Institution  
Regent Secondary School  
Seng Kang Secondary School  
Serangoon Garden Secondary School  
Serangoon Secondary School  
Singapore Chinese Girls' School  
St. Gabriel's Secondary School  
St. Margaret's Secondary School  
Tanjong Katong Girls' School  
Victoria School  
Woodgrove Secondary School  
Yio Chu Kang Secondary School  
Zhenghua Secondary School

### Chapters

Anderson Serangoon Junior College  
Delta Senior School  
ITE College East  
Nanyang Junior College  
Nanyang Polytechnic  
Nanyang Technological University  
National University Of Singapore  
Ngee Ann Polytechnic  
Raffles Institution (Junior College)  
Singapore American School  
Singapore Management University  
Singapore Polytechnic  
Singapore University of Technology and Design  
United World College South East Asia (UWCSEA)

## Global Engagement



In late 2019, in a bid to expand its scope beyond disaster relief and rebuilding, SRC established the Centre of Excellence for Pandemic Preparedness to provide a platform for the Red Cross and Red Crescent Movement and various stakeholders to be equipped with the knowledge and skills to identify and respond to the spread of infectious diseases.

From 10 to 14 February 2020, SRC conducted its inaugural Community-based Disaster Risk Reduction Workshop in Lao People's Democratic Republic to equip provincial officials and employees of Lao Red Cross with disaster preparedness skills to enhance their resilience. Held in the Singapore Cooperation Centre in Vientiane, the workshop was part of SRC's collaboration with the Ministry of Foreign Affairs (MFA) in Singapore. Besides that, SRC facilitated the transportation and repatriation of three Foreign Domestic Workers (FDWs) with various medical conditions back to their homelands in the Philippines and Myanmar, as part of the Last Mile Assistance Support programme in collaboration with the Centre for Domestic Employees (CDE) and relevant National Societies.

SRC also embraced innovation by establishing a volunteer drone working group. To boost the capacity of SRC's volunteers, SRC also engaged approximately 150 volunteers in training via a unique blend of video conferencing platforms for large groups and face-to-face meetings for small groups.

Going forward, SRC will continue providing relief aid, recovery and rebuilding assistance to communities affected by disasters and crisis, while concurrently developing a training curriculum and conceiving novel ways to engage and mobilise volunteers. As a champion for pandemic preparedness, the Centre of Excellence for Pandemic Preparedness will persist in working closely together with its stakeholders to equip them with the knowledge and skills to identify and respond to the spread of infectious diseases. SRC plans to develop platforms to attract and engage youth to champion humanitarian causes while forging cohesion and unity among young people from diverse backgrounds.

## Disaster Relief

Disaster / Country	SRC's Response
<b>Australian Bushfire</b>	<ul style="list-style-type: none"> <li>• Pledged S\$50,000 for humanitarian efforts by the Australian Red Cross, for the relief and recovery of survivors</li> <li>• Launched fundraising appeal</li> <li>• Pledged an additional S\$450,000 for recovery and rebuilding efforts by the Australian Red Cross which include livelihood support, psychosocial support, infrastructure repair support, and community outreach</li> </ul>
<b>Beirut Explosions</b>	<ul style="list-style-type: none"> <li>• Contributed an initial sum of S\$50,000 towards the emergency response and medical support by the Lebanese Red Cross</li> <li>• Launched a public appeal</li> </ul>
<b>Jakarta Floods, Indonesia</b>	<ul style="list-style-type: none"> <li>• Contributed S\$50,000 to support relief and recovery operations by Palang Merah Indonesia (PMI - Indonesian Red Cross) including the purchase of family kits, hygiene kits, diapers, sleeping bags, blankets and clean water for the evacuees.</li> </ul>
<b>Floods and Typhoons in Southeast Asia</b>	<ul style="list-style-type: none"> <li>• Contributed US\$75,000 each (US\$225,000 in total) to the disaster relief efforts by to the disaster relief efforts by Cambodian Red Cross, Lao Red Cross and Viet Nam Red Cross</li> <li>• Launched a public fundraising appeal</li> </ul>
<b>Taal Volcanic Eruption, the Philippines</b>	<ul style="list-style-type: none"> <li>• Contributed US\$50,000 for relief and recovery operations spearheaded by the Philippine Red Cross (PRC)</li> <li>• Launched fundraising appeal</li> <li>• Shelter kits for 33 families affected by the eruption</li> </ul>
<b>Cyclone Yasa, Fiji</b>	<ul style="list-style-type: none"> <li>• Contributed US\$30,000 in relief supplies, on top of the Singapore Government's contribution of US\$50,000 to support the relief and recovery operations led by the Fiji Red Cross</li> </ul>

## Volunteer Management



As a charity organisation, volunteers are pillars of the SRC. They play an integral role in uplifting the lives of the vulnerable while enhancing resilience in our community. Volunteers contribute their time, resources and expertise to advance SRC's cause. SRC strives to empower our volunteers with the knowledge and skill sets to make a positive difference in their areas of interest.

Launched in March 2020, the new Volunteer Management System (VMS) provides a one-stop portal for employees, volunteers, donors and corporate volunteers and other stakeholders. As a core pillar of volunteer management, VMS provides comprehensive features and leverages a user-friendly interface that enhances interaction and supports SRC's expanding operational needs while streamlining processes and volunteer administration. Upon completion of the VMS, a mobile application will be developed and made available to all volunteers by mid 2021.

SRC implemented the Volunteer Management Framework to providing a more holistic and engaging journey for SRC volunteers. Incorporating revisions in the Volunteer Pathway, Management Structure and Engagement initiatives, the Framework is aimed at boosting training to enhance volunteer capacity to meet SRC's needs, spurring volunteer-led initiatives, honing leadership skills including succession planning while engaging and recognising volunteers.

SRC was one of the seven Social Service Agencies that the National Council of Social Service (NCSS) collaborated with on the enhancement of the Volunteer Management Framework. Following the collaboration, The Volunteer Management Toolkit 2.0 was made available as a resource for the sector. SRC participated as a speaker in the NCSS Volunteer Managers Network. SRC spoke on two topics 'Reflecting and preparing for the new normal in volunteer management' and 'Sustaining positive volunteerism culture in SRC' in its in-conversation series.



Going forward, SRC will focus on enhancing volunteer engagement through diverse volunteer roles and activities, training and leadership opportunities in their preferred programmes or across SRC.

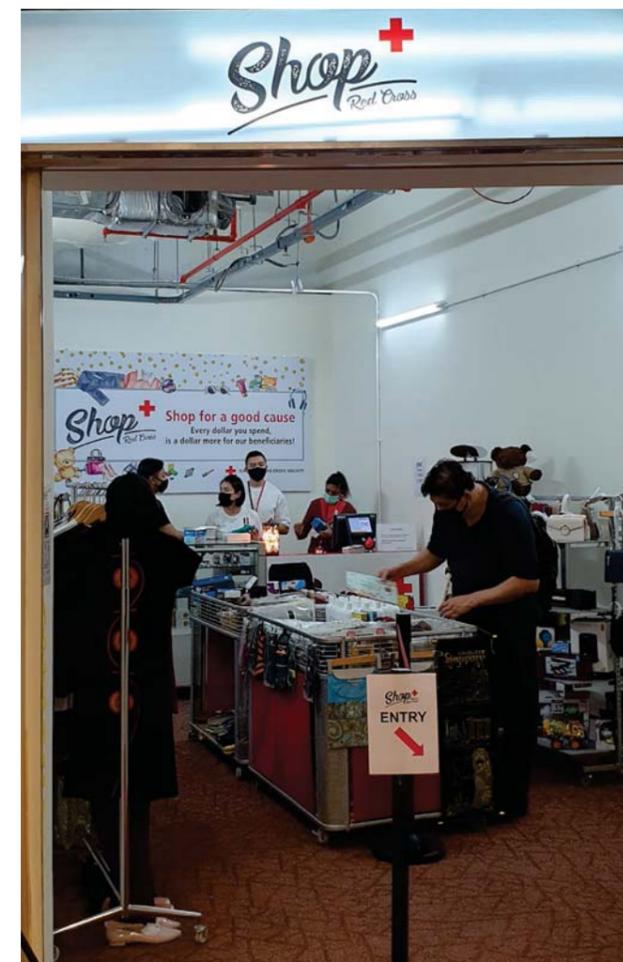
More importantly, SRC will augment its pool of our Volunteer Managers (employees) by building capacity and developing their skill sets through VMS and Volunteer Managers Training. SRC will also embrace flexibility, creativity and innovation in its engagement with volunteers and employees alike. Besides that, SRC will also explore workgroup, project-based and micro volunteering opportunities that can be carried out remotely in support our programmes during or post pandemic.



## Fundraising

Notwithstanding the challenges posed by COVID-19, Singapore Red Cross (SRC) raised S\$5,299,417 in 2020, through the magnanimous and enduring support of donors, corporate partners, fundraisers, life members and volunteers.

Though several events were brought to a standstill in 2020 as a result of the pandemic, SRC adapted to the new normal by ramping up on its digital fundraising efforts. These efforts enhanced donors' convenience in making online donations. Besides bringing donations online, SRC also organised the Southeast Asia Fundraising Network Virtual Workshop to provide a platform for the National Societies to share best fundraising practices. SRC embarked on two new key initiatives; Project StepUp, in partnership with the Health



### Social Enterprise

With SMRT Corporation Ltd's sponsorship, SRC launched its first pop-up SHOP+ at SMRT's Dhoby XChange (Dhoby Ghaut MRT Station) on 5 October 2020. The initiative is part of SRC's ongoing efforts to engage the community and raise funds for its local services. As a result of COVID-19, SRC had to suspend face-to-face fundraising and outreach activities. SHOP+ at Dhoby Xchange formed part of SRC's fundraising revitalisation, in a bid to make giving appealing, convenient, and meaningful, while ensuring the safety of our supporters. The pop-up store is set to run for a period of six months.

Promotion Board for people to exchange their Health Points into dollar donations to SRC; and the Amazon Wish list for donors to make a gift to the Red Cross Home for the Disabled via Amazon.sg. Both initiatives garnered strong support from the public.

Going forward, SRC will establish a volunteer workgroup to groom volunteers to take the lead in organising fundraising events, thereby catalysing support through the multiplier effect of their networks. Besides that, SRC will also chart a more comprehensive donor and volunteer journey while cementing partnerships with donors and corporate partners through digital means. SRC will also continue to leverage digital marketing platforms to enhance online giving to amplify SRC's local humanitarian work while positioning SRC as a charity of choice.

### Partnerships

- **EasyParcel Singapore** offered free weekly courier service for SRC SHOP+ purchases made on Carousell since April 2020. Thanks to their sponsorship, 184 shopping parcels were delivered from April 2020 to 1 November 2020.
- **TDCX employees** raised S\$27,000 for SRC through the sale of high-end products - initiated by our social enterprise team. Besides being one of the early adopters of our pop up initiative, TDCX also donated items to SHOP+ through its quarterly employee donation drives



## Community Engagement

To maintain brand trust and goodwill, SRC focused its efforts on curating and presenting quality content, multiplying its outreach and distribution channels. Against the landscape of COVID-19, we focused our content strategy on sharing useful health and safety messages; applauding the resilience of our beneficiaries; showcasing acts of solidarity displayed by our frontliners and essential workers; and recognising the important contributions of our donors and donor organisations.

In multiple news reports across mainstream print, broadcast and online media, SRC volunteers took centrestage, sharing heartfelt stories of sacrifices and contributions throughout the challenging year. Rounding up 2020, public relation (PR) efforts mounted by SRC throughout the year generated **PR value of S\$1,643,305** across **584 news clippings**.

Beside launching several public campaigns, fronted by SRC's own employees and volunteers, SRC also supported thought-leadership efforts by senior management, in webinars and virtual public engagements. SRC also launched its own chatbot on redcross.sg.



SRC social media platforms saw a significant increase in followers/subscribers, with greater engagement across all platforms. SRC launched its own Telegram and TikTok channels in 2020, and is set to release its first podcast series in 2021.



The last issue of the SRC quarterly magazine ceased publication in December 2020. Moving forward, SRC will be adopting a digital-first strategy in its communications, with focus on the production of more varied online content, thought leadership pieces, repurposing of existing content for different platforms to maximise mileage, and leveraging user-generated content to galvanise conversations, pique interest and garner support for SRC's work.

## Social Outreach



**Media Value: \$1,640,305**



**Facebook Followers: 93,566**



**Instagram Followers: 24,200**



**Twitter Followers: 5,883**



**YouTube Views: 21,900**



**LinkedIn Followers: 3,298**



## Marketing and Partnerships

To enhance the visibility of SRC's work in the local community, SRC has strategically fine-tuned its marcomms messaging to emphasise the groups we serve: caring for our elderly and disabled, shaping the future for our children and youth, and helping those who fall through the cracks of social safety nets. SRC produced a series of online and offline collaterals and a series of corporate videos showcasing the impact of SRC's work on these local vulnerable groups.



## Partnerships

- In collaboration with **EZ Link Pte Ltd**, SRC launched a series of three EZ-Link cards in celebration of Singapore's 55<sup>th</sup> birthday. Featuring our local services to the community, National Blood Programme and first aid, the cards were made available in collectible gift sets. The limited edition gift sets were highly sought after and were sold out on the first day of launch.
- To commemorate World First Aid Day in September 2020 and World Restart A Heart Day in October 2020, SRC worked with 3M Nexcare to promote the importance of first aid with a social media contest, sample product sponsorship as well as essential first aid tips sharing in seven Unity stores across Singapore. Earlier in the year, 3M also donated 20 bicycles to our local beneficiaries and First Aiders on Wheels programme.
- Following the launch of SHOP+ Dhoby Xchange in October 2020, SMRT Corporation Limited provided SRC with 6-months worth of out-of-home advertisements. SRC also ran promotional campaigns online and offline.

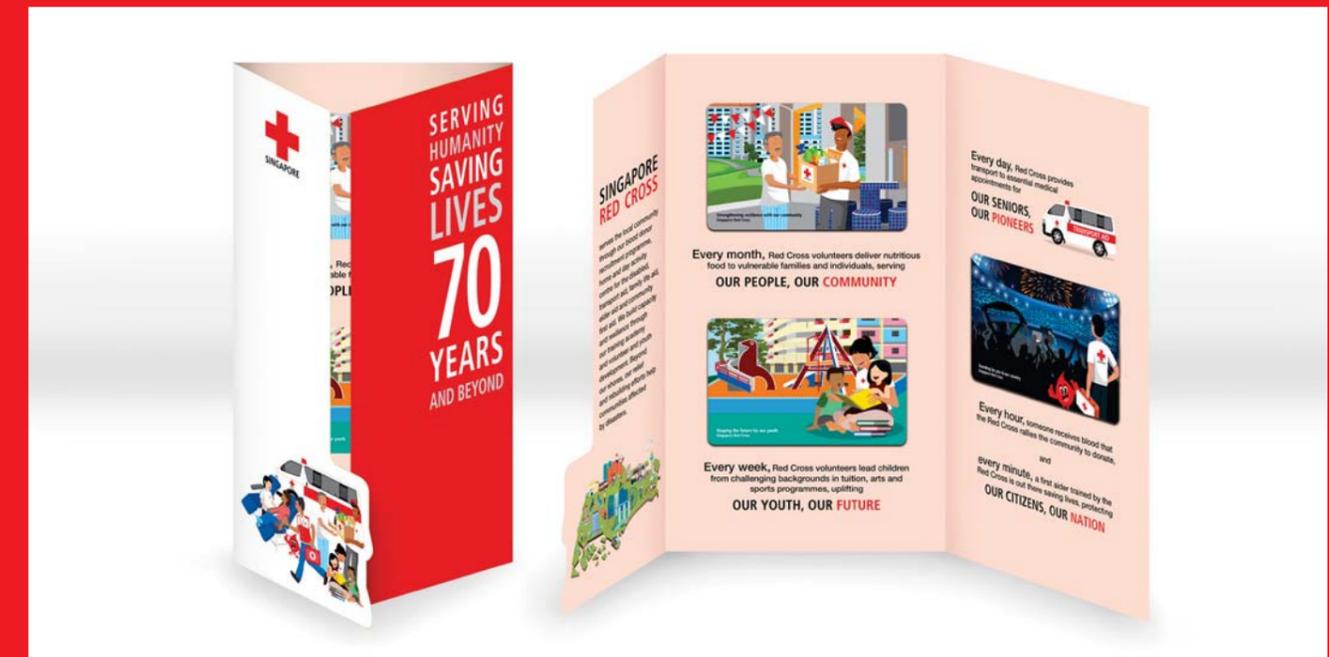


For the first time, SRC designed its year-end donation appeal in the form of a booklet. Designed to creatively engage our donors with bite-sized information on the impact of our work with matching donation amounts, the booklet also encourages the public to use the vouchers to engage our social enterprise services. The donor community provided good feedback on this initiative.

Going forward, SRC will further leverage digital marketing and reach out to an audience whose media consumption habits have altered.



- To further and deepen SRC's reach in the community, we engaged micro social influencers who advocated our causes. Some supported the fundraiser "BlueStar walkathon" for the Red Cross Home for the Disabled (RCHD) while others collected socks for our migrant worker beneficiaries over the Christmas period. SRC engaged **Goodwill Ambassador Yahui** to advocate Project R.I.C.E.+ spearheaded by Red Cross Youth (RCY), our first ever virtual Charity Concert and the BlueStar walkathon.



# Financial Statements



## SINGAPORE RED CROSS SOCIETY

### COUNCIL'S STATEMENT AND FINANCIAL STATEMENTS

#### CONTENTS

	<u>PAGE</u>
Council's statement	1
Independent auditor's report	2 - 4
Statement of financial position	5
Statement of financial activities and other comprehensive income	6 - 7
Statement of changes in funds and reserves	8
Statement of cash flows	9
Notes to financial statements	10 - 39

## SINGAPORE RED CROSS SOCIETY

### COUNCIL'S STATEMENT

The Council presents their statement to the members together with the audited financial statements of Singapore Red Cross Society (the "Society") for the financial year ended 31 December 2020.

In the opinion of the Council,

- (a) the financial statements set out on pages 5 to 39 are drawn up in accordance with the provision of the Singapore Charities Act, Chapter 37 and other relevant regulations (the "Charities Act and Regulations") and Financial Reporting Standards in Singapore so as to give a true and fair view of the financial position of Singapore Red Cross Society (the "Society") as at 31 December 2020 and the financial activities and other comprehensive income, changes in funds and reserves and cash flows of the Society for the financial year then ended;
- (b) at the date of this statement, there are reasonable grounds to believe that the Society will be able to pay its debts when they fall due;
- (c) the accounting and other records required by the Charities Act and Regulations to be kept by the Society have been properly kept in accordance with the provisions of the Charities Act and Regulations;
- (d) the use of donation moneys is in accordance with the objectives of the Society as required under Regulation 11 of the Charities (Institutions of a Public Character) Regulations; and
- (e) the Society has complied with Regulation 15 (Fund-raising expenses) of the Charities (Institutions of a Public Character) Regulations.

ON BEHALF OF THE COUNCIL



Mr Tan Kai Hoe  
Chairman, Singapore Red Cross Society



Mr Yeo Hwee Tiong  
Chairman, Finance and Investment Committee

24 May 2021

## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF

### SINGAPORE RED CROSS SOCIETY

#### Report on the Audit of the Financial Statements

##### Opinion

We have audited the financial statements of Singapore Red Cross Society (the "Society"), which comprise the statement of financial position as at 31 December 2020, and the statement of financial activities and other comprehensive income, statement of changes in funds and reserves, and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, as set out on pages 5 to 39.

In our opinion, the accompanying financial statements of the Society are properly drawn up in accordance with the provisions of the Singapore Charities Act, Chapter 37 and other relevant regulations (the "Charities Act and Regulations") and Financial Reporting Standards in Singapore ("FRSs") so as to give a true and fair view of the financial position of the Society as at 31 December 2020, and of the financial performance, statement of changes in funds and reserves, and statement of cash flows of the Society for the year ended on that date.

##### Basis for Opinion

We conducted our audit in accordance with Singapore Standards on Auditing ("SSAs"). Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Society in accordance with the Accounting and Corporate Regulatory Authority *Code of Professional Conduct and Ethics for Public Accountants and Accounting Entities* ("ACRA Code") together with the ethical requirements that are relevant to our audit of the financial statements in Singapore, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the ACRA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

##### Information Other than the Financial Statements and Auditor's Report Thereon

Management is responsible for the other information. The other information comprises the information included in the annual report, but does not include the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

**INDEPENDENT AUDITOR'S REPORT TO THE COUNCIL MEMBERS OF  
SINGAPORE RED CROSS SOCIETY**

**Responsibilities of Management for the Financial Statements**

Management is responsible for the preparation of financial statements that give a true and fair view in accordance with the provisions of the Charities Act and Regulations and FRSS, and for devising and maintaining a system of internal accounting controls sufficient to provide a reasonable assurance that assets are safeguarded against loss from unauthorised use or disposition; and transactions are properly authorised and that they are recorded as necessary to permit the preparation of true and fair financial statements and to maintain accountability of assets.

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

The Council's responsibilities include overseeing the Society's financial reporting process.

**Auditor's Responsibilities for the Audit of the Financial Statements**

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

As part of an audit in accordance with SSAs, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

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

**INDEPENDENT AUDITOR'S REPORT TO THE COUNCIL MEMBERS OF  
SINGAPORE RED CROSS SOCIETY**

**Auditor's Responsibilities for the Audit of the Financial Statements (cont'd)**

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

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

**Report on Other Legal and Regulatory Requirements**

In our opinion, the accounting and other records required to be kept by the Society have been properly kept in accordance with the provisions of the Charities Act and Regulations.

During the course of our audit, nothing has come to our attention that causes us to believe that during the year:

- (a) the use of the donation moneys was not in accordance with the objectives of the Society as required under Regulation 11 of the Charities (Institutions of a Public Character) Regulations; and
- (b) the Society has not complied with the requirements of Regulation 15 (fund-raising expenses) of the Charities (Institutions of a Public Character) Regulations

Public Accountants and  
Chartered Accountants  
Singapore

24 May 2021

**SINGAPORE RED CROSS SOCIETY**

**STATEMENT OF FINANCIAL POSITION**  
31 December 2020

	Note	2020 \$	2019 \$
<b>ASSETS</b>			
<b>Current assets</b>			
Cash and cash equivalents	6	19,563,249	9,168,845
Other receivable, deposits and prepayments	7	3,038,245	3,035,330
Asset held-for-sale	8	400,000	-
Debt instruments at fair value through other comprehensive income ("FVTOCI")	12	-	251,500
<b>Total current assets</b>		<u>23,001,494</u>	<u>12,455,675</u>
<b>Non-current assets</b>			
Donated asset	9	-	400,000
Property, plant and equipment	10	1,312,930	1,312,861
Right-of-use assets	11	1,690,597	1,697,052
Debt instruments at fair value through other comprehensive income ("FVTOCI")	12	2,886,383	2,824,850
Equity instrument designated at fair value through other comprehensive income ("FVTOCI")	13	-	102,800
<b>Total non-current assets</b>		<u>5,889,910</u>	<u>6,337,563</u>
<b>Total assets</b>		<u>28,891,404</u>	<u>18,793,238</u>
<b>LIABILITIES, FUNDS AND RESERVES</b>			
<b>Current liabilities</b>			
Other payables and accruals	14	8,423,795	2,764,749
Lease liabilities	15	42,884	41,986
<b>Total current liabilities</b>		<u>8,466,679</u>	<u>2,806,735</u>
<b>Non-current liabilities</b>			
Deferred capital grants	16	832,521	672,804
Lease liabilities	15	95,950	41,713
<b>Total non-current liabilities</b>		<u>928,471</u>	<u>714,517</u>
<b>Funds and reserves</b>			
Unrestricted funds		19,105,730	15,203,811
Restricted funds	17	250,266	-
Investment revaluation reserve	12, 13	140,258	68,175
<b>Total funds and reserves</b>		<u>19,496,254</u>	<u>15,271,986</u>
<b>Total liability, funds and reserves</b>		<u>28,891,404</u>	<u>18,793,238</u>
<b>Net assets of:</b>			
International Relief Funds, held on behalf and managed by Singapore Red Cross Society	18	24,137,211	22,941,090

See accompanying notes to financial statements.

**SINGAPORE RED CROSS SOCIETY**

**STATEMENT OF FINANCIAL ACTIVITIES AND OTHER COMPREHENSIVE INCOME**  
Year ended 31 December 2020

	Note	2020 \$	2019 \$
<b>Income</b>			
Voluntary income:			
General donations		2,722,358	1,651,769
Donation-in-kind		-	400,000
Donations (Home for the Disabled)		245,041	197,296
Donations (Transport Aid)		9,810	166,534
Membership subscriptions		20,607	11,402
Fundraising events		3,780,817	4,175,985
Investment and interest income		193,727	164,220
		<u>6,972,360</u>	<u>6,767,206</u>
<b>Charitable activities</b>			
Training Academy fees		773,173	1,570,757
Community Service - Transport Aid			
Programme fees		49,883	113,887
Funding from Tote Board		244,135	220,390
Blood Donor Recruitment Programme funding from Health Science Authority		2,404,076	2,335,268
Home for the Disabled:			
Residents' contribution		6,546	12,965
Grants from Ministry of Social and Family Development, National Council of Social Services and SG Enable		2,927,259	2,644,146
Other grants		20,732	39,584
Government grants:			
Ministry of Education		185,683	156,317
National Council of Social Services		29,000	4,000
Care and Share Fund		310,197	619,929
Community Silver Trust		284,489	252,710
Agency for Integrated Care		-	1,136
Council for Third Age		115,432	184,977
		<u>7,350,605</u>	<u>8,156,066</u>
<b>Other income</b>			
Government grants from Job Support Scheme		1,438,116	-
Programme Support Recovery	21	433,609	75,656
Miscellaneous	22	648,843	476,827
<b>Total income</b>		<u>16,843,533</u>	<u>15,475,755</u>

**SINGAPORE RED CROSS SOCIETY**

**STATEMENT OF FINANCIAL ACTIVITIES AND OTHER COMPREHENSIVE INCOME (cont'd)**  
Year ended 31 December 2020

	Note	2020 \$	2019 \$
<b>Operating expenditure</b>			
Fundraising costs	23	(1,478,517)	(1,849,087)
<b>Charitable activities</b>			
Training Academy		(1,375,128)	(1,631,199)
Community Service - Transport Aid		(855,575)	(897,707)
Blood Donor Recruitment Programme		(2,204,589)	(2,365,936)
Home for the Disabled		(3,606,933)	(3,693,941)
Services and disaster management		(1,601,545)	(1,869,335)
International Services		(626,439)	(563,348)
Red Cross Youth		(529,822)	(831,642)
		(10,800,031)	(11,853,108)
Contribution to the International Federation of Red Cross and Red Cross Crescent Societies		(288,920)	(231,665)
Depreciation of right-of-use assets		(105,799)	(104,975)
Loss arising from the derecognition of debt instrument designated at FVTOCI		(9,000)	-
Interest expense		(3,231)	(4,528)
<b>Total operating expenditure</b>		<b>(12,685,498)</b>	<b>(14,043,363)</b>
Surplus for the year	24	4,158,035	1,432,392
<b>Other comprehensive income (loss):</b>			
<i>Items that will not be reclassified subsequently to profit or loss:</i>			
Change in fair value of equity instrument designated at FVTOCI		(2,800)	(2,150)
<i>Items that are reclassified subsequently to profit or loss:</i>			
Change in fair value of debt instruments at FVTOCI		60,033	38,322
<b>Other comprehensive income for the year</b>		<b>57,233</b>	<b>36,172</b>
<b>Total comprehensive income for the year</b>		<b>4,215,268</b>	<b>1,468,564</b>

See accompanying notes to financial statements.

**SINGAPORE RED CROSS SOCIETY**

**STATEMENT OF CHANGES IN FUNDS AND RESERVES**  
Year ended 31 December 2020

	Unrestricted funds \$	Restricted funds \$ (Note 17)	Investment Revaluation Reserve \$	Total \$
<b>Balance at 1 January 2019</b>	13,771,419	-	32,003	13,803,422
<i>Total comprehensive income for the year:</i>				
Surplus (Deficit) for the year	2,141,808	(709,416)	-	1,432,392
Other comprehensive income for the year	-	-	36,172	36,172
<b>Total</b>	<b>2,141,808</b>	<b>(709,416)</b>	<b>36,172</b>	<b>1,468,564</b>
Transfer from restricted funds to unrestricted fund	11,728	(11,728)	-	-
Transfer from unrestricted fund to restricted funds	(721,144)	721,144	-	-
<b>Total</b>	<b>(709,416)</b>	<b>709,416</b>	<b>-</b>	<b>-</b>
<b>Balance at 31 December 2019</b>	<b>15,203,811</b>	<b>-</b>	<b>68,175</b>	<b>15,271,986</b>
<i>Total comprehensive income for the year:</i>				
Surplus (Deficit) for the year	4,467,969	(309,934)	-	4,158,035
Other comprehensive income for the year	-	-	57,233	57,233
<b>Total</b>	<b>4,467,969</b>	<b>(309,934)</b>	<b>57,233</b>	<b>4,215,268</b>
Cumulative loss on debt instruments at FVTOCI transferred to profit or loss upon disposal	-	-	9,000	9,000
Cumulative loss on equity instruments at FVTOCI transferred to unrestricted funds upon disposal	(5,850)	-	5,850	-
Transfer from restricted funds to unrestricted fund	2,178	(2,178)	-	-
Transfer from unrestricted fund to restricted funds	(562,378)	562,378	-	-
<b>Total</b>	<b>(566,050)</b>	<b>560,200</b>	<b>14,850</b>	<b>9,000</b>
<b>Balance at 31 December 2020</b>	<b>19,105,730</b>	<b>250,266</b>	<b>140,258</b>	<b>19,496,254</b>

See accompanying notes to financial statements.

**SINGAPORE RED CROSS SOCIETY**

**STATEMENT OF CASH FLOWS**  
**31 December 2020**

	2020	2019
	\$	\$
<b>Operating activities</b>		
Surplus for the year	4,158,035	1,432,392
Adjustment for:		
Depreciation of property, plant and equipment	609,921	594,110
Depreciation of right-of-use assets	105,799	104,975
Loss arising from derecognition of the debt instrument designated at FVTOCI	9,000	-
Donation-in-kind	-	(400,000)
Government grants	(7,959,119)	(6,458,457)
Dividend income	(92,170)	(95,960)
Interest income	(101,557)	(68,260)
Interest expense	3,231	4,528
Operating cash flows before movements in working capital	(3,266,860)	(4,886,672)
Other receivables, deposits and prepayments	(347,862)	(118,950)
Other payables and accruals	4,021,231	31,457
Cash generated from (used in) operations	406,509	(4,974,165)
Interest paid	(3,231)	(4,528)
Net cash from (used in) operating activities	403,278	(4,978,693)
<b>Investing activities</b>		
Proceeds from redemption of debt instrument designated at FVTOCI	250,000	-
Proceeds from redemption of equity instrument designated at FVTOCI	100,000	-
Dividends received	92,170	95,560
Interest received	101,557	68,260
Purchase of property, plant and equipment	(609,990)	(500,240)
Net cash flows used in investing activities	(66,263)	(336,420)
<b>Financing activities</b>		
Government grants received	10,101,598	6,047,985
Repayment of lease liabilities	(44,209)	(41,882)
Net cash from financing activities	10,057,389	6,006,103
Net increase in cash and cash equivalents	10,394,404	690,990
Cash and cash equivalents at beginning of year	9,168,845	8,477,855
<b>Cash and cash equivalents at end of year (Note 6)</b>	<b>19,563,249</b>	<b>9,168,845</b>

See accompanying notes to financial statements.

**SINGAPORE RED CROSS SOCIETY**

**NOTES TO FINANCIAL STATEMENTS**  
**31 December 2020**

1 GENERAL

The Society (Unique Entity Number S86CC0370E) is registered in the Republic of Singapore with its principal place of operation and registered office at 15 Penang Lane, Red Cross House, Singapore 238486.

The principal objectives of the Society are to provide assistance in relief operations in times of disaster and auxiliary health and welfare services to the sick, the handicapped, the aged and the poor without any distinction on grounds of race, nationality, religion or political opinions, and to furnish voluntary aid to the sick and wounded in times of war and to non-belligerents, prisoners of war and civilian sufferers from the effects of war.

*COVID-19 pandemic*

The COVID-19 pandemic globally had forced to suspend or limit business operations during the reporting year and the aftermath is expected for the foreseeable period ahead. Measures were taken by the governments to contain the spread of COVID-19, including travels restriction, social distancing and closure of non-essential services. This resulted in an economic slowdown. The Society's operations had not experienced a significant impact as donations and grants continue to be forthcoming during the year to aid its causes.

The financial statements of the Society for the year ended 31 December 2020 were authorised for issue by the Board of Council Members on 24 May 2021.

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

**BASIS OF ACCOUNTING** - The financial statements have been prepared in accordance with the historical cost basis, except as disclosed in the accounting policies below, and are drawn up in accordance with the provisions of the Charities Act and Regulations and Financial Reporting Standards in Singapore ("FRSs").

Historical cost is generally based on the fair value of the consideration given in exchange for goods and services.

Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date, regardless of whether that price is directly observable or estimated using another valuation technique. In estimating the fair value of an asset or a liability, the Society takes into account the characteristics of the asset or liability which market participants would take into account when pricing the asset or liability at the measurement date. Fair value for measurement and/or disclosure purposes in these financial statements is determined on such a basis, except for leasing transactions that are within the scope of FRS 116 *Leases*, and measurements that have some similarities to fair value but are not fair value, such as value in use in FRS 36 *Impairment of Assets*.

**SINGAPORE RED CROSS SOCIETY**

**NOTES TO FINANCIAL STATEMENTS  
31 December 2020**

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

In addition, for financial reporting purposes, fair value measurements are categorised into Level 1, 2 or 3 based on the degree to which the inputs to the fair value measurements are observable and the significance of the inputs to the fair value measurement in its entirety, which are described as follows:

- Level 1 inputs are quoted prices (unadjusted) in active markets for identical assets or liabilities that the entity can access at the measurement date;
- Level 2 inputs are inputs, other than quoted prices included within Level 1, that are observable for the asset or liability, either directly or indirectly; and
- Level 3 inputs are unobservable inputs for the asset or liability.

**ADOPTION OF NEW AND REVISED STANDARDS** – On 1 January 2020, the Society has adopted all the new and revised FRSs and Interpretations of FRS (“INT FRS”) that are relevant to its operations. The adoption of these new/revised FRSs and INT FRSs does not result in changes to the Society’s accounting policies and has no material effect on the amounts reported for the current or prior years.

Amendment to FRS 116: Covid-19-Related Rent Concessions

The Society early adopted Amendment to FRS 116: *Covid-19-Related Rent Concessions* that is effective for annual periods beginning on or after 1 June 2020. As a practical expedient, the amendment to FRS 116 allows a lessee to elect not to assess whether a rent concession that meets the conditions in paragraph 46B is a lease modification. A lessee that makes this election shall account for any change in lease payments resulting from the rent concession the same way it would account for the change applying this standard if the change were not a lease modification. The Society has applied the practical expedient to all rent concessions that meet the conditions set out.

At the date of authorisation of these financial statements, the following new/revised FRSs that are relevant to the Society were issued but not effective:

Effective for annual periods beginning on or after 1 January 2020

- Amendments to FRS 1 *Presentation of Financial Statements* and FRS 8 *Accounting Policies, Changes in Accounting Estimates and Errors: Definition of Material*
- Amendments to References to the Conceptual Framework in FRS Standards

The management anticipates that the adoption of the above FRS in future periods will not have a material impact on the financial statements of the Society in the period of their initial adoption.

**FINANCIAL INSTRUMENTS** - Financial assets and liabilities are recognised on the Society’s statement of financial position when the Society becomes a party to the contractual provisions of the instruments.

**SINGAPORE RED CROSS SOCIETY**

**NOTES TO FINANCIAL STATEMENTS  
31 December 2020**

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

Classification of financial assets

Debt instruments that meet the following conditions are subsequently measured at amortised cost:

- The financial asset is held within a business model whose objective is to hold financial assets in order to collect contractual cash flows; and
- The contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

Debt instruments that meet the following conditions are subsequently measured at fair value through other comprehensive income (FVTOCI):

- The financial asset is held within a business model whose objective is achieved by both collecting contractual cash flows and selling the financial assets; and
- The contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

By default, all other financial assets are subsequently measured at fair value through profit or loss (FVTPL).

Despite the foregoing, the Society may make the following irrevocable election/designation at initial recognition of a financial asset:

- The Society may irrevocably elect to present subsequent changes in fair value of an equity investment in other comprehensive income if certain criteria are met; and
- The Society may irrevocably designate a debt investment that meets the amortised cost or FVTOCI criteria as measured at FVTPL if doing so eliminates or significantly reduces an accounting mismatch.

Amortised cost and effective interest method

The effective interest method is a method of calculating the amortised cost of a debt instrument and of allocating interest income over the relevant period.

For financial instruments other than purchased or originated credit-impaired financial assets, the effective interest rate is the rate that exactly discounts estimated future cash receipts (including all fees and points paid or received that form an integral part of the effective interest rate, transaction costs and other premiums or discounts) excluding expected credit losses, through the expected life of the debt instrument, or, where appropriate, a shorter period, to the gross carrying amount of the debt instrument on initial recognition. For purchased or originated credit-impaired financial assets, a credit-adjusted effective interest rate is calculated by discounting the estimated future cash flows, including expected credit losses, to the amortised cost of the debt instrument on initial recognition.

The amortised cost of a financial asset is the amount at which the financial asset is measured at initial recognition minus the principal repayments, plus the cumulative amortisation using the effective interest method of any difference between that initial amount and the maturity amount, adjusted for any loss allowance. On the other hand, the gross carrying amount of a financial asset is the amortised cost of a financial asset before adjusting for any loss allowance.

Interest income is recognised using the effective interest method for debt instruments measured subsequently at amortised cost, except for short-term balances when the effect of discounting is immaterial.

**SINGAPORE RED CROSS SOCIETY**

**NOTES TO FINANCIAL STATEMENTS  
31 December 2020**

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

*Debt instruments at FVTOCI*

Listed redeemable notes held by the Society are classified as at FVTOCI. Fair value is determined in the manner described in Note 4(b)(vi). The listed redeemable notes are initially measured at fair value plus transaction costs. Subsequently, changes in the carrying amount of these listed redeemable notes as a result of foreign exchange gains and losses, impairment gains or losses, and interest income calculated using the effective interest method are recognised in profit or loss. The amounts that are recognised in profit or loss are the same as the amounts that would have been recognised in profit or loss if these listed redeemable notes had been measured at amortised cost. All other changes in the carrying amount of these listed redeemable notes are recognised in other comprehensive income and accumulated under the heading of investment revaluation reserve. When these listed redeemable notes are derecognised, the cumulative gains or losses previously recognised in other comprehensive income are reclassified to profit or loss.

*Equity instruments designated at FVTOCI*

On initial recognition, the Society may make an irrevocable election (on an instrument-by-instrument basis) to designate investments in equity instruments as at FVTOCI. Designation at FVTOCI is not permitted if the equity investment is held for trading or if it is contingent consideration recognised by an acquirer in a business combination to which FRS 103 applies.

A financial asset is held for trading if:

- It has been acquired principally for the purpose of selling it in the near term; or
- On initial recognition it is part of a portfolio of identified financial instruments that the Society manages together and has evidence of a recent actual pattern of short-term profit-taking; or
- It is a derivative (except for a derivative that is a financial guarantee contract or a designated and effective hedging instrument).

Investments in equity instruments at FVTOCI are initially measured at fair value plus transaction costs. Subsequently, they are measured at fair value with gains and losses arising from changes in fair value recognised in other comprehensive income and accumulated in the investment revaluation reserve. The cumulative gain or loss will not be reclassified to profit or loss on disposal of the equity investments, instead, they will be transferred to retained earnings.

The Society has designated all investment in equity instruments that is not held for trading as at FVTOCI on initial recognition (see Note 13).

Dividends on these investments in equity instruments are recognised in profit or loss when the Society's right to receive the dividends is established, unless the dividends clearly represent a recovery of part of the cost of the investment. Dividends are included in the "investment and interest income" line item in profit or loss.

**SINGAPORE RED CROSS SOCIETY**

**NOTES TO FINANCIAL STATEMENTS  
31 December 2020**

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

Impairment of financial assets

The Society recognises a loss allowance for expected credit losses ("ECL") on other receivables and investments in debt instruments measured at FVTOCI. The amount of expected credit losses is updated at each reporting date to reflect changes in credit risk since initial recognition of the respective financial instrument.

For the above financial instruments, the Society recognises lifetime ECL when there has been a significant increase in credit risk since initial recognition. If, on the other hand, the credit risk on the financial instrument has not increased significantly since initial recognition, the Society measures the loss allowance for that financial instrument at an amount equal to 12-month ECL. The assessment of whether lifetime ECL should be recognised is based on significant increases in the likelihood or risk of a default occurring since initial recognition instead of on evidence of a financial asset being credit-impaired at the reporting date or an actual default occurring.

*Significant increase in credit risk*

In assessing whether the credit risk on a financial instrument has increased significantly since initial recognition, the Society compares the risk of a default occurring on the financial instrument as at the reporting date with the risk of a default occurring on the financial instrument as at the date of initial recognition. In making this assessment, the Society considers historical loss rates for each category of debtors and adjusts to reflect current and forward-looking information that is available without undue cost or effort.

The Society presumes that the credit risk on a financial asset has increased significantly since initial recognition when contractual payments are more than 30 days past due, unless the Society has reasonable and supportable information that demonstrates otherwise.

The Society assumes that the credit risk on a financial instrument has not increased significantly since initial recognition if the financial instrument is determined to have low credit risk at the reporting date. A financial instrument is determined to have low credit risk if i) the financial instrument has a low risk of default, ii) the borrower has a strong capacity to meet its contractual cash flow obligations in the near term and iii) adverse changes in economic and business conditions in the longer term may, but will not necessarily, reduce the ability of the borrower to fulfil its contractual cash flow obligations.

The Society regularly monitors the effectiveness of the criteria used to identify whether there has been a significant increase in credit risk and revises them as appropriate to ensure that the criteria are capable of identifying significant increase in credit risk before the amount becomes past due.

*Definition of default*

The Society considers that default has occurred when a financial asset is more than 90 days past due unless the Society has reasonable and supportable information to demonstrate that a more lagging default criterion is more appropriate.

*Credit-impaired financial assets*

A financial asset is credit-impaired when one or more events that have a detrimental impact on the estimated future cash flows of that financial asset have occurred.

**SINGAPORE RED CROSS SOCIETY**

**NOTES TO FINANCIAL STATEMENTS  
31 December 2020**

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

*Write-off policy*

The Society writes off a financial asset when there is information indicating that the counterparty is in severe financial difficulty and there is no realistic prospect of recovery, e.g. when the counterparty has been placed under liquidation or has entered into bankruptcy proceedings. Financial assets written off may still be subject to enforcement activities under the Society's recovery procedures, taking into account legal advice where appropriate. Any recoveries made are recognised in profit or loss.

*Measurement and recognition of expected credit losses*

For financial assets, the expected credit loss is estimated as the difference between all contractual cash flows that are due to the Society in accordance with the contract and all the cash flows that the Society expects to receive, discounted at the original effective interest rate.

If the Society has measured the loss allowance for a financial instrument at an amount equal to lifetime ECL in the previous reporting period, but determines at the current reporting date that the conditions for lifetime ECL are no longer met, the Society measures the loss allowance at an amount equal to 12-month ECL at the current reporting date.

Derecognition of financial assets

The Society derecognises a financial asset only when the contractual rights to the cash flows from the asset expire, or when it transfers the financial asset and substantially all the risks and rewards of ownership of the asset to another party. If the Society neither transfers nor retains substantially all the risks and rewards of ownership and continues to control the transferred asset, the Society recognises its retained interest in the asset and an associated liability for amounts it may have to pay. If the Society retains substantially all the risks and rewards of ownership of a transferred financial asset, the Society continues to recognise the financial asset and also recognises a collateralised borrowing for the proceeds received.

**Financial liabilities**

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

Payables and accruals

Other payables are initially measured at fair value, net of transaction costs, and are subsequently measured at amortised cost, using the effective interest method, except for short-term payables when the effect of discounting is immaterial.

Derecognition of financial liabilities

The Society derecognises financial liabilities when, and only when, the Society's obligations are discharged, cancelled or expire.

**SINGAPORE RED CROSS SOCIETY**

**NOTES TO FINANCIAL STATEMENTS  
31 December 2020**

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

LEASES

The Society as lessee

The Society assesses whether a contract is or contains a lease, at inception of the contract. The Society recognises a right of use asset and a corresponding lease liability with respect to all lease arrangements in which it is the lessee, except for short term leases (defined as leases with a lease term of 12 months or less) and leases of low value assets. For these leases, the Society recognises the lease payments as an operating expense on a straight line basis over the term of the lease unless another systematic basis more representative of the time pattern in which economic benefits from the leased assets are consumed.

The lease liability is initially measured at the present value of the lease payments that are not paid at the commencement date, discounted by using the rate implicit in the lease. If this rate cannot be readily determined, the Society uses the incremental borrowing rate specific to the lessee.

The Society's lease payments included in the measurement of the lease liability comprise fixed lease payments (including in-substance fixed payments), less any lease incentives.

The lease liability is presented as a separate line in the statement of financial position.

The lease liability is subsequently measured by increasing the carrying amount to reflect interest on the lease liability (using the effective interest method) and by reducing the carrying amount to reflect the lease payments made.

The Society remeasures the lease liability (and makes a corresponding adjustment to the related right-of-use asset) whenever:

- the lease term has changed or there is a change in the assessment of exercise of a purchase option, in which case the lease liability is remeasured by discounting the revised lease payments using a revised discount rate;
- the lease payments change due to changes in an index or rate or a change in expected payment under a guaranteed residual value, in which cases the lease liability is remeasured by discounting the revised lease payments using the initial discount rate (unless the lease payments change is due to a change in a floating interest rate, in which case a revised discount rate is used); or
- a lease contract is modified and the lease modification is not accounted for as a separate lease, in which case the lease liability is remeasured by discounting the revised lease payments using a revised discount rate.

The right-of-use assets comprise the initial measurement of the corresponding lease liability, lease payments made at or before the commencement day and any initial direct costs. They are subsequently measured at cost less accumulated depreciation and impairment losses.

Whenever the Society incurs an obligation for costs to dismantle and remove a leased asset, restore the site on which it is located or restore the underlying asset to the condition required by the terms and conditions of the lease, a provision is recognised and measured under FRS 37. The costs are included in the related right-of-use asset, unless those costs are incurred to produce inventories.

**SINGAPORE RED CROSS SOCIETY**

**NOTES TO FINANCIAL STATEMENTS  
31 December 2020**

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

Right-of-use assets are depreciated over the shorter period of lease term and useful life of the underlying asset. If a lease transfers ownership of the underlying asset or the cost of the right-of-use asset reflects that the Society expects to exercise a purchase option, the related right-of-use asset is depreciated over the useful life of the underlying asset. The depreciation starts at the commencement date of the lease.

The right-of-use assets are presented as a separate line in the statement of financial position.

The Society applies FRS 36 to determine whether a right-of-use asset is impaired and accounts for any identified impairment loss.

As a practical expedient, FRS 116 permits a lessee not to separate non-lease components, and instead account for any lease and associated non-lease components as a single arrangement. The Society has not used this practical expedient. For a contracts that contain a lease component and one or more additional lease or non-lease components, the Society allocates the consideration in the contract to each lease component on the basis of the relative stand-alone price of the lease component and the aggregate stand-alone price of the non-lease components.

**PROPERTY, PLANT AND EQUIPMENT** - Property, plant and equipment are stated at cost less accumulated depreciation and any accumulated impairment losses.

Depreciation is charged so as to write off the cost of assets over their estimated useful lives, using the straight-line method, on the following bases:

Motor vehicles	5 years
Furniture and fittings	5 years
Medical equipment	3 to 5 years
Office equipment	3 to 5 years
Building and renovation	3 to 10 years
Computer system	3 years
Leasehold land	30 years

Construction in progress is stated at cost and is not depreciated. Cost includes direct related expenditure incurred during the period of construction and up to the completion of the construction. The accumulated costs will be reclassified to the appropriate property, plant and equipment account when the construction is substantially completed and the asset is ready for its intended use.

Fully depreciated assets which are still in use are retained in the financial statements.

The estimated useful lives, residual values and depreciation method are reviewed at the end of each year end, with the effect of any changes in estimate accounted for on a prospective basis.

The gain or loss arising from disposal or retirement of an item of property, plant and equipment is determined as the difference between the sales proceeds and the carrying amount of the asset and is recognised in profit or loss.

**DONATED ASSET** - Donated asset pertains to donation-in-kind where its value can be estimated with sufficient reliability. This value is the price that the Society estimate that they would have to pay in the open market for an equivalent item or the value that the Society expects to realise the item for. When the value of donation-in-kind cannot be estimated with sufficient reliability or is insignificant in amount, the donation-in-kind would not be recognised as part of donated assets and only income shall be included in the financial period in which the donation-in-kind is sold.

**SINGAPORE RED CROSS SOCIETY**

**NOTES TO FINANCIAL STATEMENTS  
31 December 2020**

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

**IMPAIRMENT OF NON-FINANCIAL ASSETS** - At the end of each reporting period, the Society reviews the carrying amounts of its non-financial assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

Recoverable amount is the higher of fair value less costs to sell and value-in-use. In assessing value-in-use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

If the recoverable amount of an asset (or cash-generating unit) is estimated to be less than its carrying amount, the carrying amount of the asset (cash-generating unit) is reduced to its recoverable amount. An impairment loss is recognised immediately in profit or loss.

Where an impairment loss subsequently reverses, the carrying amount of the asset (cash-generating unit) is increased to the revised estimate of its recoverable amount, but only to the extent that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset (cash-generating unit) in prior years. A reversal of an impairment loss is recognised immediately in profit or loss.

**PROVISIONS** - Provisions are recognised when the Society has a present obligation (legal or constructive) as a result of a past event, it is probable that the Society will be required to settle the obligation, and a reliable estimate can be made of the amount of the obligation.

The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the end of the reporting period, taking into account the risks and uncertainties surrounding the obligation. Where a provision is measured using the cash flows estimated to settle the present obligation, its carrying amount is the present value of those cash flows.

When some or all of the economic benefits required to settle a provision are expected to be recovered from a third party, the receivable is recognised as an asset if it is virtually certain that reimbursement will be received and the amount of the receivable can be measured reliably.

**INCOME** - Income is recognised to the extent that it is probable that the economic benefits will flow to the Society and the income can be reliably measured.

- (i) Donations and income from fund raising projects are recognised as and when the Society's entitlement to such income is established with certainty and the amount can be measured with sufficient reliability. This normally coincides with the receipt of the donation and income from the fund raising project. Donations received in advance for future fund raising projects are deferred and recognised as incoming resources as and when the fund raising projects are held;
- (ii) Grants and subsidies are recognised as income to match the related expenditure;
- (iii) Interest income on operating funds is recognised on an accrual basis;
- (iv) All other income including membership subscriptions are recognised over time on an accrual basis;
- (v) Revenue from rendering of services is recognised over time when the services are performed; and
- (vi) Programme Support Recovery income is recognised upon receipt and disbursement of solicited and unsolicited donations for international relief and assistance.

**SINGAPORE RED CROSS SOCIETY**

**NOTES TO FINANCIAL STATEMENTS  
31 December 2020**

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

GOVERNMENT GRANTS - Government grants are not recognised until there is reasonable assurance that the Society will comply with the conditions attached to them and the grants will be received.

Grants for the purchase of depreciable assets are taken to the deferred capital grants upon utilisation of the grants if the assets are capitalised. Deferred capital grants are recognised in the statement of financial activities and other comprehensive income over the periods necessary to match the depreciation of the assets financed by the related grants. On disposal of an item of property, plant and equipment, the balance of the related grants is recognised in the statement of financial activities and other comprehensive income to match the net carrying amount of the property, plant and equipment disposed.

Other government grants are recognised as income over the periods necessary to match them with the costs for which they are intended to compensate, on a systematic basis. Government grants that are receivable as compensation for expenses or losses already incurred or for the purpose of giving immediate financial support to the Society with no future related costs are recognised in profit or loss in the period in which they become receivable.

UNRESTRICTED FUNDS - The unrestricted funds are funds which are available to be used for any of the Society's purposes.

RESTRICTED FUND - The restricted funds are funds which are available to be used for specific purposes programs.

INTERNATIONAL RELIEF FUNDS - International relief funds are set up to account for funds held in trust where the Society is not the owner and beneficiary of the funds received from the public. The receipts and expenditure in respect of agency funds are taken directly to the funds accounts and the net assets relating to the funds are shown as a separate line item in the statement of financial position.

RETIREMENT BENEFIT COSTS - Payments to defined contribution retirement benefit plans are charged as an expense when employees have rendered the services entitling them to the contributions. Payments made to state-managed retirement benefit schemes, such as the Singapore Central Provident Fund, are dealt with as payments to defined contribution plans where the Society's obligations under the plans are equivalent to those arising in a defined contribution retirement benefit plan.

EMPLOYEE LEAVE ENTITLEMENT - Employee entitlements to annual leave are recognised when they accrue to employees. A provision is made for the estimated liability for annual leave as a result of services rendered by employees up to the end of the reporting period.

**SINGAPORE RED CROSS SOCIETY**

**NOTES TO FINANCIAL STATEMENTS  
31 December 2020**

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

FOREIGN CURRENCY TRANSACTIONS AND TRANSLATION - The financial statements are measured and presented in Singapore dollars, which is the currency of the primary economic environment in which the Society operates (its functional currency).

In preparing the financial statements, transactions in currencies other than the Society's functional currency are recorded at the rate of exchange prevailing on the date of the transaction. At the end of the reporting period, monetary items denominated in foreign currencies are retranslated at the rates prevailing at the end of the reporting period. Non-monetary items carried at fair value that are denominated in foreign currencies are retranslated at the rates prevailing on the date when the fair value was determined. Non-monetary items that are measured in terms of historical cost in a foreign currency are not retranslated.

Exchange differences arising on the settlement of monetary items, and on retranslation of monetary items are included in profit or loss for the period.

3 CRITICAL ACCOUNTING JUDGEMENTS AND KEY SOURCES OF ESTIMATION UNCERTAINTY

In the application of the Society's accounting policies, which are described in Note 2, management is required to make judgements, estimates and assumptions about the carrying amounts of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

***Critical judgements in applying the Society's accounting policies***

Management is of the opinion that any instances of application of judgements on the Society's accounting policies are not expected to have a significant effect of the amounts recognised in the financial statements.

***Key sources of estimation uncertainty***

The Society does not have any key sources of estimation uncertainty at the end of the reporting period that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year, except as discussed below.

Valuation of donated asset

As described in Note 2, the value of donation-in-kind (Note 9) in 2019 was estimated based on the price the Society expects to pay in the open market for an equivalent item or the value that the Society was expected to realise the item for. In estimating the value, management exercised judgement by considering the publicly available information of the recent transacted prices of similar properties.

**SINGAPORE RED CROSS SOCIETY**

**NOTES TO FINANCIAL STATEMENTS  
31 December 2020**

4 FINANCIAL INSTRUMENTS, FINANCIAL RISKS AND CAPITAL MANAGEMENT

**(a) Categories of financial instruments**

The following table sets out the financial instruments as at the end of the reporting period:

	2020	2019
	\$	\$
<b>Financial assets</b>		
Debt instruments at FVTOCI	2,886,318	3,076,350
Equity instrument designated at FVTOCI	-	102,800
Financial assets at amortised cost	<u>21,729,919</u>	<u>11,509,731</u>
<b>Financial liabilities</b>		
Financial liabilities at amortised cost	1,386,006	1,186,651
Lease liabilities	<u>138,834</u>	<u>83,699</u>

**(b) Financial risk management policies and objectives**

Management monitors and manages the financial risks relating to the operations of the Society to minimise adverse potential effects on financial performance. These risks include market risk (including foreign exchange risk and interest rate risk), investment price risk, credit risk, liquidity risk and fair value risk. Management manages and monitors these exposures to ensure appropriate measures are implemented in a timely and effective manner.

There has been no change to the Society's exposure to these financial risks or the manner in which it manages and measures these risk. Market risk exposures are measured using sensitivity analysis indicated below:

(i) Foreign exchange risk management

The Society transacts mainly in Singapore dollars and is therefore not exposed to any significant foreign currency risk.

(ii) Interest rate risk management

The Society is exposed to interest rate risk as changes in interest rates affect the market value of its investment portfolio. The Society has no significant interest-bearing financial liabilities other than lease liabilities. The incremental borrowing rate applied for lease liabilities is fixed at 4.25% (2019 : 4.25%).

No sensitivity analysis is prepared as the Society does not expect any material effect on the Society's surplus for the year arising from the effects of reasonably possible changes to interest rates on interest bearing financial instruments at the end of the reporting period.

**SINGAPORE RED CROSS SOCIETY**

**NOTES TO FINANCIAL STATEMENTS  
31 December 2020**

4 FINANCIAL INSTRUMENTS, FINANCIAL RISKS AND CAPITAL MANAGEMENT (cont'd)

(iii) Investment price risk management

Investment price risk arises mainly from uncertainty about the future prices of financial instruments invested by the Society. It represents the potential financial loss the Society might suffer through holding investments in the face of price movements. It is the Society's policy to achieve an appropriate diversification in its investment portfolio in order to mitigate such risk. Further information is disclosed in Note 4b(vi).

(iv) Credit risk management

Credit risk is the potential financial loss resulting from the failure of a counterparty to settle its financial and contractual obligations to the Society, as and when they fall due. The maximum exposure to credit risk in the event that the counterparties fail to perform their obligations as at the end of financial year in relation to each class of recognised financial assets is the carrying amounts of those assets as stated in the statement of financial position.

The Society develops and maintains its credit risk gradings to categorise exposures according to their degree of risk of default. The Society has a significant concentration of credit risk with a government body representing 20% (2019 : 54%) of the total other receivable, deposits and prepayments of the Society. The majority of the Society's receivables relate to grant receivables from government bodies which is assessed as having low credit risk.

The Society has adopted procedures in monitoring its credit risk. Cash and bank balances are held with reputable institutions and are subject to immaterial credit loss.

The Society does not have any significant credit risk exposure to any single counterparty.

(v) Liquidity risk management

Liquidity risk refers to the risk that the Society is unable to pay its creditors due to insufficient funds. The Society is primarily funded via grants and donations and it attempts to ensure sufficient liquidity at all times through efficient cash management. All financial assets and financial liabilities are repayable on demand or due within 1 year from the end of the reporting period, except for debt instruments at FVTOCI, equity instrument designated at FVTOCI classified as non-current assets and lease liabilities.

**SINGAPORE RED CROSS SOCIETY**

**NOTES TO FINANCIAL STATEMENTS  
31 December 2020**

4 FINANCIAL INSTRUMENTS, FINANCIAL RISKS AND CAPITAL MANAGEMENT (cont'd)

(vi) Fair value of financial assets and financial liabilities

The carrying amounts of financial assets and financial liabilities approximate their respective fair values due to the relatively short-term maturity of these financial instruments, other than lease liabilities as disclosed in Note 15 to the financial statements.

The Society determines fair values of financial assets in the following manner:

Financial assets	Fair value as at		Fair value hierarchy	Valuation techniques and key inputs	Sensitivity Analysis (Note 1)	
	2020	2019			2020	2019
	Assets	Assets				
	\$	\$			\$	\$
1) Quoted equity shares (Note 13)	-	102,800	Level 1 (2019 : level 1)	Quoted bid prices in an active market.	-	10,280
2) Quoted debt securities (Note 12)	2,886,383	3,076,350	Level 1 (2019 : level 1)	Quoted bid prices in an active market.	288,638	307,635

Note 1: If the quoted prices are 10% higher/lower while all the other variables were held constant, the Society's investment revaluation reserve would increase/decrease as detailed in the above table.

There were no transfers between levels of the fair value hierarchy in the period.

Except as disclosed in the above table, the Society had no other financial assets or liabilities carried at fair value.

**(c) Capital management policies and objectives**

The Society manages its capital to ensure it will be able to continue as a going concern. The capital structure of the Society consists only of funds and reserves. Management reviews the capital structure on a regular basis. The Society's overall strategy remains unchanged from 2019.

5 COMPENSATION OF KEY MANAGEMENT PERSONNEL

The remuneration of the member of Council management during the year are as follows:

	2020	2019
	\$	\$
Short-term benefits	176,260	162,500
Post-employment benefits	8,528	7,981
	<u>184,788</u>	<u>170,481</u>

**SINGAPORE RED CROSS SOCIETY**

**NOTES TO FINANCIAL STATEMENTS  
31 December 2020**

5 COMPENSATION OF KEY MANAGEMENT PERSONNEL (cont'd)

The Society paid for the following expenses incurred by Council members for official events and meetings.

	2020	2019
	\$	\$
Travel and meeting expenses	2,256	6,613
Number of office bearers	1	2

6 CASH AND CASH EQUIVALENTS

	2020	2019
	\$	\$
Fixed deposits	-	2,473,309
Cash at bank balances	19,563,249	6,695,536
	<u>19,563,249</u>	<u>9,168,845</u>

In 2019, fixed deposits bore interest of 1.70% per annum and for a tenure of 15 days.

7 OTHER RECEIVABLE, DEPOSITS AND PREPAYMENTS

	2020	2019
	\$	\$
Blood Donor Programme subsidy receivable from Health Sciences Authority	604,076	535,780
Grants/Funding receivable	983,874	1,397,255
Job Support Scheme grant receivable	181,446	-
Deposits and prepayments	871,575	694,444
Interest receivable	28,641	32,689
Wages Credit Scheme receivable	135,883	105,347
Training Academy fees and Transport Aid fees receivable	214,280	218,969
Others	18,470	50,846
	<u>3,038,245</u>	<u>3,035,330</u>

Receivables are not past due and not impaired.

8 ASSET HELD-FOR-SALE

Subsequent to the end of current reporting period, the Society and the other owner have accepted an offer to sell the Donated Asset (Note 9) at a consideration of \$999,999. The transaction is expected to be completed within the next 12 months.

**SINGAPORE RED CROSS SOCIETY**

**NOTES TO FINANCIAL STATEMENTS  
31 December 2020**

9 DONATED ASSET

Donated asset relates to donation-in-kind of 40% ownership of an apartment from a third party. In 2019, the value of the donated asset was estimated based on publicly available information of the recent transacted prices of similar properties.

During 2020, the Society and the other owner had the intention to sell and had put up the apartment for sale. The sale is expected to be completed within the next 12 months and had been reclassified to "Asset held-for-sale" (Note 8).

**SINGAPORE RED CROSS SOCIETY  
NOTES TO FINANCIAL STATEMENTS  
31 December 2020**

10 PROPERTY, PLANT AND EQUIPMENT

	Motor vehicles	Furniture and fittings	Medical equipment	Office equipment	Building and renovation	Computer system	Construction in progress	Total
	\$	\$	\$	\$	\$	\$	\$	\$
<b>Cost</b>								
At 1 January 2019	1,610,648	368,897	664,867	877,032	1,997,367	351,064	173,660	6,043,535
Additions	-	5,215	117,675	35,570	21,000	320,780	-	500,240
At 31 December 2019	1,610,648	374,112	782,542	912,602	2,018,367	671,844	173,660	6,543,775
Additions	349,758	-	163,495	3,379	5,900	87,458	-	609,990
At 31 December 2020	1,960,406	374,112	946,037	915,981	2,024,267	759,302	173,660	7,153,765
<b>Accumulated depreciation</b>								
At 1 January 2019	1,078,090	368,897	410,570	684,668	1,978,043	116,536	-	4,636,804
Depreciation for the year	214,218	665	88,138	98,709	13,065	179,315	-	594,110
At 31 December 2019	1,292,308	369,562	498,708	783,377	1,991,108	295,851	-	5,230,914
Depreciation for the year	210,424	1,043	104,968	67,214	13,772	212,500	-	609,921
At 31 December 2020	1,502,732	370,605	603,676	850,591	2,004,880	508,351	-	5,840,835
<b>Carrying amount</b>								
At 31 December 2019	318,340	4,550	283,834	129,225	27,259	375,993	173,660	1,312,861
At 31 December 2020	457,674	3,507	342,361	65,390	19,387	250,951	173,660	1,312,930

**SINGAPORE RED CROSS SOCIETY**

**NOTES TO FINANCIAL STATEMENTS  
31 December 2020**

10 PROPERTY, PLANT AND EQUIPMENT (cont'd)

In addition to the above property, plant and equipment, the Society occupies the building, Red Cross House, situated at 15 Penang Lane, with lease term of 30 years commencing from 23 March 2016, on a rent-free basis till the end of the lease term. The building has been gazetted as a conservation building and the rent-free arrangement is expected to continue beyond the lease term until further notice.

11 RIGHT-OF-USE ASSETS

The Society lease land, office space and computer equipment with lease term of 30, 10 and 5 years, respectively.

	Leasehold land	Office space	Computer equipment	Total
	\$	\$	\$	\$
<b>Cost:</b>				
At 1 January 2019 and 31 December 2019	1,841,093	80,454	45,127	1,966,674
Addition	-	-	99,344	99,344
At 31 December 2020	1,841,093	80,454	144,471	2,066,018
<b>Accumulated depreciation:</b>				
At 1 January 2019	166,647	-	-	166,647
Depreciation for the year	61,370	21,942	22,487	104,975
At 31 December 2019	226,017	21,942	21,663	269,622
Depreciation for the year	61,370	21,942	22,487	105,799
At 31 December 2020	287,387	43,884	44,150	375,421
Carrying amount:				
At 31 December 2019	1,615,076	58,512	23,464	1,697,052
At 31 December 2020	1,553,706	36,570	100,321	1,690,597

12 DEBT INSTRUMENTS AT FAIR VALUE THROUGH OTHER COMPREHENSIVE INCOME

	2020	2019
	\$	\$
Quoted debt instruments at FVTOCI:		
At beginning of the year	3,076,350	3,038,028
Redemption during the year	(250,000)	-
Remeasurement of fair value	60,033	38,322
At end of the year	2,886,383	3,076,350
Current	-	251,500
Non-current	2,866,383	2,824,850

**SINGAPORE RED CROSS SOCIETY**

**NOTES TO FINANCIAL STATEMENTS  
31 December 2020**

12 DEBT INSTRUMENTS AT FAIR VALUE THROUGH OTHER COMPREHENSIVE INCOME (cont'd)

The investments in debt instruments have interest rates ranging from 2.36% to 3.48% (2019 : 2.36% to 3.48%) per annum and have maturity dates ranging from 2022 to 2024 (2019 : 2020 to 2024).

These redeemable notes are held by the Society within a business model whose objective is both to collect contractual cash flows which are solely payments of principal and interest on the principal amount outstanding and to sell these financial assets. Accordingly, these are classified as at FVTOCI.

For purpose of impairment assessment, management has assessed the credit risk to be low and there has been no change in the estimation techniques or significant assumptions made during the current reporting period in assessing the loss allowance for these financial assets.

13 EQUITY INSTRUMENT DESIGNATED AT FAIR VALUE THROUGH OTHER COMPREHENSIVE INCOME

	2020	2019
	\$	\$
Quoted equity instrument designated at FVTOCI:		
At beginning of the year	102,800	104,950
Redemption during the year	(100,000)	-
Remeasurement of fair value	(2,800)	(2,150)
At end of the year	-	102,800

The investment in quoted equity security offered the Society the opportunity for return through dividend income and fair value gains. Change in fair value was recognised as part of investment valuation reserve.

Investment in equity instrument was held for medium to long-term strategic purposes. Accordingly, management had elected to designate this as at FVTOCI as they believed that recognising short-term fluctuations in these investment's fair value in profit or loss would not be consistent with the Society's strategy of holding this investment for long-term purposes and realising the performance potential in the long run.

14 OTHER PAYABLES AND ACCRUALS

	2020	2019
	\$	\$
Accrued operating expenses	1,224,757	982,363
Grants received in advance from Lee Foundation	378,031	448,328
Grants received in advance for Specific Projects	782,201	234,155
Employee benefits	133,977	202,228
Residents' deposits from Home for the Disabled	2,060	2,060
Grants received in advance from Community Silver Trust and Care and Share Fund	1,297,760	446,645
Grants received in advance for purchase of vehicle	194,345	175,708
Grants received in advance for Community Services	538,362	273,262
Grants received in advance from Tote Board and Ministry of Social and Family Development	25,213	-
Donations received in advance for Covid-19 Singapore	3,649,740	-
Donations received in advance for Center of Excellence for Pandemic Preparedness	197,349	-
	8,423,795	2,764,749

**SINGAPORE RED CROSS SOCIETY**

**NOTES TO FINANCIAL STATEMENTS  
31 December 2020**

14 OTHER PAYABLES AND ACCRUALS (cont'd)

The Covid-19 Singapore fund raised \$5,299,417 during the year. From the fund, \$1,649,677 was spent during the year, mostly on care packages for the elderly, migrant workers and infant care packages for needy families. As of 31 December 2020, \$3,649,740 remains in the fund and will be utilised towards Covid-related relief for the vulnerable in Singapore in 2021 and future years.

The movement of grants received in advance from Community Silver Trust and Care and Share Fund are as follow:

	Community Silver Trust	Care and Share Fund	Total
	\$	\$	\$
As at 1 January 2019	614,415	(266,782)	347,633
Grants received during the year	-	870,000	870,000
Transfer to statement of financial activities and other comprehensive income	(113,939)	(511,261)	(625,200)
Transfer to deferred capital grant	(113,619)	(32,169)	(145,788)
Balance as at 31 December 2019	386,857	59,788	446,645
Grants received during the year	692,292	870,000	1,562,292
Transfer to statement of financial activities and other comprehensive income	(149,806)	(168,164)	(317,970)
Transfer to deferred capital grant	(55,070)	(338,137)	(393,207)
Balance at 31 December 2020	874,273	423,487	1,297,760

15 LEASE LIABILITIES (The Society as lessee)

	2020	2019
	\$	\$
Maturity analysis:		
Year 1	47,956	44,698
Year 2	39,511	25,866
Year 3	22,090	17,422
Year 4	22,089	-
Year 5	19,348	-
	150,994	87,986
Less: Unearned interest	(12,160)	(4,287)
	138,834	83,699
Analysed as:		
Current	42,884	41,986
Non-current	95,950	41,713
	138,834	83,699

The Society does not face a significant liquidity risk with regard to its lease liabilities.

**SINGAPORE RED CROSS SOCIETY**

**NOTES TO FINANCIAL STATEMENTS  
31 December 2020**

15 LEASE LIABILITIES (The Society as lessee) (cont'd)

The table below details changes in the Society's liabilities arising from financing activities, including both cash and non-cash changes. Liabilities arising from financing activities are those for which cash flows were, or future cash flows will be, classified in the Society's statement of cash flows as cash flows from financing activities.

	1 January 2019	Financing cash flows	31 December 2019
	\$	\$	\$
Lease liabilities	125,581	(41,882)	83,699

	1 January 2020	Non-cash changes New lease liabilities	Financing cash flows	31 December 2020
	\$	\$	\$	\$
Lease liabilities	83,699	99,344	(44,209)	138,834

16 DEFERRED CAPITAL GRANTS

	2020	2019
	\$	\$
At the beginning of financial year	672,804	646,322
Transfer from grants received in advance	574,170	392,197
Transfer to statement of financial activities and other comprehensive income		
- Community Silver Trust	(134,683)	(138,771)
- Care and Share Fund	(142,033)	(108,668)
- Others	(137,737)	(118,276)
	(414,453)	(365,715)
At the end of the financial year	832,521	672,804

**SINGAPORE RED CROSS SOCIETY**

**NOTES TO FINANCIAL STATEMENTS  
31 December 2020**

**17 RESTRICTED FUNDS**

The fund comprises the cumulative operating surplus related to the operations of Home for the Disabled and Transport Aid.

	Home for the Disabled	Transport Aid	Total
	\$	\$	\$
Operating surplus at 1 January 2019	-	-	-
Deficit for the year	(281,862)	(427,554)	(709,416)
Transfer from restricted funds to unrestricted fund	(10,448)	(1,280)	(11,728)
Transfer from unrestricted fund to restricted funds	292,310	428,834	721,144
Balance as at 31 December 2019	-	-	-
Surplus (Deficit) for the year	251,689	(561,623)	(309,934)
Transfer from restricted funds to unrestricted fund	(1,423)	(755)	(2,178)
Transfer from unrestricted fund to restricted funds	-	562,378	562,378
Balance at 31 December 2020	250,266	-	250,266

**18 INTERNATIONAL RELIEF FUNDS ("IRF")**

The Society receives donations from the public in response to international public appeals for relief efforts in disaster and crisis-stricken countries. The funds received are in the custody of the Society and are disbursed to the International Federation of Red Cross and Red Crescent Societies ("IFRC"), International Committee of the Red Cross ("ICRC") or national societies of affected countries for specific relief cause and development work specified in the public appeal. These are not reflected in the statement of financial position and statement of financial activities and other comprehensive income of the Society. The Society had set up the Committee on Humanitarian Assistance and International Response to administer the IRF.

	2020	2019
	\$	\$
Represented by:		
- Fixed deposits	5,000,000	15,183,500
- Cash at bank and in hand	18,651,403	7,646,049
- Interest receivable	155,808	111,541
	<u>24,137,211</u>	<u>22,941,090</u>

**SINGAPORE RED CROSS SOCIETY  
NOTES TO FINANCIAL STATEMENTS  
31 December 2020**

**18 INTERNATIONAL RELIEF FUNDS ("IRF") (cont'd)**

Designated country/disaster	At beginning of the year	Collections	Disbursements	Interest earned	Programme Support Recovery	Other expenditures*	Transfer To HRF	At end of the year
	\$	\$	\$	\$	\$	\$	\$	\$
Miscellaneous Funds	1,838,028	147,084	(138,816)	1,849	(1,745)	-	(241,353)	1,605,047
Indonesia Relief Fund	336,520	174,736	(242,044)	2,053	(6,245)	-	-	265,020
China Earthquake Relief Fund	2,827,227	450	(4,000)	48,564	(94)	-	(216,623)	2,655,524
Myanmar Cyclone Relief Fund	740,569	-	(50,047)	7,796	(1,001)	-	-	717,317
Indonesia Padang Earthquake	125,789	-	-	2,354	-	-	-	128,143
Philippines Tropical Storm	101,125	-	-	1,892	-	-	-	103,017
Haiti Relief Fund	75,972	-	-	-	-	-	(75,972)	-
Japan Disaster Relief Fund	3,885,571	-	(397,289)	53,028	(7,946)	(16,114)	-	3,497,250
Sichuan Earthquake	236,800	-	(50,000)	4,806	(1,000)	(5,304)	-	261,606
Haiyan Relief Fund	1,467,517	-	(1,606)	17,113	(32)	-	(532,144)	896,182
Malaysian Flood Relief Fund	151,239	-	-	-	-	-	-	149,601
Cyclone Pam Relief Fund	33,460	-	-	389	-	-	-	33,849
Myanmar Floods Relief Fund	172,166	5,312	-	2,226	(2,203)	-	-	177,501
South India Floods 2015	243,386	-	(41,167)	4,198	(823)	-	-	205,594
Nepal Earthquake Relief Fund	2,666,964	-	(414,041)	32,787	(8,281)	(8,306)	-	2,229,123
Japan Earthquake	203,956	-	-	1,943	-	-	-	205,899
Ecuador Earthquake	49,420	-	-	372	-	-	-	49,792
Tidal Waves Asia Fund	1,117,814	-	(209,330)	14,789	(4,187)	-	-	919,086
Rakhine Relief Fund	52,395	-	-	269	-	-	-	52,664
Sri Lanka Floods	102,452	-	-	1,597	-	-	-	104,049
Laos Floods	262,811	7,614	(88,172)	1,089	(1,992)	-	-	181,350
Lombok Earthquake	189,888	3,004	(3)	1,174	(90)	-	-	193,973
South India Floods 2019	314,128	1,390	(1,151)	599	(65)	-	-	314,901
Sulawesi Earthquake	1,666,986	668	(59)	22,584	(21)	-	-	1,690,158
Sunda Strait Tsunami	292,173	-	-	5,178	-	-	-	297,351
Coronavirus19 (China)	-	8,592,995	(6,136,364)	50,782	(315,647)	(124,248)	-	2,067,518
Australia Bush Fires 2020	-	753,336	(510,850)	6,513	(32,817)	(21,418)	-	194,764
Beirut Explosion 2020	-	496,951	(57,641)	2,978	(16,061)	-	-	426,227
SEA Flood 2020	-	365,379	(209,068)	1,040	(15,143)	-	-	142,208
Disaster Response Emergency Fund	3,355,310	-	(545,147)	57,935	(18,141)	-	-	2,849,955
Humanitarian Response Fund	451,426	1,056,292	(3,484)	8,382	(75)	-	-	1,522,542
	22,941,090	11,615,211	(9,100,279)	356,280	(433,609)	(175,390)	(1,066,092)	24,137,211

\* Other expenditures comprise of the recharge of staff cost (Note 22).

**SINGAPORE RED CROSS SOCIETY**

**NOTES TO FINANCIAL STATEMENTS  
31 December 2020**

18 INTERNATIONAL RELIEF FUNDS ("IRF") (cont'd)

**Miscellaneous funds - These balances were either:**

- (i) Residual amounts or donations made after the planned relief efforts had been completed; or
- (ii) Donations made for specific countries for which the Society had not made any appeals.

**Indonesia Relief Fund** - The Society has utilised the funds to purchase 10 urgently-needed ventilators for Palang Merah Indonesia (Indonesia Red Cross) to distribute to local hospitals which are in dire need of these ventilators for COVID-19 patients.

**China Earthquake Relief Fund** - The Society has committed to support projects in partnership with the Red Cross Society of China and the Sichuan Province Foundation of Poverty Alleviation in infrastructure and community projects.

**Myanmar Cyclone Relief Fund** - The Society is working together with the Myanmar Red Cross Society (MRCS) in identifying humanitarian projects including the provision of digital equipment and information sharing projects. In view of the COVID-19 pandemic, SGD 50,000 was also disbursed to MRCS for the purchase of PPEs and hygiene kits which were distributed to frontliners such as volunteers and those working in the healthcare sector.

**Indonesia Padang Earthquake** - The Society is in discussion with the Palang Merah Indonesia (Indonesia Red Cross) to utilise the balance funds for rebuilding or resilience-building programmes.

**Philippines Tropical Storm** - The Society will work together with the Philippine Red Cross and other Non-Governmental Organisations ("NGOs") to undertake community programmes.

**Haiti Relief Fund** - The Society has utilised the funds for health programmes for disaster stricken areas in Haiti.

**Japan Disaster Relief Fund** - Most of the projects committed by the Society have been completed, with funds fully disbursed to the partners. Funds have been committed to support a scholarship programme for college students from low income families in Rikuzentakata City. When travel restrictions are lifted, the Society also plans to use the funds for exchanges between the students in the scholarship programme and the Red Cross Youth Chapters. The fund has also been utilised to purchase PPEs for the Japanese Red Cross Society (JRCS) during the COVID-19 outbreak in 2020.

**Sichuan Earthquake** - The Society disbursed funds to the Red Cross Society of China during the acute phase and will scope and undertake new projects.

**Haiyan Relief Fund** - The Society disbursed funds to various implementing partners including Philippine Red Cross (PRC), IFRC and ICRC. Acute phase efforts are completed, reconstruction efforts have been ongoing with partners from the Red Cross Movement and other credible local NGOs such as ASSISI Development Foundation and REACT Bantayan. The fund was also used to purchase first aid kits for the communities benefiting from the Haiyan rebuilding projects, and purchase PPEs for PRC and local NGO, REACT Bantayan during the COVID-19 outbreak in 2020.

**Malaysian Flood Relief Fund** - The Society is working with the Malaysian Red Crescent Society (MRCS) to identify suitable humanitarian projects in the flood affected areas. The fund has also been utilised to purchase PPEs for MRCS during the COVID-19 outbreak in 2020.

**Cyclone Pan Relief Fund** - The Society has supported Vanuatu Red Cross in disaster management programmes and the tropical cyclone-affected communities, such as first aid and livelihood activities.

**Myanmar Floods Relief Fund** - The Society will continue to work with the Myanmar Red Cross Society (MRCS) on recovery projects supporting the floods affected regions, including the support of the recovery of schools, livelihoods etc.

**SINGAPORE RED CROSS SOCIETY**

**NOTES TO FINANCIAL STATEMENTS  
31 December 2020**

18 INTERNATIONAL RELIEF FUNDS ("IRF") (cont'd)

**South India Floods 2015** - The Society will work with the Indian Red Cross Society (IRCS) on recovery projects, focusing on schools and livelihoods of the affected communities by the South India Floods in 2015. The fund has been committed to support medical activities of the IRCS, Tamil Nadu Branch in the slum areas of Tamil Nadu. During the COVID-19 outbreak in 2020, the fund was also utilised to purchase one unit of an Automated Blood Collection Machine which can be used to collect the plasma from recovered COVID-19 patients.

**Nepal Earthquake Relief Fund** - The Society has identified over 50 community facilities to be rebuilt together with partners including Praramva, Himalayan Aid, Rolwaling Sagag Choling Monastery, Compassionate Hands for Nepal, Living Hope for Nepal, Touch Community, Operation Hope Foundation, HANDs, D2N, Nepal Red Cross. Funds will also be used to improve on or refurbish facilities that were previously funded by SRC.

**Japan Earthquake** - The Society will continue to seek community projects to support earthquake affected people together with the Japanese Red Cross Society and other partners.

**Ecuador Earthquake** - The Society will continue to work with Ecuadorian Red Cross on providing disaster risk reduction activities for the earthquake affected communities.

**Tidal Waves Asia Fund ("TAAF")** - The Society had set up the Tsunami Reconstruction Facilitation Committee ("TRFC") to administer the fund. This fund is used to help victims affected by the earthquake and tsunami which occurred on 26 December 2004. To date, the TRFC had approved funding for projects initiated by the Society, joint projects with the government and corporate sector, and projects by Singapore-registered Social Service Agencies and NGOs. The Society continues to work with the various parties in Indonesia, Maldives and Sri Lanka, in projects to enhance education and health facilities.

**Rakhine Relief Fund** - Working with the Myanmar Red Cross and Red Cross Movement partners, the Society will commit to support all the communities affected by the current violent clashes in Rakhine.

**Sri Lanka Floods** - The Society has been working in Sri Lanka for more than 12 years, since the deadly Indian Ocean tsunami, supporting impactful projects in areas such as education, medical and health, emergency response, disaster management, training and the equipping of disaster response teams.

**Laos Floods** - The Society is working closely with Lao Red Cross Society (LRCS) to provide relief disaster aid to areas affected by flash floods as a result of the hydropower dam collapse in Southeast Laos. Funds will be used for the rehabilitation of school facilities and disaster risk reduction activities.

**Lombok Earthquake** - The Society is working closely with the Indonesian Red Cross (Palang Merah Indonesia or "PMI") teams and are assisting with first aid and emergency supplies to support relief distribution in the affected communities in Lombok, Indonesia. Funds will be committed to the rebuilding of public schools and distribution of school kits.

**South India Floods 2018** - The Society is working closely with the Indian Red Cross Society (IRCS) to deliver critical relief supplies to areas affected by torrential rain and monsoon floods in India in 2018. Community projects that focus on WASH, education and livelihood have been identified and funds will be committed to support these programmes.

**Sulawesi Earthquake** - The Society is working closely with the Indonesian Red Cross and closely monitoring the situation across four affected cities and regencies: Palu city, Donggala, Sigi and Parigi Mouton to conduct ground assessments and to support the Palang Merah Indonesia ("PMI" - Indonesian Red Cross) to distribute relief supplies to displaced families. The Society is also working closely with NGOs like HAND to support a mobile kitchen which can be used to provide food in times of disasters.

**SINGAPORE RED CROSS SOCIETY**

**NOTES TO FINANCIAL STATEMENTS  
31 December 2020**

18 INTERNATIONAL RELIEF FUNDS ("IRF") (cont'd)

**Sunda Strait Tsunami** - In response to the tsunami following a volcanic eruption that hit the coast around the Sunda Straits in Indonesia on 22 December 2019, the Singapore Red Cross (SRC) will, in the first instance, extend \$50,000 in humanitarian aid to support affected communities. The Society has also launched a month-long public appeal (26 December 2019 to 25 January 2020) for donations, which will go towards the purchase of relief items for displaced survivors; and longer-term recovery and rebuilding efforts. The Society will continue to work closely with the Indonesian Red Cross (Palang Merah Indonesia or "PMI") to identify projects that would benefit the communities in the area.

**Australia Bush Fires** - In response to the widespread bushfires in Australia in January 2020, the Singapore Red Cross (SRC) launched a public appeal for donations, and in the first instance pledged S\$50,000 to support the relief and recovery operations of the Australian Red Cross (ARC). Subsequently, an additional S\$450,000 was committed to support the ARC's recovery programme which includes livelihood support, psychosocial support, infrastructure repair support, emergency and re-establishment grants for those whose homes were destroyed, residence repair grants, bereavement payments for next-of-kin, and injury grants for people injured during the fires. The Society will continue to work with ARC to identify suitable programmes that will benefit the communities affected by the bushfires.

**Philippines Taal Volcano** - In response to the eruption of Taal Volcano in January 2020, the Singapore Red Cross (SRC) launched a public appeal for donations, and in the first instance extended US\$50,000 towards the humanitarian relief efforts of the Philippine Red Cross (PRC). Funds will be committed to support a shelter project that would benefit 33 families whose homes were destroyed by the volcanic eruption.

**Coronavirus 19 - China** - In February 2020, a public appeal for donations was launched by the Singapore Red Cross (SRC) in view of the rapid spreading of COVID-19 in China. Funds raised were committed to support the relief and recovery programmes of the IFRC, Red Cross Society of China, and both international and local NGOs such as World Vision, Shenzhen One Foundation, Sichuan Province Foundation for Poverty Alleviation, China Foundation for Poverty Alleviation and Beijing United Charity Federation. The Society will continue to work with these organisations to support groups that are the most vulnerable to the effects of the virus.

**Beirut Explosion 2020** - In August 2020, the Singapore Red Cross (SRC) made an initial contribution of S\$50,000 to support the Lebanese Red Cross (LRC) in providing emergency response and medical support to those affected by the devastating explosions in Beirut. A public fundraising appeal was also launched at the same time and SRC is working closely with LRC to provide support for its health / medical related activities for those affected by the blast.

**SEA Flood 2020** - In response to the storm surges and torrential floods that affected communities in Southeast Asia, the Singapore Red Cross (SRC) launched a public fundraising appeal to aid disaster relief and recovery operations in countries that were affected (Cambodia, Laos and Vietnam). Additionally, SRC also contributed US\$75,000 each to the Cambodian Red Cross, Lao Red Cross and Viet Nam Red Cross to support their relief and recovery operations. SRC will continue to work with these National Societies to support WASH (Water, Sanitation and Hygiene) supplies, such as water filtration systems, water tanks, sanitation systems, hygiene kits for displaced and vulnerable persons.

**Disaster Response Emergency Fund ("DREF")** - In 2012, the Society received approval from the Charities Unit of Ministry of Culture, Community and Youth (MCCY) to transfer \$5,000,000 of the TWAF to DREF. The fund was set up to enable the Society to provide assistance to disaster afflicted countries during acute emergency phases and recovery phases. The fund is administered in a similar manner as the TWAF, and its use is restricted to disaster relief efforts undertaken by the Society or jointly with partners. Besides allowing the Society to do rapid deployment, the fund is also used to train and prepare responders for rapid deployment and to equip the Society for such purposes.

**SINGAPORE RED CROSS SOCIETY**

**NOTES TO FINANCIAL STATEMENTS  
31 December 2020**

18 INTERNATIONAL RELIEF FUNDS ("IRF") (cont'd)

**Humanitarian Response Fund ("HRF")** - The fund was set up in 2014 to consolidate the inactive unsolicited funds with balances not sufficient to undertake any project or activity individually. These funds are consolidated into a common pool to undertake small-scale (below \$50,000) humanitarian projects within and beyond the region. The fund is used for small rehabilitation projects in Association of Southeast Asian Nations (ASEAN) and beyond, as well as, to provide training to better prepare vulnerable communities against natural and man-made disasters. Approval has also been sought from the Committee on Humanitarian Assistance and International Response (CHAIR) to utilise this fund for SRC's Restoring Family Links (RFL) programmes such as providing limited assistance to Singaporeans overseas caught up in challenging circumstances, and the "Last Mile Initiative" where injured or distressed migrant workers in Singapore are assisted with arrangements for returning home.

19 INCOME TAXATION

The Society is an approved charity institution under the Charities Act and Regulations and is exempted from tax under the Income Tax Act.

20 TAX EXEMPT RECEIPT

The Society enjoys a concessionary tax treatment whereby qualifying donors are granted 2.5 times tax deduction for the donations made to the Society.

	2020	2019
	\$	\$
Donations for which tax exempt receipts were issued	10,565,454	5,008,124

21 PROGRAMME SUPPORT RECOVERY

With effect from 1 January 2011, the Society has levied a Programme Support Recovery charge on all solicited and unsolicited donations for international relief and assistance at the following rates:

First \$5,000,000	5%
Next \$10,000,000	2%
Amounts above \$15,000,000	1%

60% of the programme support recovery charge will be recognised upon collection of the funds whilst the remaining 40% will be recognised upon disbursement of the funds. The levy rates are reassessed annually.

22 MISCELLANEOUS

In 2020, the Society recharged \$175,390 (2019 : \$105,089) of staff costs that are directly attributable to "international relief and assistance" to the corresponding solicited and unsolicited International Relief Funds (Note 17) pursuant to the Council's approval.

In 2020, in view of the limited contribution of the IFRC to the local services of the Society, the Society recharged 80% (2019 : 80%) of its annual contribution to the IFRC amounting to \$231,136 (2019 : \$185,332) to the DREF.

The miscellaneous income mainly comprises of wage credit, special employment credit and temporary employment credit (Note 24).

**SINGAPORE RED CROSS SOCIETY**

**NOTES TO FINANCIAL STATEMENTS  
31 December 2020**

23 FUNDRAISING COSTS

	2020	2019
	\$	\$
Manpower and operating costs	251,765	352,418
Fundraising events	968,056	1,241,266
Support costs (Note 26)	199,705	177,471
Administrative and operating expenses	31,838	48,328
Depreciation of property, plant and equipment	27,153	29,604
	<u>1,478,517</u>	<u>1,849,087</u>

Pursuant to regulation 15 of the Charities (Institutions of a Public Character) Regulations, total fund raising and sponsorship expenses for the year shall not exceed 30% of total gross receipts from fundraising and sponsorships. The Society's total fundraising expenses represent approximately 6.5% (2019 : 27.1%) of the total gross receipts from fundraising for the year.

24 SURPLUS FOR THE YEAR

Surplus for the year has been arrived after charging (crediting):

	2020	2019
	\$	\$
Depreciation of property, plant and equipment	609,921	594,110
Interest income	(101,557)	(68,260)
Dividend income	(92,170)	(95,960)
Salary expenses	6,477,528	6,356,784
Bonus expense	728,855	686,396
Contributions to defined contribution plans	876,865	867,739
Foreign worker levy	128,934	253,987
Employee benefits	150,318	196,547
Wage credit scheme	(109,702)	(85,110)
Special employment credit	(89,921)	(41,366)

Amount recognised in profit or loss relating to leases (The Society as lessee)

	2020	2019
	\$	\$
Depreciation of right-of-use assets	105,799	104,975
Interest on lease liabilities	3,231	4,528
Expenses relating to short-term leases and low value assets	60,397	78,929

**SINGAPORE RED CROSS SOCIETY**

**NOTES TO FINANCIAL STATEMENTS  
31 December 2020**

24 SURPLUS FOR THE YEAR (cont'd)

The number of employees whose remuneration exceeded \$100,000 during the year was as follows:

	2020	2019
	\$	\$
\$100,000 to \$200,000	<u>4</u>	<u>2</u>

In 2020 and 2019, there is no paid staff who is a close member of the family of the Executive Head or a Council member.

The Society received in-kind sponsorship for its fundraising events in the form of prizes, goodie bags and items for auction. It also received consumables and food items for its Home for the Disabled. As part of its awareness building and publicity efforts, the Blood Donor Recruitment Programme undertaken by the Society also garners corporate and individual support for its publicity drives, exhibitions, road shows, and other activities to promote public awareness in blood donation. For the above sponsorships, the Society does not recognise the above in-kind sponsorships in the statement of financial activities and other comprehensive income.

25 CHARITABLE ACTIVITIES

	Training Academy	Community Service - Transport Aid	Blood Donor Recruitment Programme	Home for the Disabled	Service and disaster management	International Services	Red Cross Youth	Total
<b>2020</b>	\$	\$	\$	\$	\$	\$	\$	\$
Manpower and operating costs	942,778	580,574	2,017,381	2,734,842	994,495	290,246	393,680	7,953,996
Depreciation	46,730	182,518	9,043	199,263	74,555	-	10,946	523,055
Support costs	385,620	92,483	178,165	672,828	532,495	336,193	125,196	2,322,980
	<u>1,375,128</u>	<u>855,575</u>	<u>2,204,589</u>	<u>3,606,933</u>	<u>1,601,545</u>	<u>626,439</u>	<u>529,822</u>	<u>10,800,031</u>
<b>2019</b>	\$	\$	\$	\$	\$	\$	\$	\$
Manpower and operating costs	1,155,209	615,648	2,179,717	2,811,443	1,179,159	222,500	679,128	8,842,804
Depreciation	38,599	186,851	8,532	169,206	70,534	-	653	474,375
Support costs	437,391	95,208	177,687	713,292	619,642	340,848	151,861	2,535,929
	<u>1,631,199</u>	<u>897,707</u>	<u>2,365,936</u>	<u>3,693,941</u>	<u>1,869,335</u>	<u>563,348</u>	<u>831,642</u>	<u>11,853,108</u>

**SINGAPORE RED CROSS SOCIETY**

**NOTES TO FINANCIAL STATEMENTS  
31 December 2020**

26 SUPPORT COSTS

	Finance	Human Resource	Corporate Communications	Marketing	Administration and Information Technology	Secretary General Office	Purchasing	Membership and Volunteer Development	Total 2020
	\$	\$	\$	\$	\$	\$	\$	\$	\$
<b>2020</b>									
Fundraising	48,294	12,383	25,412	19,321	56,028	16,074	14,659	7,534	199,705
Charitable activities:									
- Training academy	33,434	18,574	50,823	38,642	168,085	57,867	10,661	7,534	385,620
- Community service - Transport Aid	18,575	10,319	10,891	11,041	28,014	9,645	3,998	-	92,483
- Blood Donor Recruitment Programme	37,149	20,638	32,672	24,841	-	19,289	23,987	19,589	178,165
- Home for the Disabled	89,158	101,124	79,865	60,723	224,114	57,867	25,319	34,658	672,828
- Service and disaster management	63,154	33,019	87,125	66,242	133,066	64,296	25,319	60,274	532,495
- International services	66,869	6,191	54,453	38,642	56,028	83,586	9,328	21,096	336,193
- Red Cross Youth	14,860	4,128	21,781	16,561	35,018	12,859	19,989	-	125,196
	<b>371,493</b>	<b>206,376</b>	<b>363,022</b>	<b>276,013</b>	<b>700,353</b>	<b>321,483</b>	<b>133,260</b>	<b>150,685</b>	<b>2,522,685</b>

	Finance	Human Resource	Corporate Communications	Marketing	Administration and Information Technology	Secretary General Office	Purchasing	Membership and Volunteer Development	Total 2020
	\$	\$	\$	\$	\$	\$	\$	\$	\$
<b>2019</b>									
Fundraising	38,084	12,511	34,019	15,985	40,002	14,037	13,011	9,822	177,471
Charitable activities:									
- Training academy	53,318	22,519	85,047	39,963	148,577	63,170	13,011	11,786	437,391
- Community service - Transport Aid	19,042	12,511	17,010	10,657	22,858	10,528	2,602	-	95,208
- Blood Donor Recruitment Programme	26,659	25,021	45,358	21,314	-	17,547	18,215	23,573	177,687
- Home for the Disabled	91,404	122,604	124,736	58,612	182,865	63,170	24,720	45,181	713,292
- Service and disaster management	76,168	42,537	141,745	66,605	114,291	73,698	26,022	78,576	619,642
- International services	57,127	7,506	79,377	37,299	34,287	91,245	6,505	27,502	340,848
- Red Cross Youth	19,042	5,004	39,689	15,985	28,573	17,547	26,021	-	151,861
	<b>380,844</b>	<b>250,213</b>	<b>566,981</b>	<b>266,420</b>	<b>571,453</b>	<b>350,942</b>	<b>130,107</b>	<b>196,440</b>	<b>2,713,400</b>

Support departments provide administrative and resource support to the various service and operation department. Apportionment of support costs is based on time incurred. Estimation is done by the respective Heads of Department.

## Code of Conduct

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

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

We commit to respect the seven Fundamental Principles of **Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity** and **Universality**, as outlined by the Red Cross and Red Crescent Movement.

### Mission and Vision of the Singapore Red Cross

Protecting human life and dignity, relieving human suffering and responding to emergencies; and realising the Singapore Red Cross as a leading and distinctive humanitarian organisation.

### Conduct Towards Stakeholders

We commit to act with integrity in our dealings with the Society's stakeholders, and to act in the best interest of SRCS at all times.

We commit to respect the dignity of every beneficiary, and to exercise care and discretion in the handling of sensitive information, ensuring the security and confidentiality of our stakeholders.

### Corporate Governance & Transparency

We commit to the highest standards of corporate governance, integrity, transparency and accountability, providing regular and accurate reports on the activities and transactions of SRCS.



## Get involved

- Donate or become a regular giver
- Volunteer with us
- Become a member
- Give blood
- Learn first aid and other skills
- Leave a gift in your will
- Find a bargain in a Red Cross Shop

Singapore Red Cross, 15 Penang Lane Singapore 238486 • Call 6664 0500 • Email [enquiry@redcross.sg](mailto:enquiry@redcross.sg) • Visit [redcross.sg](http://redcross.sg)

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