



Coast to coast,
heart to heart

CELEBRATING 75 YEARS



SINGAPORE RED CROSS
IMPACT REPORT 2024

Vision

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

Mission

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

Core Values

Compassion, Passion, Professionalism

On The Cover :
As part of the Singapore Red Cross' (SRC) 75th Anniversary celebrations, SRC collaborated with Peanuts™, featuring the beloved characters on co-branded merchandise.

ABOUT

Singapore Red Cross

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

Contents

| | |
|----|-----------------------------------------------------------------------------|
| 0 | Vision, Mission and Fundamental Principles |
| 1 | Content Outline |
| 2 | Impact at a Glance |
| 4 | Chairman & Secretary General/CEO's Message |
| 10 | 2024 Highlights |
| 12 | 75th Anniversary |
| 15 | Organisational Structure |
| 16 | SRC Council |
| 18 | Council Members Profile |
| 20 | Disclosures Related to the Council & Council Meeting Attendance Record 2024 |
| 21 | Council & Committees |
| 22 | Corporate Information & ESG – Environmental |
| 23 | ESG – Social |
| 24 | ESG – Governance |
| 26 | ESG – Policies |
| 28 | Governance Evaluation Checklist (Enhanced Tier) |
| 32 | Financial Processes |
| 34 | Blood Donor Programme |
| 36 | Singapore Red Cross Academy |
| 38 | Youth Development |
| 40 | Care Services – Red Cross Home & Day Activity Centre for the Disabled |
| 43 | Community First Aid |
| 45 | Senior Services - Community Befriending |
| 46 | Senior Services - HoME+ |
| 48 | Family & Children - Young Hearts |
| 49 | Family & Children - Singapore Red Cross - FairPrice Meals with Love |
| 51 | Medical Chaperone & Transport |
| 53 | Community Outreach – Migrants |
| 55 | Global Engagement |
| 58 | Volunteer Management |
| 61 | Resource Development |
| 62 | Partnerships |
| 63 | Marketing & Communications (Outreach) |
| 66 | Our Presence |
| 68 | Financial Highlights |
| 77 | Code of Conduct |

Impact at a Glance

Medical Chaperone and Transport

More than
8,600
life-sustaining trips for more than
800
persons in need

Family LifeAid

Supported
2,461
individuals from
537
underprivileged families with nutritious Meals with Love

Young Hearts

127
Students from disadvantaged families, supported by
30
Volunteers
Reducing intergenerational vulnerability

Community FirstAid

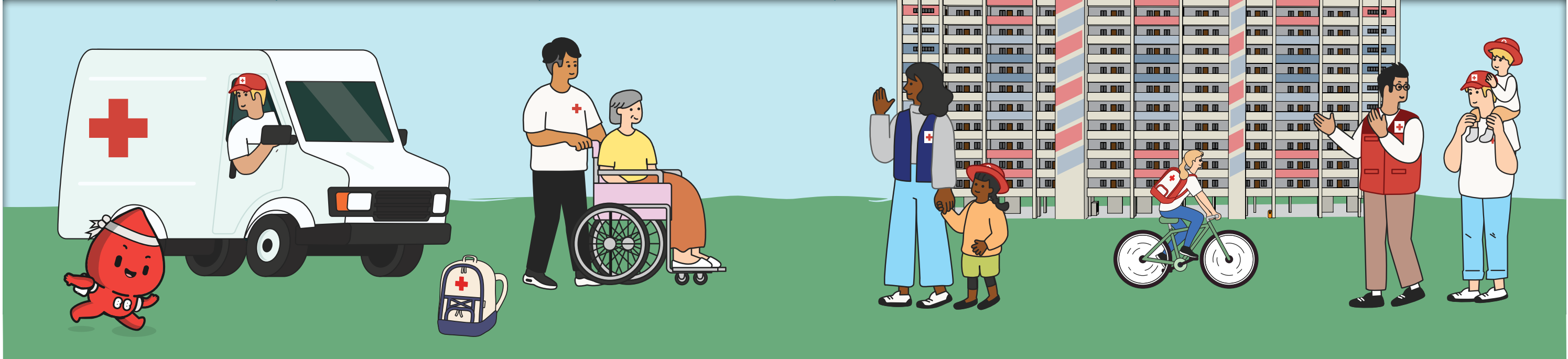
1,726
Community First-Aiders, who attended to
940
Casualties in their time of need

National Blood Programme

79,365
Blood Donors
128,019
Units of Whole Blood Collected
Supported 100% of the nation's blood transfusions needs, for more than
32,000
patients

Global Engagement

Approximately
1 million
people in crisis situations received aid through relief, recovery, rebuilding and rehabilitation efforts across
17
countries



Volunteer Mobilisation

7,339
New Volunteers
21,752
Volunteers Deployed
112,000
Volunteer Training Hours
Humanitarian service to local and international communities

Community Health outreach for Wellness

20,190
Migrant Workers and Migrant Domestic Workers engaged in wellness and training initiatives, delivered by
257
Volunteers

Red Cross Home and Day Activity Centre for the Disabled

Residential and Day Care for
130
Persons with Disabilities

ElderAid

900
Stay-alone seniors, supported by a network of
50
Community Befrienders

Home Monitoring and Eldercare

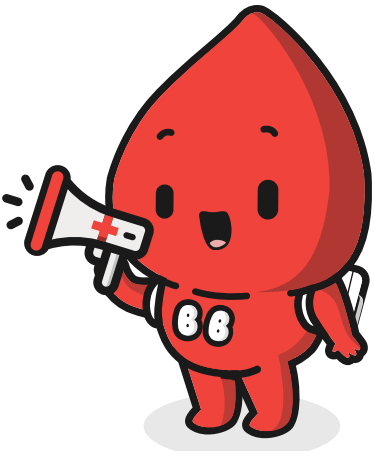
Safer homes for
900
Elderly. Supported by
142
Community Responders

Singapore Red Cross Academy

13,082
First-Aiders trained and certified
8,354
Psychological First-Aiders trained
2,146
Humanitarians trained
Forging stronger, more resilient communities

Red Cross Youth

3,500
Juniors (Pre-school, Kindergarten)
4,252
Youth (Links & Cadets)
1,263
Chapter Members
1,613
Youth@Community
Developing the next generation of humanitarian leaders



MESSAGE FROM THE

Chairman and the Secretary General / CEO



Photo by Volunteer James Tan

2024 marked a significant milestone in the history of the Singapore Red Cross — 75 years of dedicated service to humanity and unwavering support to vulnerable communities, both in Singapore and beyond.

From its humble beginnings, Singapore Red Cross has grown to become a comprehensive humanitarian organisations, serving a broader cross section of the disadvantaged and vulnerable in our community. The services of the SRC have evolved over time, in response to changing societal needs while staying true to its core mission of serving humanity and saving lives. We have had to navigate the political and social complexities caused by adverse climate change, increasing natural disasters, geopolitical tensions and societal shifts, such as the rapidly ageing population and income inequality. Nevertheless, our focus remains consistent — to build empowered, resilient communities, and to uplift vulnerable lives.

As we expanded the scale and scope of our humanitarian services, it became necessary to enhance our capabilities in terms of both manpower and technical infrastructure. In recent years, significant investments have been made to augment our workforce with additional full-time staff and volunteers. Robust digital platforms have been developed, and stringent financial and governance procedures have been implemented to ensure that the SRC remains an efficient, effective, and well-governed organisations.

In celebration of our 75th anniversary with the theme “Coast to Coast, Heart to Heart”, the SRC undertook a range of initiatives that emphasised our contributions to the communities we serve. These included community pop-ups launched by SRC Patron President Tharman Shanmugaratnam, a collaboration with Peanuts™ featuring Snoopy and friends merchandise, and the introduction of the ‘75th Anniversary Together for Humanity Award’ at our annual SRC Awards. This award acknowledges individuals and organisations that have consistently supported us over the past 75 years.

SRC also introduced innovative technologies and processes to redefine the way we engage and support our beneficiaries, enhance operations and training, and improve disaster response — as we challenge ourselves to remain agile and effective in helping those in need. With our partners, donors and volunteers, we strive to build a compassionate and resilient society, laying the groundwork for a lasting legacy of humanitarian service.

Uplifting Lives, Locally And Globally

Below is a summary of the reach and impact of our work to the community in 2024:

- 900 stay-alone seniors, with befriending, home visits and wellness outings
- 1,000 stay-alone seniors, with home safety and eldercare
- 1,000 individuals across 400 disadvantaged families, with nutritious meals
- 100 children and youth from rental homes, with tuition, enrichment and mentorship
- 130 persons with disabilities with long-term residential / respite / daycare
- 1,000 migrant/domestic workers, with support for physical, psychological, and social well-being; and last-mile assistance
- 1,000 given first aid, by community first-aiders at national and community events
- 30,000 patients, through 128,000 lifesaving blood donations
- 1 million persons through relief, recovery or rebuilding for crisis and disaster-affected communities such as in Gaza, Afghanistan, Bangladesh and more

Volunteer Development

- 400 volunteers, with skills training to reinforce the backbone of our operations
- 880 Responders for Resilience, with training in first aid, use of automated external defibrillator (AED), psychological first aid and befriending
- 21,750 active volunteers and members

Building A Compassionate Next Generation

- Launch of YouthInspire, to spark meaningful conversations and connections for blood donation
- Revamp of Red Cross Youth (RCY) curriculum, to incorporate service learning, mental wellness, social entrepreneurship, with new technology - virtual reality, augmented reality and drone operations
- 65,885 bundle sets for vulnerable households, from \$658,943 in donations, rallied by youth leaders and students behind youth-led Project R.I.C.E.+ community initiative

Leveraging Technology for Strategic Impact

By harnessing technology, SRC has enhanced care, operations and humanitarian response. The Red Cross Home for the Disabled introduced robotic assistance and interactive projection systems to enrich the sensory experiences of our residents. Drone technology was also deployed for surveillance in disaster response. By embracing these technologies, we are not only improving productivity, but also the quality of our services and the standards of care.

Solidifying our Position as a Thought Leader

SRC engaged its Panel of Government Advisors to examine pressing global and regional conflicts — notably in Myanmar and Gaza — drawing on the insights of various expert practitioners in the field to shape perspectives and explore future pathways. Complementing this, our annual International Humanitarian Law (IHL) roundtable highlighted the critical role of IHL in securing access and reducing civilian suffering amid conflicts and crises worldwide.

We hosted the 9th Singapore Humanitarian Conference to highlight the challenges faced by vulnerable communities worldwide and to promote greater global cooperation. Attended by more than 350 participants from the region, the conference fostered meaningful discussions and exchanges of innovative ideas aimed at building a more inclusive and supportive humanitarian landscape. Furthermore, to encourage youth participation, we organised the 3rd iteration of the SRC Humanitarian Innovation Challenge, which garnered entries focused on “Developing Skills for a Dynamic Humanitarian Landscape.”

Our Shared Mission Moving Forward

As we look ahead, SRC remains committed to its mission to uplift vulnerable populations and enhance community resilience, both locally and globally. The current 5-Year Plan, which will be completed in 2025, aims to strengthen the foundations of SRC (manpower, infrastructure and systems) and to expand the impact of our local services. With significant progress towards these objectives, we are now embarking on the next 5-Year Plan.

We recognise the need to step up efforts to ensure that seniors in an aging population can live with dignity. Additionally, we aim to raise community resilience through areas like supporting blood donation and embracing mental well-being initiatives, as well as mobilise our youths to be the next generation of humanitarians.

To achieve our mission of uniting people and organisations to serve humanity, we will expand collaborations with civic and corporate groups and build strategic relationships with public sector organisations. These actions will help us enhance our efforts and ensure that SRC continues to address future social challenges effectively.

We seek your ongoing support and partnership to build a more inclusive and resilient society for future generations.

Mr Tan Kai Hoe
Chairman

Mr Benjamin William
Secretary General-CEO

Chairman’s Message (Chinese)

2024年是新加坡红十字会历史上一个重要的里程碑 — 75年来，新加坡红十字始终致力于人道主义事业，坚定不移地向新加坡及全球其他地区的弱势群体提供支持。

新加坡红十字会从小规模起步，如今已发展为一个全面的人道主义机构，为我们身边广泛的弱势和有需要的群体提供服务。随着时间推移，新加坡红十字会的服务也在不断发展，以响应不断变化的社会需求，同时始终坚守其人道关怀、生命救援的核心使命。我们必须积极应对由气候变化加剧、自然灾害日益增多、地缘政治紧张局势不断升级，以及人口迅速老龄化和收入不平等社会转型所引发的政治和社会挑战。尽管如此，我们的目标始终如一：建设强大有应变能力的社区，并不断改善弱势群体的生活。

随着我们所提供的人道主义服务的规模和范围不断扩大，我们日益有必要从人员配置和技术基础设施方面加强自身能力建设。近年来，新加坡红十字会在增加全职工作人员和志愿者方面进行了大量投资，开发了强大的数码平台，实施了严格的财务和治理，以确保本会持续高效、有效和规范地运作。

为庆祝75周年，新加坡红十字会以“岸相连，心相伴”为主题，开展了一系列活动，以彰显我们为社区所作出的贡献。其中包括由新加坡红十字会赞助人尚达曼总统所主持的社区快闪活动，与Peanuts™（花生漫画）合作推出的史努比和朋友们的周边产品，以及在新加坡红十字会年度颁奖典礼上首次推出的“75周年人道同行奖”，旨在表彰过去75年来一直支持本会的个人和组织。

此外，新加坡红十字会还引入了创新科技和流程，重新定义了我们与受益人互动和提供支持的方式，提升了运营和培训水平，并改进了灾难应急响应 — 以不断保持敏捷高效，切实帮助到有需要的人群。我们与合作伙伴、捐赠者和志愿者共同努力，致力于构建一个富有同情心和有应变能力的社会，为人道主义服务的持久传承奠定基础。

生活质量提升，从本地到全球

以下是2024年我们为社区所提供服务的摘要：

- 为900名独居老人提供陪伴、家访和健康出游服务
- 为1000名独居老人提供居家安全和养老照护服务
- 为400个弱势家庭的1000名居民提供营养膳食
- 为来自租赁住房的100名儿童和青少年提供补习、增益课程和辅导
- 为130名残障人士提供长期住宿/临时照护/日间照料服务
- 为1000名外籍劳工/家庭佣工提供身心和社会福利支持；以及最后一公里援助
- 社区急救员在国家和社区活动中为1000人提供急救服务
- 通过128,000次拯救生命的献血活动，惠及30,000名患者
- 为加沙、阿富汗、孟加拉国等受危机和灾害影响的社区提供救济、恢复或重建服务，惠及100万人

志愿者培养

- 为400名志愿者提供技能培训，以强化本会运作能力
- 为880名民间急救员提供急救、自动体外除颤器使用、心理急救和陪伴方面的培训
- 已拥有21,750名活跃志愿者和会员

培育富有同情心的下一代

- 推出‘启发青年’ (Youth Inspire)计划，推动献血领域有意义的对话和互动
- 调整红十字会青少年课程，纳入服务学习、心理健康、社会创业内容，并采用虚拟现实、增强现实和无人机操作等新技术
- 青年领袖和学生通过青年主导的社区倡议项目R.I.C.E+募集到658,943新元善款，为弱势家庭提供了65,885套援助包

善用科技实现战略影响

藉由科技，新加坡红十字会提升了护理、运营和人道主义响应能力。红十字会残障人士之家引入了机器人辅助和体感互动投影系统，丰富了居民的感官体验。无人机技术也应用于灾害响应的监测工作。通过采用这些技术，我们不仅提高了生产力，还提升了服务质量和护理标准。

巩固思想领导力

新加坡红十字会与政府顾问小组密切合作，研判紧迫的全球和区域冲突 — 尤其是在缅甸和加沙 — 借鉴该领域众多专家从业者的见解，形成观点并探索未来的发展道路。与此同时，我们的年度国际人道主义法圆桌会议，强调了国际人道主义法在全球冲突和危机中确保人道救援通道畅通和减少平民伤害方面起到的关键作用。

我们主办了第九届新加坡人道主义会议，聚焦全球弱势群体面临的挑战，推动更广泛的全球合作。来自本地区的350多名与会者出席了会议，开展了有意义的讨论，交流了创新思想，旨在构建一个更具包容性和支持性的人道主义环境。此外，为鼓励青年参与，我们还举办了第三届新加坡红十字会人道主义创新挑战赛，参赛内容聚焦于“为充满活力的人道主义环境培养技能。”

携手共进，迈向未来

展望未来，新加坡红十字会将继续致力于其使命，改善本地及全球弱势群体的生活，并增强社区在当地和全球的应变能力。当前的五年计划将于2025年完成，旨在加强新加坡红十字会在人员、基础设施和系统的基础，并扩大我们本地服务的影响力。随着这些目标取得重大进展，我们现在正在着手制定下一阶段的五年计划。

我们认识到，随着人口老龄化，我们必须加大努力，确保老年人能够有尊严地生活。此外，我们的目标是通过支持献血活动，和推广心理健康倡议项目等方面的工作来提升社区应变能力，同时动员我们的年轻人成为下一代人道主义者。

为实现我们团结各方人士和组织服务人道的使命，我们将扩大与民间和企业团体的合作，并与公共部门组织建立战略关系。这些举措将有助于我们提升服务效果，确保新加坡红十字会可以继续有效地应对未来的社会挑战。

我们期盼您的持续支持与合作，共同打造一个更加包容，更具应变能力的社会，造福子孙后代。

Chairman’s Message (Malay)

Tahun 2024 menandakan satu detik bersejarah bagi Singapore Red Cross (SRC) — 75 tahun berkhidmat demi kemanusiaan dan memberikan sokongan berterusan kepada golongan rentan, bukan sahaja di Singapura tetapi juga di luar negara.

Bermula secara sederhana, SRC kini telah berkembang menjadi sebuah organisasi kemanusiaan yang menyeluruh, memberi khidmat kepada pelbagai kumpulan masyarakat yang memerlukan. Sepanjang bertahun-tahun ini, perkhidmatan kami telah berkembang mengikut keperluan masyarakat yang berubah-ubah, namun tetap berpaksikan misi utama kami: berkhidmat untuk kemanusiaan dan menyelamatkan nyawa. Dalam dunia yang kian kompleks — dengan perubahan iklim, bencana alam yang meningkat, ketegangan geopolitik, dan perubahan sosial seperti populasi menua dan ketidaksamaan pendapatan — fokus kami kekal jelas: membina komuniti yang berdaya tahan dan memperkasakan kehidupan mereka yang terpinggir.

Dengan skop dan skala perkhidmatan kemanusiaan yang semakin luas, kami memperkukuh keupayaan dari segi tenaga kerja dan infrastruktur teknikal. Beberapa tahun kebelakangan ini, pelaburan besar telah dilakukan untuk menambah kakitangan sepenuh masa dan sukarelawan. Kami juga telah membangunkan platform digital yang kukuh serta melaksanakan prosedur kewangan dan tadbir urus yang ketat, agar SRC kekal sebagai organisasi yang cekap, berkesan dan telus.

Sempena sambutan ulang tahun ke-75 kami yang bertemakan “Coast to Coast, Heart to Heart”, pelbagai inisiatif telah dilancarkan bagi menonjolkan sumbangan kami kepada masyarakat. Ini termasuk acara komuniti bersama Penaung SRC, Presiden Tharman Shanmugaratnam; kerjasama dengan Peanuts™ yang menampilkan barangan eksklusif Snoopy dan rakan-rakan; serta pengenalan ‘75th Anniversary Together for Humanity Award’ dalam Anugerah Tahunan SRC untuk menghargai individu dan organisasi yang telah menyokong kami sepanjang 75 tahun ini.

SRC juga memperkenalkan teknologi dan proses baharu bagi meningkatkan cara kami berhubung dengan penerima bantuan, mempertingkatkan operasi dan latihan, serta mempercepatkan tindak balas terhadap bencana. Bersama rakan kongsi, penderma dan sukarelawan, kami komited untuk membina masyarakat yang lebih berperikemanusiaan dan berdaya tahan — meletakkan asas untuk legasi kemanusiaan yang berterusan.

Memperkasakan Kehidupan, Di Singapura dan Serata Dunia

Berikut ialah ringkasan capaian dan impak kerja kami sepanjang tahun 2024:

- 900 warga emas yang tinggal bersendirian, menerima lawatan rakan mesra dan aktiviti kesihatan
- 1,000 warga emas yang tinggal sendirian, dibantu dengan keselamatan rumah dan penjagaan warga tua
- 1,000 individu daripada 400 keluarga berpendapatan rendah, menerima makanan berkhasiat
- 100 kanak-kanak dan belia dari rumah sewa awam, mendapat bantuan tuisyen, pembangunan diri dan bimbingan
- 130 individu kelainan upaya, dibantu melalui penjagaan jangka panjang, rehat atau pusat jagaan harian
- 1,000 pekerja migran/domestik, menerima sokongan kesihatan fizikal, mental dan sosial; serta bantuan kecemasan
- 1,000 orang menerima bantuan kecemasan pertama daripada sukarelawan kami di acara nasional dan komuniti
- 30,000 pesakit dibantu melalui 128,000 derma darah yang menyelamatkan nyawa
- 1 juta orang di seluruh dunia melalui bantuan kemanusiaan di kawasan terjejas seperti Gaza, Afghanistan, Bangladesh dan lain-lain

Pembangunan Sukarelawan

- 400 sukarelawan dilatih bagi mengukuhkan operasi kami
- 880 “Responders for Resilience” dilatih dalam pertolongan cemas, penggunaan AED, pertolongan cemas psikologi dan lawatan rakan mesra
- 21,750 sukarelawan dan ahli aktif

Membina Generasi Penyayang yang Seterusnya

- Pelancaran YouthInspire untuk menggalakkan perbualan bermakna dan penglibatan dalam derma darah
- Penambahbaikan silibus Red Cross Youth (RCY) dengan penekanan pada pembelajaran perkhidmatan, kesejahteraan mental, keusahawanan sosial, dan teknologi baharu seperti realiti maya, realiti terimbuh dan operasi dron
- 65,885 set bantuan diagihkan kepada keluarga rentan hasil daripada sumbangan berjumlah \$658,943 — digerakkan oleh pelajar dan belia dalam inisiatif komuniti Project R.I.C.E.+

Menggunakan Teknologi untuk Impak Strategik

SRC telah memanfaatkan teknologi untuk meningkatkan kualiti penjagaan, operasi dan tindak balas kecemasan. Red Cross Home for the Disabled telah memperkenalkan bantuan robotik dan sistem juruan interaktif untuk merangsang deria penghuni kami. Teknologi dron juga digunakan untuk pemantauan semasa respons bencana. Dengan menerapkan teknologi ini, kami bukan sahaja meningkatkan kecekapan, malah meningkatkan mutu perkhidmatan dan standard penjagaan kami.

Memperkukuh Kedudukan sebagai Peneraju Pemikiran

SRC bekerjasama dengan Panel Penasihat Kerajaan untuk membincangkan konflik global dan serantau — termasuk isu di Myanmar dan Gaza — dengan meneliti pandangan para pakar dan profesional di lapangan untuk membentuk perspektif dan strategi masa hadapan. Selain itu, pusingan meja tahunan Undang-Undang Kemanusiaan Antarabangsa (IHL) kami menekankan pentingnya IHL dalam memberi akses bantuan dan mengurangkan penderitaan orang awam dalam situasi konflik.

Kami juga menganjurkan Persidangan Kemanusiaan Singapura ke-9 yang disertai lebih 350 peserta serantau, bagi mengetengahkan cabaran yang dihadapi masyarakat rentan di seluruh dunia dan menggalakkan kerjasama kemanusiaan yang lebih luas. Untuk menggalakkan penyertaan belia, kami juga menganjurkan SRC Humanitarian Innovation Challenge buat kali ketiga, bertemakan “Membangun Kemahiran untuk Dunia Kemanusiaan yang Dinamik.”

Misi Bersama untuk Masa Hadapan

SRC kekal komited terhadap misinya untuk memperkasakan komuniti dan membantu mereka yang rentan — di Singapura dan di luar negara. Rancangan Lima Tahun semasa, yang akan tamat pada 2025, bertujuan untuk memperkukuh asas organisasi (kakitangan, infrastruktur dan sistem) serta memperluas impak khidmat kami di peringkat tempatan. Dengan kemajuan ketara yang telah dicapai, kami kini memulakan langkah seterusnya melalui pelan lima tahun baharu.

Kami sedar pentingnya usaha berterusan untuk memastikan warga emas dapat menjalani kehidupan dengan berharuah. Selain itu, kami mahu memperkukuh daya tahan komuniti melalui sokongan terhadap pendermaan darah, inisiatif kesejahteraan mental, dan penglibatan aktif belia sebagai generasi kemanusiaan seterusnya.

Bagi merealisasikan misi kami untuk menyatukan individu dan organisasi demi kemanusiaan, kami akan memperluaskan kerjasama dengan sektor awam dan swasta serta kumpulan masyarakat sivil. Langkah-langkah ini akan memperkukuhkan usaha kami dan memastikan SRC terus mampu menangani cabaran sosial pada masa hadapan.

Kami amat menghargai sokongan berterusan anda dalam membina masyarakat yang lebih penyayang dan berdaya tahan demi generasi yang akan datang.

Chairman's Message (Tamil)

2024 ஆம் ஆண்டு, சிங்கப்பூர் செஞ்சிலுவை சங்கம் (SRC) வரலாற்றில் ஒரு முக்கியமான கட்டமாகும். 75 ஆண்டுகால, சிங்கப்பூரிலும் அதற்கு அப்பாலும் உள்ள பாதிக்கப்படக்கூடிய சமூகங்களுக்கு உறுதியான ஆதரவும், தளராத சேவையும் வழங்கியுள்ளது.

தொடக்கத்தில் எளிமையான அமைப்பாக இருந்த சிங்கப்பூர் செஞ்சிலுவை சங்கம் (SRC), இப்போது முழுமையான மனித நேய அமைப்பாக வளர்ந்து, நமது சமூகத்தில் உள்ள வசதியற்ற மற்றும் பாதிக்கப்படக்கூடியவர்களின் பரந்த பிரிவுக்குச் சேவை செய்யும் அளவிற்கு வளர்ச்சி பெற்றுள்ளது. காலப்போக்கில் சமூக தேவைகள் மாறுவதற்கு ஏற்ப, அதன் சேவைகளும் முன்னேறியுள்ளன - ஆனால் மனிதகுலத்துக்கு சேவை செய்யும் மற்றும் உயிர்கள் காக்கும் அதன் அடிப்படை நோக்கில் நிலைத்திருக்கின்றன. கடுமையான காலநிலை மாற்றங்கள், அதிகரிக்கும் இயற்கை பேரழிவுகள், புவிசார் அரசியல் பதற்றங்கள் மற்றும் சமுதாய மாற்றங்கள் - உதாரணமாக வேகமாக முதுமை அடையும் மக்கள் தொகை மற்றும் வருவாய் சமத்துவமின்மை போன்ற சவால்களை எதிர்கொண்டு நாங்கள் செயல்பட்டு வருகிறோம். இடப்பெயர், எங்கள் கவனம் ஒரே நோக்கில் நிலைத்திருக்கிறது - சுயசாரந்த மற்றும் நிலைத்த சமூகங்களை உருவாக்குவது மற்றும் பலவீன நிலையில் உள்ளவர்களின் வாழ்க்கையை மேம்படுத்துவது.

எங்களது மனித நேய சேவைகளின் அளவு மற்றும் பரப்பலானது விரிந்து வரும் நிலையில், மனிதவளம் மற்றும் தொழில்நுட்ப உள்கட்டமைப்பு இரண்டிலும் எங்கள் திறன்களை மேம்படுத்துவதற்கான தேவை ஏற்பட்டது. கடந்த சில ஆண்டுகளில், முழு நேர ஊழியர்களும் தொண்டிழியர்களும் சேர்க்கப்பட்டு எங்கள் பணியாளர்களின் பலத்தை அதிகரிக்க முக்கியமான முதலீடுகள் மேற்கொள்ளப்பட்டுள்ளன. வலுவான டிஜிட்டல் தளங்கள் உருவாக்கப்பட்டுள்ளன, சிங்கப்பூர் செஞ்சிலுவை சங்கம் ஒரு திறமையான செயல்திறன் மிக்க மற்றும் நன்றாக நிர்வகிக்கப்படும் அமைப்பு என்ற நிலையைத் தக்கவைக்க, வலுவான டிஜிட்டல் தளங்கள், கடுமையான நிதி மற்றும் நிர்வாக நடைமுறைகள் அமல்படுத்தப்பட்டுள்ளன.

“கொஸ்ட் டூக்கொஸ்ட், ஹார்ட் டூ ஹார்ட்” எனும் கருப்பொருளுடன் எங்கள் 75ஆம் ஆண்டு நிறைவை கொண்டாடும் வகையில், சிங்கப்பூர் செஞ்சிலுவை சங்கம் (SRC) எங்கள் சேவைகள் பெறும் சமூகங்களுக்கு நாங்கள் அளித்த பங்களிப்புகளை வலியுறுத்தி வெளிப்படுத்தும் பல முயற்சிகளை மேற்கொண்டது. இதில், எங்கள் ஆதரவாளர், அதிபர் திரு தர்மன் சண்முகரத்தினம் தொடங்கி வைத்த சமூக நிகழ்வுகள், ஸ்னாப்பி மற்றும் அவரது நண்பர்கள் இடம்பெறும் Peanuts” பொருட்கள் உடனான ஒத்துழைப்பு, மேலும் வருடாந்திர SRC விருதளிப்பு விழாவில் அறிமுகப்படுத்தப்பட்ட 75ஆம் ஆண்டு Together for Humanity விருது ஆகியவை அடங்கும். கடந்த 75 ஆண்டுகளாக எங்களைத் தொடர்ச்சியாக அடித்திர்த தனிநபர்கள் மற்றும் அமைப்புகளை இந்த விருது அங்கீகரிக்கின்றது.

தேவைப்படுபவர்களுக்கு உதவுவதில் எப்போதும் சுறுசுறுப்பாகவும் திறம்படவும் இருக்க, எங்கள் பயனாளிகளை ஈடுபடுத்தும் மற்றும் ஆதரிக்கும் விதத்தை மறுவரையறை செய்ய, செயல்பாடுகள் மற்றும் பயிற்சியை மேம்படுத்தவும், பேரிடர் பதிலை மேம்படுத்தவும் SRC பதுமையான தொழில்நுட்பங்கள் மற்றும் செயல்முறைகளை அறிமுகப்படுத்தினோம். எங்கள் கூட்டாளிகள், நன்கொடையாளர்கள் மற்றும் தொண்டிழியர்களுடன் இணைந்து, மனித நேய சேவையின் நீடித்த பாரம்பரியத்திற்கான அடித்தளத்தை அமைத்து, இரக்கமுள்ள மற்றும் நெகிழ்ச்சியான சமூகத்தை உருவாக்க நாங்கள் பாடுபடுகிறோம்.

உலகளாவியமாகவும் உள்ளூரிலுமாகவும் உயிர்களுக்கு உயர்வு

2024ஆம் ஆண்டில் நாங்கள் சமூகத்திற்கு வழங்கிய சேவைகளின் பரப்பும் தாக்கமும் குறித்த சுருக்கம் கீழே வழங்கப்பட்டுள்ளது:

- 900 தனியாக வசிக்கும் மூத்த குடிமக்களுக்கு - நட்பு நிலைமையைக் கூட்டும் முயற்சிகள், வீட்டு விஜயங்கள் மற்றும் நலன்களுக்கு ஏற்ற வெளிச்சேற்பாடுகள்
- 1,000 தனியாக வாழும் மூத்த குடிமக்களுக்கு - வீட்டு பாதுகாப்பு மற்றும் முதியோர் பராமரிப்பு சேவைகள்
- 400 பாதிக்கப்பட்ட குடும்பங்களைச் சேர்ந்த 1,000 நபர்களுக்கு - சத்துள்ள உணவுகள் வழங்குதல்
- வாடகை வீடுகளில் வசிக்கும் 100 குழந்தைகள் மற்றும் இளம் நபர்களுக்கு - துணை வகுப்புகள், திறன் மேம்பாட்டு செயல்முறைகள் மற்றும் வழிகாட்டுதல்
- 130 மாற்றுத் திறனாளிகளுக்கு - நீண்டகால வதிவிட சேவைகள் / இடைக்கால பராமரிப்பு / நாள பராமரிப்பு
- 1,000 வெளிநாட்டு / வீட்டுக் குழுத் தொழிலாளர்களுக்கு - உடல், மனநிலை மற்றும் சமூக நலத்திற்கான ஆதரவு மற்றும் இறுதிக்கட்ட உதவிகள்
- தேசிய மற்றும் சமூக நிகழ்வுகளில் 1,000 நபர்களுக்கு - சமுதாய முதற்கட்ட உதவியாளர்களால் வழங்கப்பட்ட முதல் உதவிகள்
- 30,000 நோயாளிகளுக்கு - 128,000 உயிர்களும் இரத்த தானங்களமூலம் உதவிகள்
- 1 மில்லியன் நபர்களுக்கு - உதவி, மீட்பு மற்றும் மறுசீரமைப்புச் செயல்பாடுகளமூலம், உதாரணமாக காசா, அஃப்கானிஸ்தான், வங்காளதேசம் மற்றும் பல இடங்களில் பாதிக்கப்பட்ட சமூகங்களுக்குச் சேவைகள்

தொண்டிழியர்கள் மேம்பாடு

- 400 தொண்டிழியர்களுக்கு - எங்கள் செயல்பாடுகளின் தூணாகச் செயல்படுவதற்கான திறன் வளர்ப்பு பயிற்சிகள்
- மீட்சிக்காக 880 பதிலளிப்பவர்கள், முதல் உதவி பயிற்சி பெற்றவர், தானியங்கி வெளிப்புற மின்தட்டுத்தூண்டி (AED) பயன்பாடு, உளவியல்

- முதல் உதவி மற்றும் நட்பு அமைத்தல்
- 21,750 செயலில் உள்ள தொண்டிழியர்கள் மற்றும் உறுப்பினர்கள்

கருணையுள்ள அடுத்த தலைமுறையை உருவாக்குதல்

- இரத்த தானத்திற்கு அர்த்தமுள்ள உரையாடல்களையும் இணைப்புகளையும் தூண்டும் நோக்கில், பூத் இன்ஸ்பையர் தொடங்கப்பட்டது.
- செஞ்சிலுவை சங்கம் (RCY) பாடத்திட்டத்தில் மறுசீரமைப்பு - சேவை கற்றல், மனநலன், சமூக தொழில் முயற்சி ஆகியவற்றை இணைத்தும், புதிய தொழில்நுட்பங்கள், வர்ச்சுவல் ரியாலிட்டி, ஆக்மென்ட்ட ரியாலிட்டி மற்றும் ட்ரோன் செயல்பாடுகளையும் உள்ளடக்கியும்.
- 65,885 தொகுப்பு கிட்டங்கள் - தன்னார்வலர்கள் மற்றும் மாணவர்களால் முன்னெடுக்கப்பட்ட Project R.I.C.E. + சமூக முயற்சியிலிருந்து \$658,943 நன்கொடையினை மீட்டுத், வசதியற்ற குடும்பங்களுக்கு வழங்கப்பட்டது

தந்திரமான தாக்கத்திற்கான தொழில்நுட்பத்தைப் பயன்படுத்துதல்

தொழில்நுட்பத்தைப் பயன்படுத்தி, SRC பராமரிப்பு, செயல்பாடுகள் மற்றும் மனிதாபிமான எதிர்வினையை மேம்படுத்தியுள்ளது. ரெட் கிராஸ் மாற்றுத் திறனாளிகளுக்கான இல்லம், எங்கள் குடியிருப்பாளர்களின் புலன் அனுபவங்களை வளப்படுத்த ரோபோ உதவி மற்றும் ஊடாடும் திட்ட அமைப்புகளை அறிமுகப்படுத்தியது. பேரிடர் மீட்பு நடவடிக்கைகளை கண்காணிப்பதற்காக ட்ரோன் தொழில்நுட்பமும் பயன்படுத்தப்பட்டது. இந்த தொழில்நுட்பங்களை ஏற்றுக்கொள்வதன் மூலம், நாங்கள் உற்பத்தித்திறனை மேம்படுத்துவது மட்டுமல்லாமல், எங்கள் சேவைகளின் தரம் மற்றும் பராமரிப்பு தரங்களையும் மேம்படுத்துகிறோம்.

நமது நிலையை ஒரு கருத்து முன்னணி தலைவர் என உறுதிப்படுத்துதல்

SRC தன்னுடைய அரசாங்க ஆலோசகர்கள் குழுவை ஈடுபடுத்தி, உலகளாவிய மற்றும் பிராந்திய நெருக்கடியான போராட்டங்களை ஆராய்ந்தது - குறிப்பாக மியான்மார் மற்றும் காசா போன்ற பகுதிகளில். புலமையி்க ஆலோசகர்களின் பார்வைகளைப் பயன்படுத்தி எதிர்கால வழிகளை உருவாக்கி, கருத்துக்களை பரிசீலனை செய்தது.

இதன் பூர்வீகமாக, எங்கள் ஆண்டாந்திர சர்வதேச மனிதாபிமான சட்டம் (IHL) சுற்று மேஜை உலகளாவிய மற்றும் பிராந்தியத் தாக்கங்களை மற்றும் நெருக்கடியான சூழ்நிலைகளில் மனிதர்களின் துன்பத்தைக் குறைப்பதிலும், அணுகல் பாதுகாப்பிலும் IHL இன் முக்கிய பங்கு என்ன என்பதை வலியுறுத்தியது.

நாங்கள் 9வது சிங்கப்பூர் மனிதநேய மாநாட்டை நடத்தி, உலகளாவிய பாதிக்கப்படக்கூடியவர்களின் சமூகங்கள் சந்திக்கும் சவால்களை வெளிப்படுத்தி, அதிகமான உலகளாவிய ஒத்துழைப்பை ஊக்குவித்தோம். பிராந்தியத்திலிருந்து 350க்கும் மேற்பட்ட பங்கேற்பாளர்கள் இந்த மாநாட்டில் கலந்துகொண்டனர். இது ஒரு சமூகவியல் மற்றும் ஆதரவான மனிதாபிமான சூழலை உருவாக்குவதற்கான புதிய யோசனைகள் மற்றும் உரையாடல்களை ஊக்குவித்தது. மேலும், இளம் தலைமுறையை ஊக்குவிப்பதற்காக, “நடந்துகொள்ளும் மனித நேய சூழலுக்கான திறன்களை வளர்க்கும்” என்பதிலான கவனம் கொண்ட போட்டி முறையில் மூன்றாவது தொடர்ச்சி ஆகும் SRC மனித நேய பதுமை சவாலை நிகழ்த்தினோம்.

எங்களுடைய பொது பணியை முன்னோக்கி நகர்த்துவோம்

எதிர்காலத்தை நோக்கி நாம் முன்னேறும் போதும், சமூகத்தில் மிகவும் பாதிக்கப்பட்டவர்களை உயர்த்தவும், உள்ளூர் மற்றும் உலகளாவிய அளவில் சமூகத் தாங்குதன்மையை மேம்படுத்தவும், SRC தனது பணிக்கு உறுதியாக உள்ளது. 2025ஆம் ஆண்டில் நிறைவடையவுள்ள தற்போதைய 5 ஆண்டுத் திட்டம், SRCயின் அடித்தளங்களை (மனிதவளம், கட்டமைப்பு மற்றும் அமைப்புகள்) வலுப்படுத்தும் நோக்கத்துடன், உள்ளூர் சேவைகளின் தாக்கத்தை விரிவாக்கும் நோக்கத்தையும் கொண்டுள்ளது. இந்த இலக்குகளை நோக்கிச் சிறப்பான முன்னேற்றங்களை அடைந்துள்ள நிலையில், நாங்கள் இப்போது அடுத்த 5 ஆண்டு திட்டத்தைத் தொடங்குகிறோம்.

முதியோர் மரியாதையுடன் வாழ முதுமையடைதல் சனத்தொகையில் வாழ்க்கை நடத்த இயலவே, எங்கள் முயற்சிகளை அதிகரிக்க வேண்டிய அவசியத்தை நாங்கள் உணருகிறோம். மேலும், இரத்ததானத்தை ஊக்குவிப்பது மற்றும் மனநல முன்னெடுப்புகளை ஏற்கும் பகுதிகள் போன்றவற்றின் மூலம் சமூக தாங்குதன்மையை உயர்த்துவதையும், நமது இளைய தலைமுறையை அடுத்த தலைமுறை மனிதநேயவாதிகளாக உருவாக்குவதற்காக அவர்களைச் செயல்படுத்துவதையும் நாங்கள் நோக்கமாகக் கொண்டுள்ளோம்.

மனிதநேய சேவையை வழங்குவதற்காக மக்களையும் நிறுவனங்களையும் ஒன்றிணைக்கும் எங்கள் பணியை நிறைவேற்ற, நாங்கள் குடிமக்கள் மற்றும் தனியார் நிறுவனங்களுடன் ஒத்துழைப்புகளை விரிவுபடுத்தி, அரசுத் துறையினருடன் மூலோபாய உறவுகளை உருவாக்கத் திட்டமிட்டுள்ளோம். இந்த நடவடிக்கைகள் எங்கள் முயற்சிகளை மேம்படுத்த உதவுவதுடன், எதிர்கால சமூக சவால்களை திறம்பட எதிர்கொள்ளும் வகையில் உறுதி செய்யும்.

எதிர்கால தலைமுறைகளுக்காக மேலும் உள்ளடக்கமான மற்றும் தாங்கு தன்மையுள்ள சமூகத்தை உருவாக்க, உங்கள் தொடர்ந்த ஆதரவும் கூட்டாண்மையும் எங்களுக்குத் தேவை.



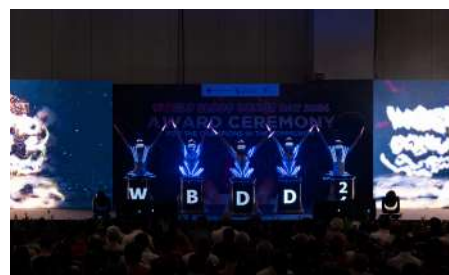
First Quarter

- The Singapore Red Cross (SRC) hosted an Open House for SRC partners, members, and volunteers at the refurbished Red Cross House.
- The SRC opened the Nee Soon Care Corner at Yishun Street 22, providing a flexible and safe space to engage the Young Hearts children with regular tuition and enrichment programmes.
- 108 Community First Aid volunteers were deployed across the Chingay Parade's rehearsals and actual parade.



Second Quarter

- The Charity Golf and Dinner brought together 144 golfers and 230 dinner guests to raise over SGD 380,000 for the SRC's beneficiaries.
- In response to the humanitarian crisis in Gaza, SRC committed up to USD 860,000 to assist the affected communities through the Egyptian Red Crescent.
- In response to the flash floods in Afghanistan, SRC committed SGD 50,000 to support the relief efforts for the affected communities.
- In response to the landslide in Papua New Guinea, SRC committed SGD 50,000 to support the emergency relief operations by the Papua New Guinea Red Cross and the International Federation of Red Cross (IFRC) and Red Crescent Societies.
- In response to the floods in Sri Lanka, SRC sent SGD 50,000 in humanitarian aid and a team of four volunteers and one staff member to support the Sri Lanka Red Cross Society's relief and recovery operations.
- At World Blood Donor Day, 1,961 blood donors and 23 blood champion organisations were recognised, and the YouthInspire programme was launched.
- The Red Cross Youth's annual fundraiser, Project R.I.C.E.+, raised SGD 658,943 to purchase 65,885 bundle sets and distribute them to approximately 15,000 households.



Third Quarter

- The SRC's annual fundraiser, Grateful Hearts Day 2024, raised more than SGD 355,000 in contributions and donations from students, volunteers, and corporates.
- In response to widespread floods caused by Typhoon Gaemi in the Philippines, SRC pledged USD 50,000 to the Philippine Red Cross to support their emergency operations.
- In response to the severe flooding in the People's Republic of Bangladesh, SRC launched a fundraising appeal and committed USD 50,000 to support the Bangladesh Red Crescent Society's emergency operations.
- In the wake of the devastating aftermath caused by the compounding effects of Tropical Cyclone Yagi and the Southwest Monsoon that swept across Southeast Asia, SRC launched a public fundraising appeal to support relief and recovery operations. Two teams of trained volunteers were also deployed to support the Lao Red Cross and Viet Nam Red Cross in their relief and recovery operations.
- SRC commemorated 75 years of humanitarian service through the launch of its 75th Anniversary Community Outreach and honoured more than 200 volunteers and partners at its annual Awards Ceremony.
- SRC held the 9th Singapore Humanitarian Conference, attracting more than 350 volunteers, Red Cross Red Crescent Movement partners, government agencies, partners from the public and private sectors, donors, and members of the public.
- More than 600 volunteers, members, partners, and members of the public attended the second Volunteer Convention.
- 30 participants, composed of Panel of Government Advisors (PGA) members and key partners from government bodies attended the PGA session to discuss the ongoing global and regional conflicts.
- Various organisations, government agencies, universities, think tanks, and the SRC community attended the annual International Humanitarian Law roundtable.
- To showcase the longstanding friendship between Singapore and the Philippines, SRC held an exhibition to highlight the past collaborative efforts between SRC and their local partners to support the communities and vulnerable groups affected by crises.



Fourth Quarter

- In response to the severe flooding and landslides in Nepal, SRC launched a fundraising appeal to provide immediate humanitarian relief and support recovery efforts and pledged a contribution of SGD 50,000 to support the Nepal Red Cross Society's relief operations.
- In response to the humanitarian crisis resulting from the conflict in the Middle East, SRC contributed USD 50,000 to support critical relief operations led by the Lebanese Red Cross for the affected communities in Lebanon, and launched a fundraising appeal to provide urgent humanitarian relief.
- The 75th Anniversary Benefit Gala hosted over 500 guests, with President Tharman Shanmugaratnam as the esteemed guest of honour, raising over SGD 1.2 million for the SRC's local humanitarian services.
- In response to the widespread flooding and landslides in the Philippines caused by Tropical Cyclone Trami, SRC contributed SGD 50,000 and launched a fundraising appeal to support humanitarian relief and recovery efforts.
- The National Blood Programme collaborated with Peanuts™ to launch the Ho-Ho-Hope of Blood Christmas campaign to rally blood donations, with a turnout of over 200 participants on the campaign launch day.





At the annual Awards Ceremony, the Singapore Red Cross (SRC) honoured more than 200 volunteers, youth leaders and partners, recognising their exceptional contributions and unwavering dedication to SRC's humanitarian mission.

To commemorate this milestone, SRC launched the **75th Anniversary — Together for Humanity Award** to recognise individuals and organisations who played an integral role in developing and advancing SRC's humanitarian work over the decades. Among the distinguished recipients were Mrs Genevieve Peggy Jeffs, Ms Terene Seow, and Mr Jeffrey Chan, recognised respectively for their dedication and contributions in fundraising, and in international humanitarian law advocacy.

Singapore Red Cross Chairman Mr Tan Kai Hoe shared, "Looking ahead, we are committed to progressively increase the scale and scope of our humanitarian services. We endeavour to serve more communities, particularly the elderly who live alone; persons with disabilities; disadvantaged families; their children and youth; and migrant workers. We count on each one of our community befrienders, medical chaperones, blood donors, first aiders, youth workers, trainers and volunteers to keep Singapore strong and resilient."

As part of the celebrations, Guest-of-Honour and SRC Patron President Tharman Shanmugaratnam was warmly welcomed by 100 Red Cross Juniors and launched SRC's 75th Anniversary Community Outreach at the HomeTeamNS Bedok Reservoir Clubhouse. During the event, the President engaged with SRC staff who briefed him on the organisation's current and future initiatives, and interacted with volunteers and partners whose contributions have been the driving force behind the SRC's lifesaving mission.

"We want to build empowered communities, strengthened by care and compassion, and united by a shared commitment to humanity," said Mr Tan Kai Hoe, Chairman of the Singapore Red Cross.



The vibrant and interactive showcase offered a glimpse into the future world of humanitarian action. This featured innovative technologies redefining beneficiary engagement, enhancing SRC's operations and training, and improving disaster response. It highlighted how strategic collaborations could accelerate the expansion of social services and resilience programmes, while driving youth and volunteer engagement to secure future blood supplies and strengthen first response capabilities.

At the launch, SRC also unveiled its first-ever collaboration with Peanuts™ that featured the beloved characters on co-branded merchandise available at both the Red Cross Shop and community pop-ups. As a sweet treat, SRC partnered with local handcrafted ice cream brand Creamier to create limited-edition flavour, 'Swirly Raspberry Cream', which symbolised the organisation's homegrown humanitarian roots and the impact of their work on beneficiaries' daily lives. This special ice cream was distributed to those making direct donations at community pop-ups and was also available for purchase at Creamier stores.



The event was supported by 12 volunteer leaders who managed volunteer deployments and oversaw project areas alongside the Volunteer Management and Marketing & Communications teams. Their combined efforts and dedication ensured the event's success, strengthening community connections and raising public awareness.

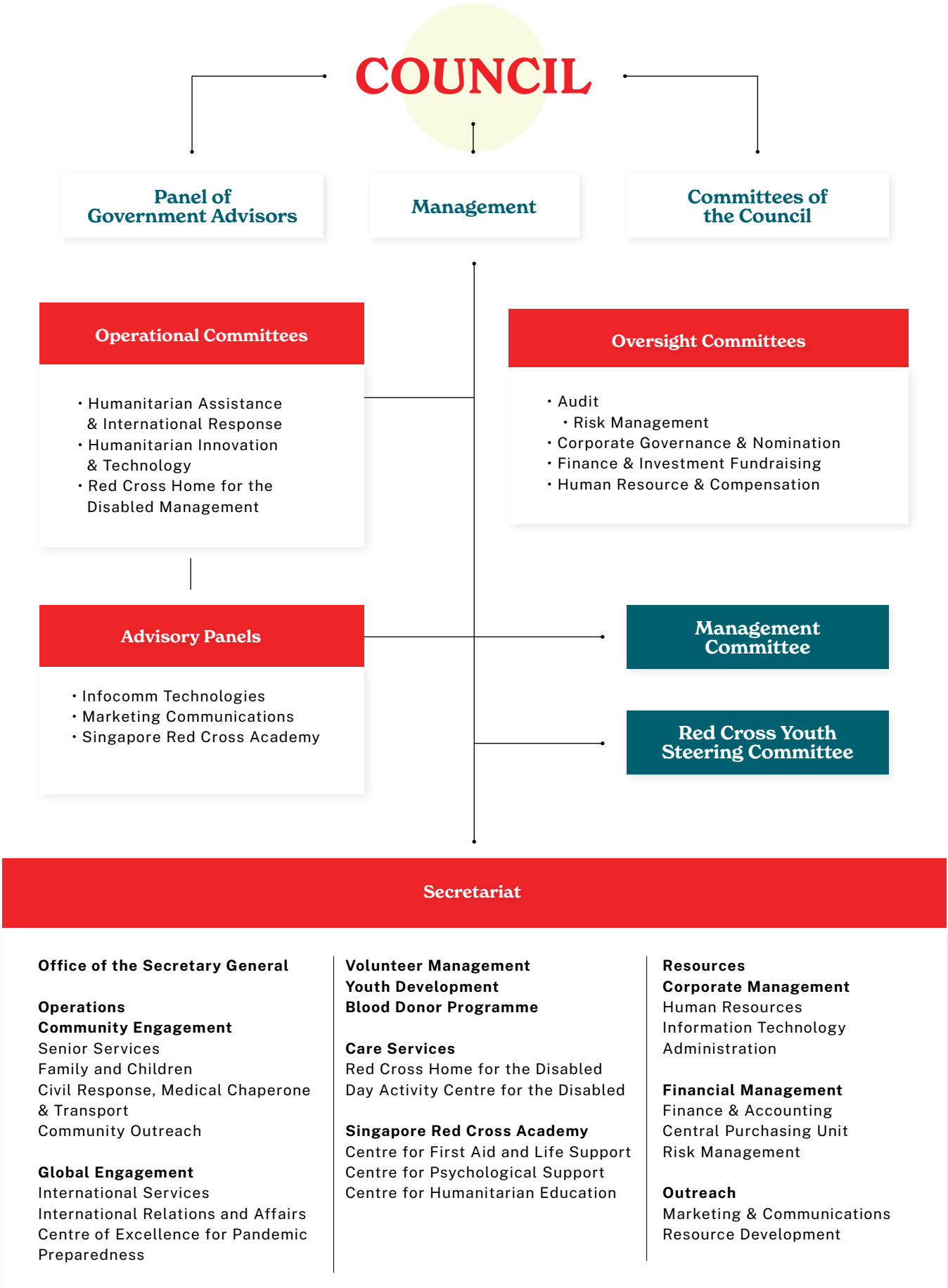
Themed **Coast to Coast, Heart to Heart**, the community pop-ups illustrated the significance of SRC's humanitarian efforts in Singapore and beyond, conveying the impact of SRC's programmes and services on individuals, families and communities. Close to 10,000 visitors visited the pop-ups that were stationed at various parts of the island — from HomeTeamNS Bedok to Tampines West Community Club, Suntec City, United Square, Capitol Singapore, and IMM Mall.

In a special collaboration with Accenture and the Singapore Civil Defence Force (SCDF), SRC unveiled 'The Unbreakables' at the community pop-up. Inspired by the SCDF's Operation Lionheart deployment to Kahramanmaraş, Türkiye, following the 2023 Türkiye-Syria earthquake, twenty limited-edition figurines were specially created. The figurines represented the various Operation Lionheart contingent members and honoured volunteers who selflessly contributed to disaster relief efforts. This initiative raised over \$45,000 for SRC.





Organisational Structure





Mr Tan Kai Hoe
Chairman



Mrs Tracey Woon
Vice-Chairman



Ms Emily Tan
Vice-Chairman



Dr Joy Quah



Mr Puvan Ariaratnam



Mr Steve Lee



Mr Benjamin William
Secretary General/CEO



Mr George Goh



Dr Yap Kwong Weng



Ms Agnes Eu



**Dr Mohammad Zaidi
Bin Ariffin**



Ms Yvonne Loo



Mr Koh Yat Chung



Mr Mike Hue



Mr Muralli Raja Rajaram



Ms Usha Chandradas



Prof V Anantharam



Dr Ganesh Ramalingam

Council Members Profile

| Name | | | Occupation | Past Charity Board Appointment | |
|--------------------------------|------------------------------------------------------|-------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------|-----------------------------|
| | Appointment | Effective Date | | Appointment | Effective Date |
| Mr Tan Kai Hoe | Chairman | 1 Dec 2020 | President & CEO Accuron Technologies Ltd | Vice Chairman | 26 Jun 2017 to 30 Nov 2020 |
| | | | | Council Member | 27 Jun 2016 to 25 June 2017 |
| | | | | Chairman, FIC | 27 Jun 2017 to 20 Sep 2020 |
| | | | | Member, AC | 27 Jun 2016 to 26 Jun 2017 |
| | | | | Council Member | 3 Jun 2011 to 29 Jun 2014 |
| Mrs Tracey Woon | Vice Chairman Member, AC | 26 Jun 2023 24 Jun 2024 | Non Executive Director UOB Ltd | Chairman, CGNC | 22 Jun 2012 to 19 Jun 2013 |
| | | | | Council Member | 19 Aug 2019 to 25 Jun 2023 |
| | | | | Member, FIC | 21 Sep 2020 to 26 Jun 2022 |
| | | | | Chairman, FIC | 27 Jun 2022 to 23 Jun 2024 |
| | | | | | |
| Ms Emily Tan | Vice Chairman Council Member Chairman, FIC | 24 Jun 2024 27 Jun 2022 24 Jun 2024 | Managing Director, TSM Consultancy Pte Ltd | Council Member | 30 Jun 2014 to 20 Sep 2020 |
| | | | | Chairman, AC | 26 Jun 2023 to 23 Jun 2024 |
| | | | | Chairman, Red Cross House Redevelopment Committee | 27 Jun 2016 to 20 Sept 2020 |
| | | | | Member, FIC | |
| | | | | Member, CGNC | 25 Jun 2018 to 20 Sep 2020 |
| Mr Benjamin William | Council Member Chairman, RCHD MC Member, CHAIR | 21 Jun 2012 30 Jun 2014 20 Jun 2013 | Secretary General/CEO Singapore Red Cross Society | Member, CHAIR | 24 Jun 2019 to 20 Sep 2020 |
| | | | | Member, CHAIR | 30 June 2014 to 25 Jun 2017 |
| | | | | Member, RCHD MC | 30 Jun 2014 to 24 Jun 2018 |
| | | | | | |
| | | | | | |
| Prof Venkataraman Anantharaman | Council Member Chairman, AC Chairman, SRCA AP | 26 Jun 2023 24 Jun 2024 27 Jun 2016 | Emeritus Consultant, Department of Emergency Medicine, Singapore General Hospital | Council Member | 29 Jun 2015 to 27 Jun 2021 |
| | | | | 30 Jun 2014 to 24 Jun 2018 | |
| | | | | Member, SRCA AP | 29 Jun 2015 to 25 Jun 2017 |
| | | | | Member, CGNC | 26 Jun 2023 to 23 Jun 2024 |
| | | | | Chairman, CGNC | |
| Mr Puvan Ariaratnam | Council Member Member, HRC | 27 Jun 2022 27 Jun 2022 | Associate, Education and Career Guidance, Ministry of Education | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| Dr Mohammad Zaidi Bin Ariffin | Council Member Member, HRC Member, CHAIR | 24 Jun 2019 24 Jun 2019 1 June 2023 | Deputy Head, Academic Research, National Research Foundation, Prime Minister's Office | Member, Management Committee | 27 Jun 2016 to 24 Jun 2018 |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| Ms Usha Chandradas | Council Member Member, FIC | 28 Jun 2021 28 Jun 2021 | Co-Founder, Plural Art LLP | | |
| | | | | | |
| Ms Agnes Eu | Chairman, HRC Council Member | 21 Sep 2020 19 Aug 2019 | Chief Executive HomeTeamNS | Member, HRC | 24 Jun 2019 to 20 Sep 2020 |
| | | | | | |

FIC : Finance and Investment Committee
AC : Audit Committee
HRC : Human Resource and Compensation Committee
CGNC : Corporate Governance & Nomination Committee
ITAP : Information Technology Advisory Panel
RMC : Risk Management Committee
FRC : Fundraising Committee

CHAIR : Committee for Humanitarian Assistance and International Relief
RCHD MC : Red Cross Home for the Disabled Management Committee
SRCA AP : Singapore Red Cross Academy Advisory Panel
HIT : Committee for Humanitarian Innovation and Technology

| Name | Current Charity Board Appointments | | Occupation | Past Charity Board Appointment | |
|-------------------------|-----------------------------------------------------------------|----------------------------------------------------------|--------------------------------------------------------------------------|------------------------------------------------|----------------------------------------------------------------------------------------|
| | Appointment | Effective Date | | Appointment | Effective Date |
| Mr George Goh | Council Member Member, CHAIR | 21 Sept 2020 21 Sept 2020 | Group Executive Chairman, Ossia International Ltd | Ex-Officio, Council | 19 Aug 2019 to 20 Sept 2020 |
| | | | | | |
| Mr Koh Yat Chung | Council Member Member, AC Member, FRC | 24 Jun 2019 24 Jun 2019 24 Jun 2019 | Consultant | | |
| | | | | | |
| Mr Steve Lee | Council Member Chairman, ITAP Member, CGNC Member, RMC | 28 Jun 2021 26 Jun 2017 26 Jun 2023 27 Nov 2023 | Chief Information Officer, SP Group | Member, FIC | 27 Jun 2022 to 25 Jun 2023 |
| | | | | | |
| | | | | | |
| | | | | | |
| Ms Yvonne Loo | Council Member Chairman, FRC | 26 Jun 2023 24 Jun 2024 | Group Director, Easmed Asia Pte Ltd | Member, FIC Member, FRC | 26 Jun 2023 to 23 Jun 2024 27 Jun 2022 to 23 Jun 2024 |
| | | | | | |
| Mr Rajaram Muralli Raja | Council Member Member, RCHD MC Member, CGNC | 19 Aug 2019 21 Sep 2020 28 Jun 2021 | Partner K&L Gates Straits Law LLP | | |
| | | | | | |
| | | | | | |
| Dr Ganesh Ramalingam | Council Member Member, CHAIR | 28 Jun 2021 28 Jun 2021 | General Surgeon, G&L Surgical Clinic | | |
| | | | | | |
| Dr Yap Kwong Weng | Council Member Chairman, CGNC Member, HIT Member, RMC | 24 Jun 2019 24 Jun 2024 24 Jun 2019 27 Nov 2023 | Chief Executive Officer, T&Y Superport, YCH Group | Member, CGNC Vice Chairman, CGNC | 21 Sep 2020 to 25 Jun 2023 26 Jun 2023 to 23 Jun 2024 |
| | | | | | |
| | | | | | |
| | | | | | |
| Dr Joy Quah | Council Member Member, CHAIR | 24 Jun 2024 24 Jun 2024 | Consultant, Department of Emergency Medicine, Singapore General Hospital | | |
| | | | | | |
| Mr Mike Hue | Council Member Member, FIC | 24 Jun 2024 24 Jun 2024 | Director, Investment Assured Asset Management (Singapore) Pte Ltd | | |
| | | | | | |
| Mr Dennis Mark | Chairman, CHAIR | 28 Jun 2021 | Chief Executive Officer, Singapore Manufacturing Federation | Council Member Member, CHAIR Member, FIC | 25 Jun 2018 to 23 Jun 2024 24 Jun 2019 to 27 Jun 2021 21 Sep 2020 to 27 Jun 2021 |
| | | | | | |
| | | | | | |
| Ms Terene Seow | Member, RCHD MC Member, FRC | 24 Jun 2019 24 Jun 2024 | Financial Services Director AIA | Council Member Chairman, FRC Member, FRC | 25 Jun 2018 to 23 Jun 2024 24 Jun 2019 to 23 Jun 2024 27 Jun 2017 to 23 Jun 2019 |
| | | | | | |

Disclosures
Related to the Council

1. Role & Responsibilities

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

2. Board Selection and Recruitment

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

3. Reappointment and Re-nomination Process

It is stated in the Constitution that elected Council members are elected (or re-elected) at the Annual General Meeting and shall hold office for two years and no longer than three consecutive full terms of two years each.

Council Meeting
Attendance Record 2024

Council Meetings were held on 26 February 2024, 27 May 2024, 24 June 2024, 26 August 2024 and 14 November 2024

| Name of Council Member | Attendance |
|--------------------------------|------------|
| Mr Tan Kai Hoe | 5 / 5 |
| Ms Tracey Woon | 3 / 5 |
| Ms Emily Tan | 5 / 5 |
| Mr Benjamin William | 5 / 5 |
| Prof Venkataraman Anantharaman | 4 / 5 |
| Mr Puvan Ariaratnam | 5 / 5 |
| Dr Mohammad Zaidi Bin Ariffin | 4 / 5 |
| Ms Usha Chandradas | 3 / 5 |
| Ms Agnes Eu | 4 / 5 |
| Mr George Goh | 4 / 5 |

4. Training

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

5. Evaluation of Board Effectiveness

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

6. Governance Evaluation

Council members complete the Governance Evaluation Checklist annually for submission to the Charity Council. Disclosure of this checklist is available for public viewing on the Charity Portal.

7. Remuneration of Board members

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

8. Conflict of Interest & Non-Disclosure Agreement

On an annual basis, Council members and staff sign a Conflict of Interest declaration form. They will abstain from any transaction or decision in which they may have a real or perceived conflict of interest. They also sign the Non Disclosure Agreement, to protect confidential and proprietary information.

Council &
Committees

Oversight Committees

Finance and Investment Committee

Chairman

Ms Emily Tan (from 24 Jun 2024)
Ms Tracey Woon (till 23 Jun 2024)

Members

Ms Usha Chandradas
Mr Satyanarayana Mylavarapu
Mr Mike Hue (from 24 Jun 2024)
Mr Axel Chan (from 24 Jun 2024)
Ms Yvonne Loo (till 23 Jun 2024)
Dr Mark Hon (till 23 Jun 2024)

Audit Committee

Chairman

Prof V Anantharaman (from 24 Jun 2024)
Ms Emily Tan (till 23 Jun 2024)

Members

Mr Koh Yat Chung
Dr Saiful Nizam Subari
Mr Allan Yeo
Mrs Tracey Woon (from 24 Jun 2024)
Ms Roshini Prakash Nair (up to 23 Jun 2024)

Risk Management Committee

(a Sub-Committee of the Audit Committee)

Chairman

Mr Allan Yeo

Members

Ms Tan Poh Hong
Mr Steve Lee
Dr Yap Kwong Weng
Mr Laurance Goh
Mr Dave Gurbani (from 25 Sep 2024)

Corporate Governance & Nomination Committee

Chairman

Dr Yap Kwong Weng (from 24 Jun 2024)
Prof V Anantharaman (till 23 Jun 2024)

Vice Chairman

Dr Yap Kwong Weng (till 23 Jun 2024)

Members

Mr Rajaram Muralli Raja
Mrs Susan Chan
Ms Tan Poh Hong
Mr Steve Lee
Mr Ling Khoon Chow

Human Resource & Compensation Committee

Chairman

Ms Agnes Eu

Members

Mr Puvan Ariaratnam
Dr Mohd Zaidi Bin Ariffin
Mr Laurence Goh
Ms Roshini Prakash Nair
Mr Loh Oun Hean (from 24 Jun 2024)

Fundraising Committee

Chairman

Ms Yvonne Loo (from 24 Jun 2024)
Ms Terene Seow (till 23 Jun 2024)

Members

Dr Collin Ang
Mr Chew Hai Chwee
Mr Koh Yat Chung
Mr Zhong Guan Bin
Mr Fang Angzhen (from 28 May 2024)
Ms Terene Seow (from 24 Jun 2024)
Ms Yvonne Loo (till 23 Jun 2024)

Operational Committees

Committee for Humanitarian Assistance & International Response

Chairman

Mr Dennis Mark

Members

Mr Benjamin William
Dr Ganesh Ramalingam
Mr George Goh
Mr Karunanithi s/o Letchumanan
Dr Mohd Zaidi Bin Ariffin
Dr Joy Quah (from 24 Jun 2024)
Ms Eileen Yap (from 24 Jun 2024)
Ms Cheah Sheau Lan (till 23 Jun 2024)

Committee for Humanitarian Innovation and Technology

Chairman

Dr Mark Hon

Members

Mr Muchsin Bin Dahalan
Dr Yap Kwong Weng
Mr Gurusamy Isakkipandian
Mr Gowtham Kanagaraj
Mr Prateek Kumar Gupta
Ms Neetha R

Red Cross Home for the Disabled Management Committee

Chairman

Mr Benjamin William

Vice-Chairman

Ms Roshini Prakash Nair

Members

Dr Anton Cheng
Mr David Alexander Ong
Mr Malcolm Lim
Mr Rajaram Muralli Raja
Ms Terene Seow
Ms Siti Zawiyah Bte Mohamad
Ms Tan Poh Hong
Dr Desmond Ooi (from 24 Jun 2024)
Mr Lien Hui Luen (till 23 June 2024)

Panel of Government Advisers

Mr Ong Kah Kuang -Ministry of Culture, Community and Youth
Ms Elizabeth Tan -Ministry of Defence
Mrs Chan-Tey Kah Hwee -Ministry of Education
Mr Steven Pang -Ministry of Foreign Affairs
COL Tay Zhi Wei -Ministry of Home Affairs (from 1 Sep 2024)
COL Ryan Ong -Ministry of Home Affairs (till 31 Aug 2024)
Dr Lim Ghee Hian -Ministry of Health
Mr Mark Tan -Ministry of Health (Alternate Member)

Advisory Panel

Infocomm Technologies

Chairman

Mr Steve Lee

Members

Mr Joe Chiu
Mr Adrian Kwong
Mr Neo Boon Kai
Mr Poh Leng Wee
Mr Dave Gurbani (from 24 Jun 2024)

Marketing Communications Advisory Panel

Chairman

Mr Goh Chee Kong

Members

Ms Dawn Low
Mr Jay Soo

Mr Jeffrey Lim
Ms Tan Su Yuen
Ms Lien Hui Luen (from 24 Jun 2024)
Mr Marcus Sia (from 1 Dec 2024)
Ms Rose Tan (till 23 Jun 2024)

Singapore Red Cross Academy Advisory Panel

Chairman

Prof (Dr) V Anantharaman

Members

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

Red Cross Youth Steering Committee

Assistant Secretary General (Operations)

Ms Charis Chan

Head, Youth Development

Ms Rubavathi Manickam

Deputy Directors

Ms Tai Wai Peng
Mr Amos Kow
Ms Daphne Goh

Coordinating Assistant Directors

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

Management Committee

Secretary General & CEO

Mr Benjamin William

Assistant Secretaries General

Ms Charis Chan -Operations
Ms Eileen Cher -Corporate

Group Directors

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

Directors

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

Associate Directors

Ms Rebekah Lim -Global Engagement
Ms Karine Tan -Community Engagement

Heads of Departments

Mr July De Leon -Volunteer Management
Mr Rick Lee -Blood Donor Programme
Ms Agnes Ting -Blood Donor Programme
Ms Rubavathi Manickam -Youth Development
Mr Ambrose Lee -Centre for First Aid and Life Support
Ms Durga Naidu Muthusamy - Centre for Psychosocial Support and Centre for Humanitarian Education
Ms Jaime Ong -Marketing & Communications
Mr Johnny Tang -Resource Development

Deputy and Assistant Heads of Departments

Brendon Hwa -Finance
Fauzia Amalia -Global Engagement
Vikram Suriamurthi -Community Engagement
Winnie Lim -Community Engagement
Alan Phuang -Community Engagement

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

Corporate Information

Address
Singapore Red Cross Society Red Cross House,
15 Penang Lane, Singapore 238486

Unique Entity Number
S08CC0370E

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

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

Bankers
Standard Chartered Bank
HSBC

Auditors
Deloitte & Touche LLP

ESG - Environmental

The refurbished Red Cross House is anchored in four design principles: optimisation for efficiency, eco-friendliness for sustainability, accessibility for connectivity, and appreciation of heritage to contribute to the environmental and social enhancement of its employees and the community.

To manage energy consumption and emissions, Singapore Red Cross (SRC) retrofitted the building with low-energy lighting, solar panels, and renewable energy sources. Space optimisation was also an important consideration for SRC, as it sought to prioritise the efficient use of the building to avoid resource wastage and preserve the natural space around it. In addition, SRC installed a rainwater harvesting tank designed to collect and store rainwater for efficient usage, water conservation, wastewater treatment, and pollution prevention.

An EV charging station will be implemented in 2025 at the Red Cross House to support cleaner-energy vehicles.

The building has also been designed to provide an open environment where SRC's various functions can interact, promoting social cohesion and collaboration among its employees. As such, it features multi-purpose spaces that can be expanded to accommodate SRC's growing needs, and the flat roofs of the building have been transformed into usable spaces.

SRC has conscientiously adopted environmentally sustainable practices, including reduced paper use, the upcycling of preloved furniture for the office, streamlining stationery procurement, and replacing physical name cards with e-business cards.

SRC has also established a Sustainability and Innovative Workgroup to encourage employees to embrace a culture of sustainability. Aligned with the SRC's 75th Anniversary's theme, 'Coast to Coast, Heart to Heart', the Workgroup collaborated with NParks to involve over 80 SRC employees, Council Members, and Members in the planting of 75 trees – 50 of them generously sponsored by NParks, and the rest by Council Members and Management. The Staff Volunteerism Workgroup also organised a beach clean up attended by 30 employees to foster greater camaraderie.

SRC has strived to lower its carbon footprint with remote working arrangements, reducing employee commutes. This spurred the successful adoption of a hybrid work model, where telecommuting is now embraced as a permanent option.

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

ESG - Social

People are at the heart of everything we do. We strive to cultivate a high-performing workforce guided by people-centric leadership and a sense of purpose. Our commitment is to create meaningful work experiences, promote positive employee well-being, uphold fair and inclusive employment practices We foster a diverse, engaged, and empowered workforce, where every individual is valued and respected.

Employee Engagement

We conducted our annual Employee Engagement Survey in 2024, and achieved an engagement score of 76%, surpassing the Singapore norm by 4 percentage points. Notably, 89% of our employees shared that they are proud to be part of the SRC - reflecting a strong sense of belonging and purpose in the work we do.

SRC is committed to be an inclusive and people-centric employer. As part of our efforts to foster transparency and engagement, quarterly town halls are held to share future objectives and strategies, communicate updates on operations and corporate services, and provide a platform for staff feedback to be addressed. To support staff in managing their professional and personal responsibilities, SRC offers flexible work arrangements (FWAs) aligned with the guidelines set by the Tripartite Standard on FWAs in Singapore.

Recognising the importance of employees' mental well-being, SRC introduced the Psychosocial Support@Workplace programme - an Employee Assistance Programme supported by a dedicated counselling service provider, to ensure that our employees have access to professional mental health support when needed.

Driven by staff-led workgroups focused on sustainability, employee volunteerism, engagement and appreciation, SRC organised several meaningful activities to enrich the workplace experience. These included regular blood donation drives, beach clean-up and tree-planting initiatives, karaoke and game sessions with seniors. Other activities that further strengthen camaraderie among staff include after hours movie screenings, themed appreciation staff dinner and other engaging activities. A highlight was the 'Heart to Heart Memoirs' initiative that invited staff to write heartfelt appreciation letters to their colleagues, strengthening bonds and nurturing a culture of care within SRC.

Committed to fostering a supportive and collaborative workplace, SRC prioritises employee well-being and organise regular bonding activities to cultivate stronger relationships, boost morale, and promote work-life balance. Aligning with festive celebrations throughout the year, SRC departments rotate hosting of recreational activities, creating opportunities for employees to showcase their creativity and fostering cross-departmental interaction and collaboration.

Learning & Development

SRC redefined its Core and Leadership Competencies to foster a resilient, learning-driven, and innovative organisation, aligned with its vision of building a strong society. SRC established the HR Volunteer Workgroup to collaborate closely with the HR department to drive this initiative forward.

SRC's Global Immersion programme aims to equip SRC staff with the knowledge, skills and global perspectives needed to thrive in an ever-evolving landscape, while fostering a culture of continuous learning and development. As part of this initiative, six middle management staff visited the International Federation of Red Cross (IFRC) and Swiss Red Cross (SRC) in Geneva in January, while another group of ten staff embarked on a study trip to Palang Merah Indonesia in September. Staff gained invaluable insights into global humanitarian operations and fostered cross-cultural exchanges with SRC's sister national societies.

To further strengthen employee's understanding of SRC's mission and the community we serve, learning journeys are organised for new staff. These sessions not only deepen their appreciation for SRC's humanitarian efforts, but also onboard them to the processes and prepare them to transition into the work seamlessly.

To upskill employees for emerging industry trends and technological advancements, SRC conducted inhouse workshops on topics such as Leveraging Artificial Intelligence (AI) and Cybersecurity Awareness, to foster innovation, and drive organisational growth.

To build a talent pipeline, SRC HR organised an Open House, welcoming members of the public to explore an impactful career across its services. HR also participated in career fairs in Institutes of Higher Learning such as James Cook University and PSB Academy, and GoodJobs Career Fair at ITEs.

Going forward, HR plans to focus on enhancing employee development, engagement, and talent acquisition through a range of targeted initiatives. With the Three-Year Learning & Development Plan, SRC will focus on strengthening the foundation, nurturing high potentials, and on leadership development and succession planning. New strategies will also be implemented to further bolster its talent development efforts and to strengthen employee retention.

ESG

- Governance

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

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

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

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

The Secretariat is organised into three divisions; Operations, Administration and the Red Cross Youth. The strength and commitment of our volunteer corps is critical for the realisation of our vision and to carry out our vision. Volunteers and employees work closely together in planning, organising and implementing the activities and programmes of the SRC.

In 2013, SRC was awarded the Charity Governance Award which honours charities that have adopted the highest standards of governance and implemented the best practices to ensure sustained effectiveness. Consecutively in 2016, 2017, 2023 and 2024, SRC received the Charity Transparency Award. These attested to SRC's commitment to upholding the highest standards in transparency -a key pillar in governance.

Procedures

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

Investment Policy and Objectives

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

Role of the Governing Board

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

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

Annual Audit

The accounts for the year were audited by Deloitte & Touche LLP, Public Accountants and Chartered Accountants. The financial statements of the SRC for the year ended 31 December 2024 are prepared in accordance with the Financial Reporting Standards in Singapore.

Disclosures

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

Remuneration

The remuneration of the three highest-paid employees in 2024 is disclosed in the bands of S\$100,000 as follows.

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

*Also serves on the Council

Volunteer Management Policy

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

Non-Disclosure Agreement

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

Gift Acceptance Policy

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

Conflict of Interest Policy & Declaration

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

Information Technology (IT) Policy

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

Global Engagement: Localisation

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

Anti-Money Laundering and Countering the Financing of Terrorism Policy

SRC takes a zero-tolerance approach to money laundering and terrorism financing. SRC implements and enforces effective internal controls to counter such activities, such as conducting due diligence and screening of certain donors and beneficiaries.

Media and Communications Policy

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

Remuneration Matters

Employees are not involved in determining their remuneration.

Whistle Blowing Advisory

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

Data Protection & Privacy Policy

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

Risk Assessment

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

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

Governance Evaluation Checklist

(Enhanced Tier)

The Singapore Red Cross is fully compliant with all six principles and 38 guidelines of the GEC.

| PRINCIPLE 1: THE CHARITY SERVES ITS MISSION AND ACHIEVES ITS OBJECTIVES | | |
|----------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| No | Call for Action | Self-Scoring |
| 1 | Clearly state the charitable purposes (for example vision and mission, objectives, use of resources, activities and so on) and include the objectives in the charity's governing instrument. Publish the stated charitable purposes on platforms (for example Charity Portal, website, social media channels, and so on) that can be easily accessed by the public. | 2 |
| 2 | Develop and implement strategic plans to achieve the stated charitable purposes. | 2 |
| 3 | Have the Board reviewed the charity's strategic plans regularly to ensure that the charity is achieving its charitable purposes, and monitor, evaluate and report the outcome and impact of its activities. | 2 |
| 4 | Document the plan for building the capacity and capability of the charity and ensure that the Board monitors the progress of this plan. "Capacity" refers to the charity's infrastructure and operational resources while "capability" refers to its expertise, skills and knowledge. | 2 |

| PRINCIPLE 2: THE CHARITY HAS AN EFFECTIVE BOARD AND MANAGEMENT | | |
|-------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| No | Call for Action | Self-Scoring |
| 5 | The Board and Management are collectively responsible for achieving the charity's charitable purposes. The roles and responsibilities of the Board and Management should be clear and distinct. | 2 |
| 6 | The Board and Management should be inducted and undergo training, where necessary, and their performance reviewed regularly to ensure their effectiveness. | 2 |
| 7 | Document the terms of reference for the Board and each of its committees. The Board should have committees (or designated Board member(s)) to oversee the following areas*, where relevant to the charity: a. Audit b. Finance * Other areas include programmes and services, Fund-raising, Appointment/Nomination, Human Resource and Investment. | 2 |
| 8 | Ensure the Board is diverse and of an appropriate size, and has a good mix of skills, knowledge and experience. All Board members should exercise independent judgement and act in the best interest of the charity. | 2 |
| 9 | Develop proper processes for leadership renewal. This includes establishing a term limit for each Board member. All Board members must submit themselves for re-nomination and re-appointment, at least once every three years. | 2 |
| 10 | Develop proper processes for leadership renewal. This includes establishing a term limit for the Treasurer (of equivalent position). For Treasurer (or equivalent position) only: a. The maximum term limit for the Treasurer (or the equivalent position like a Finance Committee Chairman, or key persons on the Board responsible for overseeing the finances of the charity) should be four consecutive years. If there is no Board member who oversees the finances, the Chairman will take on the role. i. After meeting the maximum term limit for the Treasurer, a Board member's re-appointment to the position of Treasurer (or an equivalent position) may be considered after at least a two year break. ii. Should the Treasurer leave the position for less than two years, and when he/she is being re-appointed, the Treasurer's years of service would continue from the time he/she stepped down as Treasurer. | 2 |

| | | |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| 11 | Ensure the Board has suitable qualifications and experience, understand its duties clearly, and performs well. a. No staff should chair the Board and staff should not comprise more than one-third of the Board. | 2 |
| 12 | Ensure the Management has suitable qualifications and experience, understands its duties clearly, and performs well. a. Staff must provide the Board with complete and timely information and should not vote or participate in the Board's decision-making. | 2 |
| 13 | The term limit for all Board members should be set at 10 consecutive years or less. Re-appointment to the Board can be considered after at least a two-year break. For all Board members: a. Should the Board member leave the Board for less than two years, and when he/she is being re-appointed, the Board member's years of service would continue from the time he/she left the Board. b. Should the charity consider it necessary to retain a particular Board member (with or without office bearers' positions) beyond the maximum term limit of 10 consecutive years, the extension should be deliberated and approved at the general meeting where the Board member is being re-appointed or re-elected to serve for the charity's term of service (For example, a charity with a two-year term of service would conduct its election once every two years at its general meeting) c. The charity should disclose the reasons for retaining any Board member who has served on the Board for more than 10 consecutive years, as well as its succession plan, in its annual report. | 2 |
| 14 | For Treasurer (or equivalent position) only d. A Board member holding the Treasurer position (or equivalent position like a Finance Committee Chairman or key person on the Board responsible for overseeing the finances of the charity) must step down from the Treasurer or equivalent position after a maximum of four consecutive years. i. The Board member may continue to serve in other positions on the Board (except the Assistant Treasurer position or equivalent), not beyond the overall term limit of 10 consecutive years, unless the extension was deliberated and approved at the general meeting. | |

| PRINCIPLE 3 THE CHARITY ACTS RESPONSIBLY, FAIRLY AND WITH INTEGRITY | | |
|------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| No | Call for Action | Self-Scoring |
| 15 | Conduct appropriate background checks on the members of the Board and Management to ensure they are suited to work at the charity. | 2 |
| 16 | Document the processes for the Board and Management to declare actual or potential conflicts of interest, and the measures to deal with these conflicts of interest when they arise. a. A Board member with a conflict of interest in the matter(s) discussed should recuse himself/herself from the meeting and should not vote or take part in the decision making during the meeting. | 2 |
| 17 | Ensure that no Board member is involved in setting his/her own remuneration directly or indirectly. | 2 |
| 18 | Ensure that no staff is involved in setting his/her own remuneration directly or indirectly. | 2 |
| 19 | Establish a Code of Conduct that reflects the charity's values and ethics and ensure that the Code of Conduct is applied appropriately. | 2 |
| 20 | Take into consideration the ESG factors when conducting the charity's activities. | 2 |

Governance Evaluation Checklist
(Enhanced Tier)

| PRINCIPLE 4: THE CHARITY SERVES ITS MISSION AND ACHIEVES ITS OBJECTIVES | | |
|----------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| No | Call for Action | Self-Scoring |
| 21 | Implement and regularly review key policies and procedures to ensure that they continue to support the charity's objectives. a. Ensure the Board approves the annual budget for the charity's plans and regularly reviews and monitors its income and expenditures (for example, financial assistance, matching grants, donations by board members to the charity, funding, staff costs and so on). | 2 |
| 22 | Implement and regularly review key policies and procedures to ensure that they continue to support the charity's objectives. a. Implement appropriate internal controls to manage and monitor the charity's funds and resources. This includes key processes such as i. Revenue and receipting policies and procedures; ii. Procurement and payment policies and procedures; and iii. System for the delegation of authority and limits of approval. | 2 |
| 23 | Seek the Board's approval for any loans, donations, grants, or financial assistance provided by the charity which are not part of the core charitable programmes listed in its policy (For example, loans to employees/ subsidiaries, grants or financial assistance to business entities). | 2 |
| 24 | Regularly identify and review the key risks that the charity is exposed to and refer to the charity's processes to manage these risks. | 2 |
| 25 | Set internal policies for the charity on the following areas and regularly review them: a. Anti-Money Laundering and Countering the Financing of Terrorism (AML/CFT); b. Board strategies, functions, and responsibilities; c. Employment practices; d. Volunteer management; e. Finances; f. Information Technology (IT) including data privacy management and cyber-security; g. Investment (obtain advice from qualified professional advisors if this is deemed necessary by the Board); h. Service of quality standards; and i. Other key areas such as fund-raising and data protection. | 2 |
| 26 | The charity's audit committee or equivalent should be confident that the charity's operational policies and procedures (including IT processes) are effective in managing the key risks of the charity. | 2 |
| 27 | The charity should also measure the impact of its activities, review external risk factors and their likelihood of occurrence, and respond to key risks for the sustainability of the charity. | 2 |

| PRINCIPLE 5: THE CHARITY IS ACCOUNTABLE AND TRANSPARENT | | |
|------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| No | Call for Action | Self-Scoring |
| 28 | Disclose or submit the necessary documents (such as Annual Report, Financial Statements, GEC, and so on) in accordance with the requirements of the Charities Act, its Regulations, and other frameworks (For example, Charity Transparency Framework and so on). | 2 |
| 29 | Generally, Board members should not receive remuneration for their services to the Board. Where the charity's governing instrument expressly permits remuneration or benefits to the Board members for their services, the charity should provide reasons for allowing remuneration or benefits and disclose in its annual reports the exact remuneration and benefits received by each Board member. | 2 |

| | | |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| 30 | The charity should disclose the following in its annual report: a. Number of board meetings in the year; and b. Each Board member's attendance | 2 |
| 31 | The charity should disclose in its annual report the total annual remuneration (including any remuneration received in the charity's subsidiaries) for each of its three highest-paid staff, who each receives remuneration exceeding \$100,000, in incremental bands of \$100,000. Should any of the three highest-paid staff serve on the Board of the charity, this should also be disclosed. If none of its staff received more than \$100,000 in annual remuneration each, the charity should disclose this fact. | 2 |
| 32 | The charity should disclose in its annual report the number of paid staff who are close members of the family of the Executive Head or Board members, and whose remuneration exceeds \$50,000 during the year. The annual remuneration of such staff should be listed in incremental bands of \$100,000. If none of its staff is a close member of the family of the Executive Head or Board members and receives more than \$50,000 in annual remuneration, the charity should disclose this fact. | 2 |
| 33 | Implement clear reporting structures so that the Board, Management and staff can access all relevant information, advice and resources to conduct their roles effectively. a. Record relevant discussions, dissenting views and decisions in the minutes of general and Board meetings. Circulate the minutes of these meetings to the Board as soon as practicable. | 2 |
| 34 | Implement clear reporting structures so that the Board, Management and staff can access all relevant information, advice and resources to conduct their roles effectively. a. The Board meetings should have an appropriate quorum of at least half of the Board, if a quorum is not stated in the charity's governing instrument. | 2 |
| 35 | Implement a whistle-blowing policy for any person to raise concerns about possible wrongdoings within the charity and ensure such concerns are independently investigated and follow-up action taken as appropriate. | 2 |

| PRINCIPLE 6: THE CHARITY COMMUNICATES ACTIVELY TO INSTIL PUBLIC CONFIDENCE | | |
|-------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
| No | Call for Action | Self-Scoring |
| 36 | Develop and implement strategies for regular communication with the charity's stakeholders and the public (For example, focus on the charity's branding and overall message, raise awareness of its cause to maintain or increase public support, show appreciation to supporters, and so on). | 2 |
| 37 | Listen to the views of the charity's stakeholders and the public and respond constructively. | 2 |
| 38 | Implement a media communication policy to help the Board and Management build positive relationships with the media and the public. | 2 |
| TOTAL (SELF-SCORING) | | 76 points, equivalent to 100% |

Financial Processes

Procurement and Delegation of Authority

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

Payments from the Society's bank accounts are made with dual signatories, including the Chairman, Vice-Chairman, members of the Finance & Investment Committee, the Secretary-General, and the Director of Finance. The signatories authorise payments based on an approval matrix.

Financial Information

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

Reserves Policy

The Singapore Red Cross maintains a reserve to ensure the sustainability of its programmes in the event where funding or donations unexpectedly fall short of the required programme expenditure. According to the 2024 audited financial statements, the Society holds unrestricted funds equivalent to 1.5 years of programme expenditure.



“By giving blood, I can help others in their time of need,”

said Mr Johnathan David.

Ever since he witnessed a Spyros tanker explosion in 1978 that claimed 76 lives and injured 69 others, Johnathan David became motivated to donate blood. 232 donations later, Johnathan has saved close to 700 lives.

“I derive immense satisfaction from knowing that each blood donation can save up to three lives. It’s an act of kindness that can make a vast difference in someone’s life,” he said.

Since its appointment in 2001 as the National Blood Donor Recruiter, the Singapore Red Cross (SRC)’s **Blood Donor Programme (BDP)** has prioritised its multi-pronged strategy in **recruiting, retaining and recognising blood donors and blood mobile organisers**. BDP works closely with country partners to mobilise blood donations to sustain the nation’s blood supply.

On World Blood Donor Day, 1,961 blood donors and 23 blood champion organisations were recognised by SRC and Health Sciences Authority (HSA) for their continuous support and pivotal role in saving lives. The YouthInspire initiative was launched on that day to encourage youths between the ages of 16 to 25 to support the National Blood Programme. This could be done through building connections, organising events and campaigns, as well as participating in volunteer work to champion blood donations.

As part of youth engagement, YouthInspire collaborated with the Olivia Rodrigo Fan Club in Singapore to organise the Olivia Rodrigo Blood Donation Fan Event and successfully encouraged youth participation in blood donation. Through a combination of interactive fan activities, the members fostered a supportive and youth-friendly environment for first-time and regular blood donors.

Apart from engaging partners, SRC also nurtures youth as blood donation advocates by engaging Institutes of Higher Learning (IHL). SRC worked with the Singapore University of Social Sciences on a consultancy project to enhance youth engagement in blood donation. Through diagnosing and analysing key factors influencing youth donation behaviour, they were able to co-create targeted campaigns to address these insights. SRC also collaborated with Temasek Polytechnic to develop integrated marketing communications proposals aimed at educating youth on the importance of blood donation and encouraging greater participation.

To attract the youth and encourage more individuals to embrace regular blood donation as part of their lifestyle, collaborative campaigns were employed to kickstart festive seasons. The collaboration with Peanuts™ launched the Ho-Ho-Hope of Blood Christmas campaign. Beloved Peanuts™ characters like Snoopy, Lucy, and Charlie Brown joined Blood Buddy throughout December to bring smiles to donors and visitors alike. To further spread the holiday cheer, Bloodbanks were festively adorned in Peanuts™ decorations and blood donors all received exclusive Peanuts™ merchandise.

In 2024, SRC signed a Memorandum of Understanding with People’s Association (PA) to catalyse greater youth participation as donors and advocates, and to encourage Community Emergency and Engagement (C2E) members to become blood ambassadors. The agreement also promotes blood donation awareness during significant events, including Safety and Security (S&S) and Community Resilience (CR) days. SRC also worked with the Public Service Division (PSD) to have blood donation recognised in PSD’s volunteering leave policy, enabling public servants to apply for volunteering leave when donating blood.



SRC Ambassador Eunice Olsen



SRC Ambassador Sheila Chong with HSA CEO Adj A/Prof Raymond Chua

Moving Forward

SRC will continue to ramp up efforts to encourage youth to step forward as blood donors through initiatives such as the National Blood Dialogue and other youth-centric campaigns

242
Blood Drives

457
Centre Bookings

79,365
Blood Donors



“My goal is to teach CPR to as many people as possible. With every minute’s delay, a person may die,” said Mr Syafawi Ho Koon Sai.

From a young age, Syafawi Ho Koon Sai, 60, understood the depths of grief all too well. At just 15, he lost his father to a sudden heart attack. That tragic moment ignited a lifelong resolve to be there for others in similar critical moments. Today, Syafawi is a seasoned instructor with the **Singapore Red Cross Academy** (SRCA), the training arm of the Singapore Red Cross (SRC) that **provides humanitarian studies to build capacity and strengthen community resilience**.

In 2024, the **Centre for First Aid and Life Support (CFALS)** conducted 1,496 course runs and trained and certified 13,082 learners in first aid through public and private classes and collaborations such as:

- World Red Cross Day at Nan Chiau High School, where 1,200 cadets were trained in first aid and resuscitation skills
- Pregnancy to Parenthood’s Mummy’s Market, where 150 attendees were empowered through a live demonstration of first aid and resuscitation skills at Singapore Expo Hall
- Dunman Secondary School’s Career Guidance and Learning Journey, that saw 40 students in attendance at Red Cross House
- Project Heart with Singapore Heart Foundation, where 140 participants were trained in CPR+AED

An additional 10,061 persons were engaged across SRCA’s outreach at SAFRA for 40 Years of Total Defence, and SRC 75th Anniversary Roadshows across the island.

Moving forward, CFALS will be rebranded to Centre for First Aid and Resuscitation (CFAR). While well-established course content will remain the same, the mode of delivery and facilitation will be kept adaptable as it has been over the years. This will include more practical hands-on sessions and the use of e-learning platforms like Gnowbe. Regionally, CFAR looks to continue collaborations with other National Societies as part of the Red Cross and Red Crescent (RCRC) Movement for capacity-building with support from the Global First Aid Reference Centre (GFARC). The team will launch courses such as First Responder on Water Safety, First Aid for Cats and Dogs, Outdoor Wilderness First Aid and offer blended learning for Singapore Resuscitation and First Aid Council (SRFAC) accredited first aid courses and occupational first aid courses.



“It’s important because in times of crisis — whether it’s a personal loss or a large-scale disaster — people need to feel heard and supported,” said Mr Alvin Ong.



And as someone who often engaged with donors and the public in his professional role, Alvin Ong had a desire to be better equipped at offering immediate support to those around him in a compassionate yet non-intrusive way. At the Singapore Red Cross Academy’s (SRCA) **Centre for Psychosocial Support (CPSS)**, he attended the Psychological First Aid course which equipped him with the knowledge and skills needed to **address psychosocial vulnerabilities during stressful or emergencies**.

During the training, Alvin learned how to **distinguish PFA from therapy as an immediate, non-intrusive aid for distress that is useful in everyday situations like workplace stress — not just disasters**. Through the course, trainees learnt how to identify emotional, physical, and behavioural signs of distress, **responding with empathy rather than solutions**.



In 2024, CPSS trained approximately 8,400 learners and conducted mental wellness talks at industry conferences such Occupational Safety + Health Asia and the Institute of Ergonomics and Hygiene Conference. Outreach efforts in school were also conducted through the Red Cross Youth (RCY).

As a champion of mental health, CPSS is committed to equipping Psychological First Aiders with the knowledge and skill sets to assist individuals with suicide ideation. The SRC signed a Memorandum of Understanding (MOU) with the Samaritans of Singapore (SOS) to launch the new Psychological First Aid and Be A Samaritan (PFA+BAS) programme. The PFA+BAS programme will operate at Tier 2 ‘Low-Intensity Services’, which staves off the escalation of their symptoms, facilitates coping and paves the way for the person to seek further assistance.

CPSS plans to launch Resilience Skills for Everyday Life, creating more resources like customised case scenarios, roleplaying, mental health talks and newsletters targeted towards the workforce. They also hope to strengthen collaborations with partners to empower as many people as possible.



“Education is one of the most powerful tools for building resilience and creating lasting change. Knowing that I can contribute my knowledge and experience to shaping more compassionate and prepared responders inspires me to volunteer,” said Ms Thakshayani Skanthakumar.

Motivated by this conviction, Thakshayani joined the Singapore Red Cross (SRC) as a volunteer in 2019, determined to bridge the gap between theory and practice in humanitarian work. Through her active role with the Centre for Humanitarian Education (CHE), she has developed training content, conducted sessions for fellow volunteers, and contributed to capacity-building efforts across the region.

Her contributions reflect a steadfast commitment to empowering individuals with life-saving knowledge and fostering a holistic understanding of disaster management. By integrating academic insight with practical application, Thakshayani is helping to cultivate a new generation of responders equipped with technical skills, empathy, resilience, and a deep sense of purpose.

CHE hopes to deepen the understanding of humanitarian challenges stemming from demographic shifts, socioeconomic dynamics, and climate change. Through its programmes and courses, communities are equipped with the tools and insights necessary to address pressing issues and foster resilience locally and globally. Anchored on two core pillars: **response preparedness** and **vulnerability reduction**, CHE empowers individuals with knowledge, practical skills, and a spirit of compassion. CHE remains committed to expanding its offerings to address existing and emerging threats, such as extreme heat.

In 2024, the Centre for Humanitarian Education (CHE) trained 2,126 individuals and introduced several new training courses. This includes the Safety, Security, and Risk Training for Humanitarian Deployment, Water, Sanitation and Hygiene (WASH) Training, Youth Humanitarian Training, Heat Management Talk for Migrant Workers, and Caregiving training for Respiratory Disease and Stroke Support

Additionally, CHE conducted the **Overseas Disaster Deployment Training (ODDT)** for the People’s Association and delivered the **Heat Management Talk** at the Migrant Workers’ Centre.

To support professional growth, CHE launched **Health Ethics & Professionalism for Nurses**, enabling participants to earn **Continuing Professional Education (CPE)** points accredited by the Singapore Nursing Board. In collaboration with the **Singapore Nurses Association** and the **Muslim Healthcare Professionals Association**, CHE expanded its reach by offering specialised training and courses for caregivers.

Looking ahead, CHE will continue to innovate by harnessing technology, delivering forward-thinking training solutions, and enhancing access to high-quality learning. This will empower individuals and communities to **save lives, adapt, and thrive** in an increasingly complex world.



13,082
First Aiders
Trained & Certified

2,126
Humanitarians &
Caregivers Trained

8,354
Psychological
First Aiders Trained



“My journey has been a life-changing and fulfilling experience that has shaped me into who I am today. I hope to continue doing what I am passionate about, further building on our strong culture and practices to provide our juniors with more fulfilling experiences,” said Mr Bryan Chia.

Bryan Chia first joined the **Red Cross Youth** (RCY) as a cadet in Fuhua Secondary School, as his co-curricular activity (CCA). Little did he know that he would continue to serve with RCY in the years to come. After graduating from secondary school, Bryan became a Volunteer Instructor at his alma mater before eventually heading Zone One and Zone Two. Most recently, Bryan served as the Project Manager at the 2023 and 2024 RCY First Aid Championships.

The RCY programme cultivates children throughout their developmental years. Red Cross Junior (RCJ) @ Preschool and RCJ @ Community train children aged five to nine to become humanitarians of tomorrow. Meanwhile, RCY Links and Cadets cater to primary and secondary school children and RCY Chapters and Youth@Community, an Open Chapter, are for youth aged 10 to 25 years old.



In 2024, RCY introduced new drone enrichment classes as part of their revised curriculum, drawing nearly 80 students in its first two runs. This hands-on programme features activity-based stations and first-hand knowledge of how drones are used in SRC's overseas deployment. To equip students with global mission experience, 14 cadets from six schools participated in an Overseas Humanitarian Programme to Sri Lanka. During their visit, they engaged with over 300 Sri Lankan students across three schools.

Project R.I.C.E.+, the annual, nationwide collection and distribution drive, continues to make an impact in the community. Championed by 27 dedicated youth leaders from RCY, the project successfully raised S\$658,943 — more than 15% increase from previous years. This achievement enabled the purchase of 65,885 bundle sets, extending support to approximately 15,000 households from 141 organisations across Singapore.

3,500
Red Cross Junior

4,252
Red Cross Youth
(Links & Cadets)



As part of its new curriculum, RCY's Youth@Community launched Project SWIFT with HoME+. This collaboration with Red Cross Home for the Disabled (RCHD) spearheaded survey-mapping for nearby rental blocks to identify the needs of low-income and elderly residents, while deepening relationships with community partners such as People's Association during outreach events. As a result, RCY was invited to Community Resilience Day events at Nee Soon GRC and Pasir Ris-Punggol GRC.

Looking ahead, RCY hopes to expand its reach by inviting more preschools to join the Red Cross Junior programme while encouraging parents to participate as volunteers. The team also plans to strengthen collaborative projects within the SRC, organise more rounds of Overseas Humanitarian programmes, and enhance the Uniformed Groups' curriculum by placing more emphasis on mental wellness.

1,263
Red Cross Chapters (Members)

1,613
Youth@Community



Care Services

- Red Cross Home & Day Activity Centre for the Disabled



“Hwee Lee’s greatest pleasure is spending time with others, particularly those who make her laugh,” said Ms Bernalyn Rivera Paragas, Staff Nurse of RCHD.

Diagnosed with cerebral palsy and epilepsy, Teo Hwee Lee has been a resident of the Singapore Red Cross’ (SRC) **Red Cross Home for the Disabled (RCHD)** for three decades. She is one of a hundred residents who are cared for **by a dedicated team of professional caregivers, comprising nursing and healthcare aides, physiotherapists, and occupational and speech therapists.** They engage residents in activities that **address physical, recreational, social, and emotional needs, maintaining their motor and cognitive skills and offer comprehensive residential care,** at a home away from home.

Located in Family Link @ Lengkok Bahru, RCHD has introduced innovative and therapeutic activities designed to enhance sensory stimulation and overall quality of life. A key initiative is the development of a sensory room that engages residents’ multiple senses simultaneously. The home has also implemented Pet Therapy, bringing in cats and dogs to uplift moods, reduce stress, and provide companionship to residents. Additionally, Portable Pool Therapy now allows residents to immerse their feet in the water, promoting gentle physical support, emotional relaxation and enhanced well-being through water activation.



Embracing innovation, RCHD has explored robotic technology to further engage residents. The OmniVista system provides interactive sessions with vibrant visuals, while the Temi-Robot autonomously navigates the wards, delivering curated video content tailored to residents’ preferences directly by their bedside. Another milestone has been the reopening of RCHD’s dedicated therapy gym which offers a safe, proper space for residents to engage in rehabilitative activities including ambulation, MOTomed and tilt table exercises. This specialised space fosters both physical improvement and social interaction, ensuring personalised therapeutic care.

To ensure that community outings remain accessible to all, RCHD implemented short-distance excursions for residents with medical restrictions. This was to enable those with nasogastric tubes or anaemia to join in the activities safely.

Beyond the dedicated caregivers and volunteers who devote countless hours building friendships with residents, donors and partners play an integral role in supporting the Home. Frasers Property has contributed significantly, with a donation of \$100,000, while encouraging employee volunteerism across monthly food distribution to nearby estates and participate in regular befriending sessions at RCHD.

Apart from befriending the residents, Mediacorp organises monthly visits to RCHD to assist with oral feeding duties while volunteers from DBS come in weekly to clean the wheelchairs. Love Pal has been actively supporting RCHD by donating monthly to kitchen wishlists and catering festive meals for caregivers. Additionally, students from various CCA groups at Singapore Polytechnic volunteer monthly to conduct art, music, and befriending sessions with residents.

Nestled in Jurong West, **SRC’s Day Activity Centre (DAC)** offers daycare to over 30 persons with disabilities. The center **engages participants in diverse activities that promote physical, emotional, and social well-being while equipping them with basic daily routine and community living skills.**

Dora Lee was diagnosed with Alternating Hemiplegia of Childhood (AHC), a rare neurodevelopmental disorder, when she was just 11 months old. She attended a school for persons with intellectual disabilities till she was 18.

In 2023, Dora’s mother, Mdm Phua stumbled upon an article in the newspaper featuring the DAC and, after attending the open house, eventually enrolled Dora, now 31, for a twice-weekly four-hour session at the centre. Since enrolling in the DAC, Dora has engaged in arts and crafts, gardening, meal preparation sessions, group therapy games, and gait training.

“I wanted her to benefit from social interaction, build meaningful connections, and discover new things,” said Mdm Phua, Dora’s mother.

In 2024, DAC successfully introduced Augmentative and Alternative Communication to enhance communication support for their clients. The initiative empowered non-verbal and speech-impaired individuals to express themselves more effectively, fostering greater independence and inclusion. They also converted a room into a dedicated sensory room to provide a therapeutic environment that promotes relaxation, improves sensory processing and enhances overall well-being.

The National University of Singapore collaborated with DAC on students’ final-year projects, focusing on creating assistive devices tailored to the needs of persons with disabilities. The projects fostered innovation and practical solutions to improve clients’ quality of life. Meanwhile, students from Cerebral Palsy Alliance Singapore West gained valuable hands-on experience through regular volunteering at DAC, making meaningful contributions to the well-being and development of the clients.

Moving forward, both RCHD and DAC will expand their spaces to provide better care and services to their residents and clients.



Dora Lee with her mother

● Building Resilient Communities

Community FirstAid

“We serve as the critical bridge between an unforeseen accident and the arrival of assistance, which can make the difference between life and death,” said Mr Mike Chin.

It was after the pandemic that Mike Chin came across a news report highlighting the Singapore Red Cross’ (SRC) appeal for more volunteers for its **First Aiders on Wheels** initiative. This initiative which **offers first aid support in national parks on the weekends and during public holidays** is a part of SRC’s **Community First Aid** programme. The news stirred up a past memory, when a loved one had gotten injured in a crash. The incident left Mike feeling helpless but it also became an incentive for him to be better prepared for future emergencies. Therefore, he joined the SRC as a First Aider on Wheels and a **Community First Aider** to assist at **national and community events**.

Volunteers like Mike are called upon to **provide first aid at major occasions** while helping **prepare communities for significant emergencies and disasters**. Through volunteering, Mike has been able to bridge the gap between theory and practice, ultimately sharpening his first aid skills through real-world experience.

“Volunteering as a first aider enables us to help someone in need,” Mike noted. “We develop confidence, knowledge, and skills to step up and make a crucial difference in someone’s life.”

In 2024, the First Aiders on Wheels programme extended its services to Punggol Waterway and Coney Island, improving access to first aid in recreational areas. The Community First Aid programme supported 56 national and community events, including Chingay, OCBC Cycle, the National Day Parade, and Christmas Wonderland.

Additionally, the Emergency Responder Training team partnered with Sengkang General Hospital and Tan Tock Seng Hospital to strengthen their joint emergency response capabilities, highlighting the value of collaboration in protecting community safety and well-being during crises.

Looking ahead, the Community First Aid programme looks to take on more large-scale events, and forge lasting partnerships with established event organisers. It also plans to work closely with NParks to expand deployments to two additional national parks in 2025. To support both expansions, the programme will grow its volunteer base by introducing new activities and engagement strategies.

56
Events Covered

940
Cases Attended To

1,726
Volunteers Deployed

Aging with Dignity

Senior Services - Community Befriending

“My story is not one of despair but rather, a poignant tale of resilience and human connection,”
said Mr A. Arumugam S/O Murugam Alagan.

At an early age, Mr A. Arumugam S/O Murugam Alagan experienced the heart-wrenching pain of losing his parents. As he aged, Mr Arumugam grappled with numerous medical conditions as he aged such as abnormal heart rhythms, diabetes, kidney problems, breathing problems, hearing impairment and digestive issues. These ailments and his financial situation hindered his ability to live independently. Therefore, Mr Arumugam, 79, lives with one of his foster siblings — Mr Renga, who he regards as a cousin.

To ensure Mr Arumugam's physical well-being, they sought assistance from a social service centre and were referred to the Singapore Red Cross (SRC) **Community Befriending**. Here, **volunteers visited him fortnightly, engaged him in activities and went the extra mile to assist him**. Through the compassionate care, comfort and companionship of the volunteers — as well as Mr Renga's unwavering support — Mr Arumugam found the hope, strength and confidence to face each day.

“When the Community Befriending volunteers visit me at home, or interact with me, they bring me much joy, comfort and companionship. They have shown me that I am not alone and can call on them whenever I need assistance or counselling,” said Mr Arumugam.

In 2024, the Community Befriending programme enhanced its services with more events and activities tailored to the seniors' interest and needs. They brought more seniors out to attractions such as the Singapore Flyer and Bird Paradise to promote socialisation and mental well-being. They also celebrated Chinese New Year, Hari Raya, and Deepavali. The Community Befriending programme continued to promote digital literacy through Infocomm Media Development Authority's (IMDA) Digital Session where the seniors learnt more about video conferencing, scam prevention and online safety.

The Community Befriending programme looks to strengthen the support system for isolated seniors by recruiting more volunteers across all age groups and increasing the frequency of house visits. They also hope to have more tie-ups with the Health Promotion Board (HPB) to diversify activities that will include preventive exercises to promote mobility and overall health of the seniors.



900
Seniors

50
Community Befrienders





“Because I stay alone, I used to be concerned that I would fall and no one would come to my aid. Now, with HoME+, I no longer worry. Instead, I feel more assured that someone is looking out for me.” said Mdm Ng Ban Wee.

Mdm Ng Ban Wee, 72, has lived alone since her husband passed away a few years ago. While she relishes her independence, she cherishes the weekly visits and family meals with her granddaughter, son, and daughter-in-law.

Concerned about his mother, Mdm Ng’s son subscribed to the Singapore Red Cross (SRC) **Home Monitoring and Eldercare (HoME+)** at her home. **HoME+ safeguards stay-alone seniors within the familiar environment of their own homes** by relying on round-the-clock **non-intrusive motion sensors and panic buttons** to detect inactivity. Should Mdm Ng require assistance, a touch of the panic button would trigger a call from an agent to check on her well-being. In the situation where there is no response, Community Responders will be deployed to her home immediately.



Supported by multi-year fundings from generous sponsors such as the Asian Medical Foundation and Tan Chin Tuan Foundation, HoME+ has reached out to assist more vulnerable seniors.

Moving forward, the team will be launching HoME+ 2.0 and officially kickstarting CHARTer. This new initiative enables volunteers to conduct home assessments at clients’ residences and facilitate the onboarding process, a task previously done by Singapore Red Cross’ staff.

900 Seniors
142 Community Responders

Supporting Families through Challenges



“My dream is to improve my school results and do well for PSLE,” said Ms Elyana DaWood.

11-year-old Elyana Dawood* lives with her family of seven in a rental flat, alternating between sleeping on the floor and in the bedroom. Her living situation made it hard for her to focus on her studies, resulting in poor results — and the lack of personal space placed strains on her friendships. On her own, Elyana could not find solutions for these challenges.

The breakthrough came in May 2022 when she enrolled in the Singapore Red Cross (SRC) **Young Hearts** programme. This SRC initiative focused on **uplifting the lives of children through a multi-pronged strategy: Education, Enrichment and Excursions** — 3Es in Action. Since then, her grades have improved and Elyana has grown confident about her future.



“The tuition provided by the Young Hearts programme has helped me improve my grades in Science and Mother Tongue, and made me a more responsible person. Without the tuition, I would not know how to study on my own,” she said.

Through the 3Es, Young Hearts strengthens and bolsters self-reliance amongst the 127 children and youth who come from challenging backgrounds, most of whom are from lower-income families. The programme addresses disparities by providing access to **academic sessions and facilitating development and betterment**, thus breaking free from intergenerational vulnerability. The beneficiaries regularly participate in sports programmes, such as bowling sessions, futsal, telematches and sports camps, strengthening the bonds and identities amongst themselves.

“Without the **Young Hearts** Programme, I would have spent my free time wandering around the corridor, the playground, or caring for my siblings at home. Thank you for spending time with us and bringing us out on outings,” said Elyana.

Moving forward, the programme aims to deepen its focus on the psychosocial development, mental health, and socioemotional wellbeing of our Young Hearts through intentional mentoring and positive engagement. Enrichment activities will be purposefully streamlined to better support holistic growth and the development of capabilities and core life skills, complementing the current academic support given and nurturing a stronger sense of social responsibility in community.

Not real name

127
Students

30
Volunteers



“I do my best for the sake of my son. I do not want him to undergo the same hardships I did,” said Mr Mohamad Fahmi Bin Zainal.

Mohamad Fahmi* Bin Zainal was a manager at a restaurant, happily married and blessed with a son. However, things took a sudden turn when he was diagnosed with diabetes. The amputation of his right leg severely limited his ability to live independently and work as he once did, resulting in a two-year struggle with depression. Not too long later, his son Khairul** was diagnosed with autism and the hefty school fees placed a greater financial strain on the family.

A glimmer of hope emerged when Fahmi received his prosthetic leg. Fuelled by his indomitable spirit and resilience, Fahmi forged ahead and secured a job as a night shift security officer. However, Fahmi’s medication and Khairul’s medical bills drained a significant portion of Fahmi’s remuneration.

Fahmi was introduced to the Singapore Red Cross - Fairprice **Meals with Love Programme** that **ensures no family is deprived of food due to financial hardship**, and **encourages the consumption of nutritious food for home cooking** with the provision of grocery vouchers. It serves as a **compassionate response to alleviate the financial burdens** faced by vulnerable families while they work closely with dedicated social workers to **develop a comprehensive, long-term care plan for financial sustenance**.

With FairPrice Foundation’s sponsorship of S\$400,000, the Meals with Love Programme served 2,461 individuals from 537 families like Fahmi’s.

The Infant Pack Programme that supported 30 families in 2024 will be phased out ensuring a more comprehensive and sustainable approach tailored to beneficiaries’ needs. SRC looks to continue with NTUC Fairprice’s A Full Plate initiative to secure grocery and hot meal vouchers for beneficiaries.

Not real name

2,461
Individuals

537
Families

Uplifting Lives

Medical Chaperone & Transport

“I used to stress about transportation, as it is difficult for me to find my own taxi. Now, every trip is memorable! I feel very happy, safe and secure, and I remember every interaction with the drivers fondly.” said Mdm Subathra D/O V Manickam.

Diagnosed with lupus in her twenties, Mdm Subathra D/O V Manickam, 70, struggles with joint mobility. The illness has also impacted her eyes, kidneys, and legs. Since the pandemic, family connections have grown distant and relatives now check-in digitally with Mdm Subathra.

With the rising costs of rideshare options and challenges maneuvering her wheelchair, Mdm Subathra soon became afraid to leave the house on her own. However, through the Agency for Integrated Care (AIC), Mdm Subathra was introduced to the Singapore Red Cross' (SRC) **Medical Chaperone & Transport (MCT)**. MCT offers **crucial transport and medical chaperone assistance to elderly individuals and persons with disabilities from lower-income homes**. The programme helps clients **get to-and-from their appointments at healthcare service facilities and day activity centres**.

MCT has made more than 8,600 trips to bring seniors to-and-from their healthcare with the aid of 70 chaperones and SRC's 10 transporter vehicles, benefitting more than 800 clients from vulnerable households.

MCT plans to continue expanding its capacity by pursuing external vendor partnerships. Additionally, more focus will be placed on developing targeted training materials for the chaperones and employing valuable feedback given to ensure they are equipped with the necessary skills to consistently deliver excellent service to clients.

800
Clients

70
Chaperones

12
Vehicles



Home away from home



Wellness (CHoW) invites you to:

times

Community Health outreach for Wellness (CHoW)



“She couldn’t express herself, but she was very, very happy to see her family. And that’s a ‘thank you’ to us in a way,”
said Ms Gayatri Murugasan.

A domestic helper suffered a haemorrhagic stroke which made it hard for her to swallow or speak — much less find her way back home. Singapore Red Cross (SRC) volunteers, including Tan Tock Seng senior staff nurse Ms Gayatri Murugasan, took the 13-hour journey to get the domestic helper home to her family and took turns feeding her medication as well as the required liquid diet.

This is one of SRC’s **Community Health outreach for Wellness (CHoW)** programme’s core initiatives. The **Last Mile Assistance Programme** provides **medical transport and volunteer escort** for injured or sick migrant workers who require repatriation to their home countries.



20,190
Migrant Workers and
Migrant Domestic Workers
reached

257
Volunteers

Since its launch in 2019, the programme has grown from two cases in its first year to five in 2024. It provides support for Migrant Domestic Workers and Migrant Workers with focus on their holistic health and skills training.

SRC works closely with established communities of migrant workers and foreign domestic workers, as well as charities and grassroots initiatives dedicated to migrant workers. This includes HealthServe, Migrant Workers’ Centre (MWC), Centre for Domestic Employees (CDE) and the Ministry of Manpower Assurance’s Care and Engagement Group (MOM ACE).

In 2024, CHoW established a dedicated wellness space at the Red Cross House for migrant domestic workers seeking a safe and supportive environment. Complementing this, the Health through Exercise, Arts and Trips (HEARTS) Programme promotes physical and mental well-being within the migrant community.

To date, CHoW has successfully engaged 20,190 migrant workers and migrant domestic workers through various initiatives at the Red Cross House like the Deepavali celebration with CDE, and the Singapore Malayalee Association.

CHoW is committed to increasing its impact by weaving mental wellness support into every engagement, ensuring that the vulnerable migrant community receive care as well as the tools to build resilience and emotional well-being. Through the activities, many of the beneficiaries have expressed interest in volunteering and giving back to their community. SRC will empower them to take on active roles in leading engagements at the wellness space, so they can become changemakers.



Global Engagement



Global Engagement



“I feel blessed as I had the rare privilege to serve not only Singapore, my second home, but also India, my motherland,”
said Mr Satyanarayana Mylavarapu.

Mr Satyanarayana Mylavarapu began volunteering with Singapore Red Cross (SRC) in 2015. After graduating from the Overseas Disaster Deployment Training (ODDT) programme in 2016, he has been an integral part of the **Global Engagement (GE)** team — serving as a volunteer leader for the Overseas Disaster Response deployments, and the Overseas Humanitarian Programme (OHP) where he coordinates SRC’s projects in India.

In 2024, GE deployed 29 volunteers and 10 staff members to eight different overseas missions; including five disaster response missions and three OHPs. Approximately one million people benefited from GE’s relief, recovery, rebuilding, and rehabilitation efforts.

GE is committed to three core priorities:

- **International Services (IS)** provides emergency relief, early recovery, and long-term rebuilding in communities affected by crises and disasters, boosting the capacity and resilience of the communities.
- **Centre of Excellence for Pandemic Preparedness (CoEPP)** provides a platform for the Southeast Asia Red Cross Red Crescent (RCRC) National Societies to work together to enhance pandemic preparedness and response.
- **Humanitarian Engagement** establishes platforms for awareness and interest in humanitarian trends and affairs, forging collective action in supporting the most vulnerable.

Together with the International Federation of the Red Cross and Red Crescent (IFRC) and sister National Societies, GE trained close to 100 Southeast Asia National Societies’ staff and volunteers in Psychological First Aid, Occupational First Aid, Pandemic Readiness Enhancement, Water Sanitation and Hygiene Promotion (WASH), and drone-usage for disaster surveillance.

The 9th Singapore Humanitarian Conference brought together more than 350 volunteers, donors, corporate partners, civil servants, RCRC Movement representatives, and members of the public. Themed ‘Hands Unite, Hearts Ignite: Action with Compassion’, the conference shed light on vulnerable communities at home and abroad. The highlight of the conference was a dialogue session with Minister for Education and Minister-in-charge of Public Service Mr Chan Chun Sing, and Secretary General and CEO of the Singapore Red Cross Mr Benjamin William.



SRC convened a Panel of Government Advisors (PGA) session to discuss ongoing global and regional conflicts, particularly in Myanmar. The robust discussion incorporated perspectives of humanitarian practitioners as well as a forward-looking assessment of the situation. Experts from the International Committee of the Red Cross (ICRC) spoke to 30 participants, including PGA members and other key partners from government bodies.

Together with the PGA session, SRC also organised the annual International Humanitarian Law (IHL) roundtable that was attended by various organisations, government agencies, universities, think tanks, and the SRC community. The discussion accentuated the integral role IHL plays in ensuring humanitarian access and mitigating civilian harm in armed conflicts.

The SRC held an exhibition to showcase the longstanding friendship between Singapore and the Philippines at Fairmont Makati in Manila on 16 August 2024. It highlighted the past collaborative efforts between SRC and local partners to support communities and vulnerable groups affected by crises. President Tharman Shanmugaratnam and Mrs Jane Ittogi-Shanmugaratnam toured the exhibition and were accompanied by Minister for Sustainability and the Environment, Ms Grace Fu as well as Members of Parliament, Ms Mariam Jaafar and Mr Henry Kwek.

GE is committed to driving innovation, building capacity and promoting well-being in its humanitarian efforts. Moving forward, the team looks to improve work processes by exploring the use of Artificial Intelligence (AI) to conduct disaster monitoring and seasonal mappings of infectious diseases in the Southeast Asia region to enable faster, data-driven responses to save lives. GE will also implement a comprehensive mental health framework to ensure GE disaster responders receive the support they need.

Beyond crisis response, GE will also continue to expand its capacity-building efforts for sister National Societies and communities overseas in areas such as first aid, psychosocial support, drone operations, financial sustainability, and more.

| Country | SRC's Response |
|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Gaza Humanitarian Crisis | <ul style="list-style-type: none">Contributed up to US\$860,000 to assist the affected communities through the Egyptian Red Crescent who led the humanitarian response. |
| Afghanistan Flash Floods | <ul style="list-style-type: none">Contributed S\$50,000 to support the ongoing relief efforts for survivors and the affected communities, addressing the immediate needs of those affected.The funds were used for food, emergency shelter, emergency trauma care, non-food items, as well as water, sanitation and hygiene items.The aid directly enhanced the relief efforts led by the Red Cross Red Crescent (RCRC) partners on the ground, including the Afghan Red Crescent Society and the International Federation of Red Cross (IFRC) and Red Crescent Societies. |
| Papua New Guinea Landslide | <ul style="list-style-type: none">Contributed S\$50,000 to support the ongoing emergency relief operations by the Papua New Guinea Red Cross and the IFRC.The contribution was used to meet the urgent needs of those affected, such as food, emergency shelter, trauma care, non-food essentials, and water, sanitation, and hygiene supplies. |
| Sri Lanka Floods | <ul style="list-style-type: none">Contributed S\$50,000 in humanitarian aid, together with a team of four volunteers and one staff to support the relief and recovery operations by the Sri Lanka Red Cross Society.This included clean up initiatives to clear floodwater-stacked places and drainages, as well as provision of basic medical care in flood-affected areas. |
| Typhoon Gaemi in Philippines | <ul style="list-style-type: none">Contributed US\$50,000 to the Philippine Red Cross to support their emergency operations.This included search and rescue missions, evacuation efforts, and provision of essential assistance and relief to the affected communities. |



| Country | SRC's Response |
|---------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Severe Floods in People's Republic of Bangladesh | <ul style="list-style-type: none">Ran a fundraising appeal and contributed US\$50,000 to support the Bangladesh Red Crescent Society's emergency operations that provided essential aid and relief to affected communities. |
| Southeast Asia Floods | <ul style="list-style-type: none">Ran a public fundraising appeal to support relief and recovery operations in these affected countries: Cambodia, Lao People's Democratic Republic (PDR), Myanmar, Thailand, the Philippines, and Vietnam. |
| Nepal Floods & Landslides | <ul style="list-style-type: none">Contributed S\$50,000 to support the Nepal Red Cross Society's relief operationsRan a fundraising appeal to provide immediate humanitarian relief and support recovery efforts. |
| Middle East Crisis | <ul style="list-style-type: none">Contributed US\$50,000 to support critical relief operations led by the Lebanese Red Cross for the affected communities in Lebanon.Ran a fundraising appeal to provide urgent humanitarian relief for those affected by the crisis. |
| Tropical Cyclone Trami | <ul style="list-style-type: none">Contributed S\$50,000 to support the ongoing relief operations led by the Philippine Red Cross.Ran a fundraising appeal to support humanitarian relief and recovery efforts for communities affected by the typhoon season. |

Mobilising the Power of Humanity



Volunteer Management



“I’ve built meaningful relationships, and contributed to causes that truly matter. Volunteering goes beyond giving time — it’s about serving the community, advocating for the voiceless, and making a positive impact,”

said Mr Lin Naing Oo.

With nearly 900 volunteer hours clocked, Lin Naing Oo is part of the **Volunteer Management (VM) team** and plays a vital role in shaping the volunteer experience — collaborating with SRC departments and partners to equip volunteers with essential skills and confidence.

Through his contributions to the Volunteer Induction Workgroup, Lin ensures that every newcomer feels a sense of belonging from the beginning, creating a welcoming space where volunteers are empowered to grow and give back meaningfully. Among SRC’s 20,000 active volunteers, Lin stands as a powerful reminder that volunteering is not just about what we give — it’s about what we build together: a stronger, more compassionate community.

The VM department **serves as the heart of SRC’s volunteer ecosystem, nurturing and empowering a diverse community of volunteers who drive our humanitarian mission.** From recruitment to training, engagement and recognition, the VM team ensures that every volunteer with the SRC is equipped with the knowledge, skills and opportunities to serve meaningfully.

Volunteer Convention

The team hosted the 2nd Volunteer Convention alongside the 9th Singapore Humanitarian Conference, themed **“Hands Unite, Hearts Ignite: Action with Compassion”** in August. The annual convention honoured the invaluable contributions of SRC volunteers — dedicated individuals who selflessly devote their time, skills, and passion to serving the community. The convention brought together over 600 participants, including volunteers who were formally recognised with SRC volunteer badges and certificates of appreciation for their commitment and service. A panel discussion enabled volunteer leaders to share their personal experiences, success stories, and insights on the critical role of volunteerism in addressing social inequalities and strengthening community resilience.



Building a Resilient Volunteer Force

In 2024, the Volunteer Management team intensified its efforts to empower and equip volunteers with the skills, knowledge, and leadership necessary to drive meaningful humanitarian impact. A key milestone was the continued success of the **Responder for Resilience programme**, launched in collaboration with the Singapore Red Cross Academy (SRCA).

Over the past year, more than 800 volunteers have been trained under this initiative, bringing the total to 1,600 individuals equipped with essential life-saving competencies over two years. Through training in Standard First Aid, Psychological First Aid, and befriending, these volunteers are prepared to support communities in times of crisis.

The **Volunteer Leadership Programme (VLP)** continues to cultivate a dedicated and capable pool of volunteer leaders. In 2024, 26 new volunteer leaders successfully completed the intensive four-day VLP Fundamental workshops. Additionally, 16 existing leaders were re-appointed for another two-year term, ensuring leadership continuity.

Volunteer Management

Today, the Singapore Red Cross is strengthened by a dynamic network of over 90 formalised volunteer leaders who play a pivotal role in co-leading key humanitarian initiatives with passion and purpose. This commitment was exemplified by the VLP Transformation Team who led two flagship events in 2024: the Volunteer Convention and Humanitarian Conference and the 75th Anniversary Community Pop-ups.

Since 2023, the **Volunteer Skills Training (VST)** initiative has delivered 13 training sessions, building competencies for 407 volunteers in areas like digital fundraising, photography, and blood donor care.

Moving forward, the VM team looks to create more meaningful and accessible ways for volunteers to stay connected and engaged. The updated SRCvolunteer Mobile App will strengthen communication by providing event details and more volunteering opportunities. The team hopes to launch the new dedicated Instagram page (@SRCVolunteer) in 2025 to celebrate volunteer stories, raise awareness, and showcase the impact of SRC's collective efforts.

Plans are also underway to enrich **SRC Membership benefits**, offering exclusive event access and expanded engagement opportunities, to build a vibrant, connected volunteer network where every individual feels empowered, inspired, and proud to be part of the SRC humanitarian mission.



7,339
New Volunteers

21,752
Volunteers Deployed

889
Volunteering Events

112,000
Volunteering Hours

23,485
Volunteer Training Hours

Resource Development

“Every event gives me an opportunity to meet different people; be it fundraisers or volunteers. Every time someone recognises the work that we do, it gives someone else an opportunity to improve their circumstances,” said Ms Ho Wan Loo.

Ho Wan Loo started volunteering with the Singapore Red Cross (SRC) in 2019. After serving across the various functions and programmes, Wan Loo decided to commit to the **Resource Development (RD)** team. RD **supports SRC's humanitarian efforts by fostering donor and partner engagement through strategic collaborations, grant acquisition, social enterprises and events, as well as individual, corporate, community and digital fundraising.** As a volunteer with the RD team, Wan Loo has met people from all walks of life, all with their own unique stories to tell.

Digital Fundraising

- “Be Our Champion for Humanity” served as a key anchor in our digital fundraising efforts throughout the year, rallying public support across multiple touchpoints. It provided a strong narrative thread across seasonal campaigns such as National Day, Deepavali, and Christmas. Alongside other digital initiatives, such as direct mailers, email marketing, and festive appeals, RD worked across platforms to meet donors where they are — online. Together, these efforts formed a multifaceted approach to donor engagement. With the generous support of donors, we raised over S\$2 million through digital fundraising.

Individual Giving

- RD secured over S\$2 million in donations through roadshows and engagements with key partners and individuals. These donations will enable SRC to further strengthen its local humanitarian services and provide critical support to those in need.

Fundraising Events

- SRC's annual fundraiser **Grateful Hearts Day**, themed “Together for Humanity”, saw over 2,500 participants ranging from students, SRC volunteers, and corporates. Their collective efforts raised more than S\$355,000 for SRC's beneficiaries.
- The **Charity Golf and Dinner** brought together 144 golf enthusiasts and 230 dinner guests, raising over S\$328,000 for SRC's beneficiaries.
- The **75th Anniversary Benefit Gala** was attended by over 500 guests with President Tharman Shanmugaratnam as the esteemed Guest-of-Honour. Held at the Shangri-La, guests were treated to enthralling performances and a splendid dinner. Spearheaded by Mrs Genevieve Peggy Jeffs and the Organising Committee, the gala rallied philanthropists, community leaders, corporate executives, and entrepreneurs to raise over \$1.2 million for SRC's local humanitarian services. At the event's auction, President Tharman's Chinese calligraphy raised over S\$300,000.
- SRC's Christmas Gift Wrapping campaign **Gifts From the Heart**, rallied more than 500 volunteers across 13 locations in Singapore and raised \$65,000 over a month.



Community Fundraising

- Peace of Art Singapore organised two events to raise funds for SRC's Young Hearts programme. The **Sustainable Kids Market** in May that featured booths, workshops, a variety of performances and an art auction raised over \$126,000; while the **Sustainable Christmas Market** in November raised over \$370,000.
- ERM Singapore Marketing Pte Ltd** partnered with SRC for the Miss Singapore and Manhunt 2024 events, and raised close to \$68,000 for SRC.
- Riders Aid Singapore** gathered motorbike interest groups both locally and internationally to support SRC, raising more than \$30,000 for Red Cross Home for the Disabled.
- BT Singapore Pte Ltd**, a SRC returning fundraiser, arranged a team challenge that featured a 15km walk from the Merlion Park to East Coast Park. Over \$22,000 was raised in support of SRC at the end of the event.
- Shinnyo-en Singapore**, an international Buddhist community, collaborated with SRC during Vesak Day by providing a fundraising booth during their Vesak Day prayers. Some devotees became volunteers with RCHD.

Fundraising Partnerships

- Apart from donating \$100,000 to ElderAid, **Frasers Property** and their active group of volunteers have faithfully served at RCHD and the Red Cross Shop on a monthly basis. They have committed to continue this meaningful engagement in 2025 and extend their support with venue sponsorship for SRC's Christmas Gift Wrapping campaign.
- Great Eastern's Advisors Clique & VS Advisors** have been a tremendous supporter of the SRC, consistently demonstrating their commitment by organising fundraising sports events and sponsoring events for the beneficiaries. They raised about \$30,000 in 2024 and over time, their efforts have collectively raised more than \$60,000.
- In a special collaboration with **Accenture** and the **Singapore Civil Defence Force (SCDF)**, SRC unveiled 'The Unbreakables' at the community pop-up. Inspired by the SCDF's Operation Lionheart deployment to Kahramanmaraş, Türkiye, following the 2023 Türkiye-Syria earthquake, twenty limited-edition figurines were specially created. The figurines represented the various Operation Lionheart contingent members and honoured volunteers who selflessly contributed to disaster relief efforts. This initiative raised over \$45,000 for SRC.

Social Enterprise

- Throughout the year, corporate partners like **Changi Airport Group**, **ComfortDelGro**, **Jewel Changi Airport**, **SBS Transit**, and **Tower Transit Singapore** have shown their support as corporate partners of the SRC through in-kind donations and through regular volunteering opportunities. The various campaigns have collectively raised close to half a million in 2024.
- The **Chinese New Year Bazaar** organised by the SRC 75th Anniversary Gala Committee Member Kelly Keak was held at the newly revamped Red Cross Shop at the Red Cross House. It featured a vibrant live auction that attracted supporters and raised close to \$52,000.
- Other partners have hosted Red Cross Shop's pop-up sales on their office premises to raise funds for humanitarian work. Most notably, **ZALORA** partnered with SRC to host a three-day charity bazaar at the Red Cross House.



Sustainable Christmas Market



Miss Singapore and Manhunt 2024



ZALORA x
Singapore Red Cross Charity Bazaar

Moving forward, the Red Cross shops will enhance sustainability efforts by amplifying eco-friendly practices such as **promoting circular fashion and upcycling**. They will continue refreshing the Red Cross shops' layouts to improve customer shopping experience, expand the shops' online presence to reach a wider audience, as well as curate more occasion-driven promotions to encourage purchases during festive periods.

RD aims to adopt a well-rounded fundraising strategy that focuses on leveraging digital platforms, cultivating relationships with corporate community and individual donors, and staying ahead of the curve to build a continuous and sustainable flow of funds to meet the funding needs for the ongoing services and needs on the ground.

“Through powerful visual storytelling, we can create an emotional connection with our audience, inspiring greater support and solidarity within our community,” said Mr James Tan.

Since volunteering with the Singapore Red Cross (SRC) in 2023, volunteer photographer James Tan has been a part of many events, capturing moments that might have otherwise gone unnoticed. Through his lens, James uncovers stories, emotions, and quiet acts of kindness that define the Red Cross spirit. And with time, James has built genuine connections with beneficiaries, getting to know the hearts behind the smiles.

To strengthen community outreach and engagement, the **Marketing and Communications** team focuses on **highlighting the impact of SRC's humanitarian work both locally and globally**. This is done through collaborations and campaigns that spark public interest and support for SRC's initiatives, humanitarian thought leadership, as well as developing ambassadorship and partnerships.

In their efforts to boost visibility and build stakeholder confidence, SRC's team generated over \$3.2 million in media coverage through more than 600 features across print, digital, and broadcast platforms.

To encourage more interest in SRC's programmes and services, the team leveraged creative digital trends and occasions such as International Women's Day and World Blood Donor Day, to launch campaigns that would bolster its online presence. SRC signed a Memorandum of Understanding with Stellar Lifestyle which enables access to their advertising platforms and roadshow spaces to deepen SRC's community outreach.



Volunteer James Tan, the photographer behind many photos in this impact report.



Marketing & Communications (Outreach)



SRC partnered with MINDEF to participate in the Dynamic Defence Display segment at the National Day Parade. This highlighted SRC's work in civil emergencies — blood donation, first aid, and psychosocial support to strengthen the community's psychological defence. To raise awareness about ElderAid, the team worked with Food Republic to launch a special edition takeaway cup featuring artwork done by the beneficiaries.

Additionally, in collaboration with Creamier, SRC created a limited-edition flavour, 'Swirly Raspberry Cream' that was distributed to those making direct donations at community pop-ups and was also available for purchase at Creamier stores.



Collaboration with Food Republic



Collaboration with Creamier

More than
S\$3.2 million
in PR coverage

More than
163,000
followers
across social media



(Also houses Singapore Red Cross Academy & Shop)

Red Cross Juniors (Pre-schools)

PCF SPARKLETOTS PRESCHOOL @ TAMPINES CENTRAL
BLK B56
PCF SPARKLETOTS PRESCHOOL @ WHAMPOA BLOCK B5
PCF SPARKLETOTS PRESCHOOL @ WOODGROVE
BLK 571B (CC)
PCF SPARKLETOTS PRESCHOOL @BISHAN EAST-SIN MING
BLK 181 (CC)
PCF SPARKLETOTS PRESCHOOL @SENGKANG NORTH
BLK 231/232
PCF SPARKLETOTS PRESCHOOL @SENGKANG NORTH
BLK 290A
PCF SPARKLETOTS PRESCHOOL BUKIT BATOK EAST @
BLK 271
PLANET MONTESSORI PTE LTD
SDM CHILD CARE CENTRE PTE LTD @ CHOA CHU KANG
SDM ICHIBAN PRESCHOOL PTE LTD
SHAWS PRESCHOOL KATONG POST
SKOOL4KIDZ CAMPUS @ SENGKANG RIVERSIDE PARK
SMALL WONDER BUKIT BATOK
STAR LEARNERS @ CHOA CHU KANG SPORTS CENTRE
PTE LTD
STAR LEARNERS @ YISHUN
STAR LEARNERS BEDOK
SUNFLOWER CHILDCARE AND DEVELOPMENT CENTRE
PTE LTD
SUNFLOWER PRESCHOOL @ BALESTIER
SUNFLOWER PRESCHOOL @ BEDOK SOUTH
SUNFLOWER PRESCHOOL @ DAKOTA
SUNFLOWER PRESCHOOL @ FRANKEL
SUNFLOWER PRESCHOOL @ MINDEP DEPOT
SUNFLOWER PRESCHOOL @ NSE PTE LTD
SUNFLOWER PRESCHOOL @ PASIR RIS PTE LTD
SUNFLOWER PRESCHOOL @ SIGLAP PTE LTD
SUNFLOWER PRESCHOOL @ YISHUN PTE LTD
SUNFLOWER PRESCHOOL BEDOK PTE LTD
SUNSHINE KIDS CARE CENTRE PTE LTD
SUNSHINE KIDS PRESCHOOL (WOODLANDS)
THE LITTLE SKOOL-HOUSE AT DEVAN NAIR INSTITUTE
TINKERLAND PTE LTD
TWINKLEKIDZ ACADEMY PTE LTD
VIV SCHOOLHOUSE
WHARTON EASTCOAST PTE LTD
YOUNG MINDS CHILDCARE CENTRE PTE LTD
ZEE SCHOOLHOUSE PTE LTD

INNOVA PRIMARY SCHOOL
JIEMIN PRIMARY SCHOOL
KHENG CHENG SCHOOL
NAVAL BASE PRIMARY SCHOOL
NEW TOWN PRIMARY SCHOOL
PEIYING PRIMARY SCHOOL
RIVER VALLEY PRIMARY SCHOOL

RIVERVALE PRIMARY SCHOOL
SEMBAWANG PRIMARY SCHOOL
TELOK KURAU PRIMARY SCHOOL
VALOUR PRIMARY SCHOOL
XINMIN PRIMARY SCHOOL
XISHAN PRIMARY SCHOOL
YUMIN PRIMARY SCHOOL
ZHENGHUA PRIMARY SCHOOL

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 SCHOOL (SECONDARY)
TANJONG KATONG GIRLS' SCHOOL
VICTORIA SCHOOL
YIO CHU KANG SECONDARY SCHOOL
ZHENGHUA SECONDARY SCHOOL

JAMES COOK UNIVERSITY
NANYANG JUNIOR COLLEGE
NANYANG TECHNOLOGICAL UNIVERSITY
NATIONAL UNIVERSITY OF SINGAPORE

NGEE ANN POLYTECHNIC
NPS INTERNATIONAL SCHOOL
OVERSEAS FAMILY SCHOOL
RAFFLES INSTITUTION

SINGAPORE INSTITUTE OF TECHNOLOGY
SINGAPORE MANAGEMENT UNIVERSITY
SINGAPORE POLYTECHNIC
YUVABHARATHI INTERNATIONAL SCHOOL

26 Ubi Rd 4, Level 3, Singapore 408613

1 Gateway Drive, #10-06 Westgate Tower,
Singapore 608531

WestgateTower, 1 Gateway Drive, #10-01 to 05,
Singapore 608531



62 Jln. Khairuddin, Singapore 457524

23 Jurong Lake Gardens



Financial Highlights

Please find the audited financial statement online at redcross.sg

Financial Highlights

| SINGAPORE RED CROSS SOCIETY | 2024 | 2023 |
|---------------------------------------------------------------------------------------|------------|------------|
| | \$ | \$ |
| STATEMENT OF FINANCIAL POSITION | | |
| 31 December 2024 | | |
| ASSETS | | |
| Current assets | | |
| Cash and cash equivalents | 23,173,763 | 24,878,060 |
| Other receivables, deposits and prepayments | 4,337,686 | 4,144,927 |
| Debt instruments at fair value through other comprehensive income (“FVTOCI”) | - | 1,494,762 |
| Total current assets | 27,511,449 | 30,517,749 |
| Non-current assets | | |
| Property, plant and equipment | 9,097,515 | 9,218,646 |
| Right-of-use assets | 3,293,667 | 2,378,848 |
| Total non-current assets | 12,391,182 | 11,597,494 |
| Total assets | 39,902,631 | 42,115,243 |
| LIABILITIES, FUNDS AND RESERVES | | |
| Current liabilities | | |
| Other payables and accruals | 8,872,073 | 10,384,529 |
| Lease liabilities | 337,976 | 434,817 |
| Total current liabilities | 9,210,049 | 10,819,346 |
| Non-current liabilities | | |
| Deferred capital grants | 302,112 | 323,229 |
| Lease liabilities | 108,983 | 420,669 |
| Total non-current liabilities | 441,095 | 743,898 |
| Funds and reserves | | |
| Unrestricted funds | 27,370,558 | 28,449,985 |
| Restricted funds | 2,910,929 | 2,115,002 |
| Investment revaluation reserve | - | (12,988) |
| Total funds and reserves | 30,281,487 | 30,551,999 |
| Total liabilities, funds and reserves | 39,902,631 | 42,115,243 |
| Net assets of: | | |
| International Relief Funds, held on behalf and managed by Singapore Red Cross Society | 31,802,280 | 34,674,678 |

See accompanying notes to financial statements.

SINGAPORE RED CROSS SOCIETY

**STATEMENT OF FINANCIAL ACTIVITIES AND OTHER
COMPREHENSIVE INCOME**

Year ended 31 December 2024

INCOME

Voluntary income:

- General donations
- Donations (Home for the Disabled)
- Donations (Transport Aid)
- Membership subscriptions

Fundraising events

Investment and interest income

Charitable activities

Training Academy fees

Programme fees

Funding from Tote Board

Blood Donor Programme funding from

Health Science Authority

Home for the Disabled:

Residents' contribution

Grants from Ministry of Social and Family Development,

National Council of Social Services and SG Enable

Other grants

Government grants:

Ministry of Education

National Council of Social Services

Care and Share Fund

Community Silver Trust

Council for Third Age

President's Challenge

Others

Other income

Programme Support Recovery

Miscellaneous

Total income

| 2024 | 2023 |
|------|------|
| \$ | \$ |

| | |
|------------|------------|
| 4,059,228 | 5,754,540 |
| 473,190 | 388,258 |
| 20,605 | 24,509 |
| 90,816 | 90,868 |
| 5,427,503 | 3,883,683 |
| 406,596 | 425,136 |
| 10,477,938 | 10,566,994 |

| | |
|------------|------------|
| 2,898,646 | 2,611,679 |
| 150,380 | 127,408 |
| 358,210 | 277,765 |
| 2,510,000 | 2,736,360 |
| 30,663 | 9,207 |
| 6,013,174 | 5,558,403 |
| 82,030 | 5,390 |
| 149,833 | 235,541 |
| - | 53,954 |
| 8,897 | 80,923 |
| 169,476 | 144,045 |
| 106,000 | 44,828 |
| - | 42,124 |
| 147,48 | 100,202 |
| 12,624,789 | 12,027,829 |

| | |
|------------|------------|
| 154,069 | 342,250 |
| 1,162,911 | 1,129,467 |
| 24,419,707 | 24,066,540 |

SINGAPORE RED CROSS SOCIETY

**STATEMENT OF FINANCIAL ACTIVITIES AND OTHER
COMPREHENSIVE INCOME (cont'd)**

Year ended 31 December 2024

OPERATING EXPENDITURE

Fundraising costs

Charitable activities

Training Academy

Community Service - Transport Aid

Blood Donor Programme

Home for the Disabled

Services and disaster management

International Services

Red Cross Youth

Contribution to the International Federation of Red Cross

and Red Cross Crescent Societies

Depreciation of right-of-use assets

Loss arising from the derecognition of debt instrument

designated at FVTOCI upon maturity

Interest expense

Total operating expenditure

(Deficit) Surplus for the year

Other comprehensive income:

Items that are reclassified subsequently to profit or loss:

Change in fair value of debt instruments at FVTOCI

Other comprehensive income for the year

Total comprehensive (loss) income for the year

| 2024 | 2023 |
|------|------|
| \$ | \$ |

| | |
|--------------|--------------|
| (2,465,553) | (2,307,975) |
| (4,852,735) | (3,584,097) |
| (1,436,622) | (1,209,554) |
| (2,988,097) | (2,905,972) |
| (5,942,970) | (5,186,787) |
| (3,787,867) | (2,469,799) |
| (1,658,889) | (1,203,618) |
| (1,128,858) | (1,048,587) |
| (21,796,038) | (17,608,414) |

| | |
|--------------|--------------|
| (278,524) | (258,136) |
| (148,211) | (298,615) |
| (7,750) | - |
| (7,131) | (9,203) |
| (24,703,207) | (20,482,343) |

| | |
|-----------|-----------|
| (283,500) | 3,584,197 |
|-----------|-----------|

| | |
|--------|--------|
| 12,988 | 17,137 |
| 12,988 | 17,137 |

| | |
|-----------|-----------|
| (270,512) | 3,601,334 |
|-----------|-----------|

See accompanying notes to financial statements.

| SINGAPORE RED CROSS SOCIETY | Unrestricted funds | Restricted funds | Investment revaluation reserve | Total |
|--------------------------------------------------------|--------------------|------------------|--------------------------------|------------|
| | \$ | \$ | \$ | \$ |
| STATEMENT OF CHANGES IN FUNDS AND RESERVES | | | | |
| Year ended 31 December 2024 | | | | |
| Balance at 1 January 2023 | 25,786,068 | 1,194,722 | (30,125) | 26,950,665 |
| <i>Total comprehensive income for the year:</i> | | | | |
| Surplus for the year | 3,474,826 | 109,371 | - | 3,584,197 |
| Other comprehensive loss for the year | - | - | 17,137 | 17,137 |
| Total | 3,474,826 | 109,371 | 17,137 | 3,601,334 |
| Transfer from restricted funds to unrestricted fund | 21,806 | (21,806) | - | - |
| Transfer from unrestricted fund to restricted funds | (832,715) | 832,715 | - | - |
| Total | (810,909) | 810,909 | - | - |
| Balance at 31 December 2023 | 28,449,985 | 2,115,002 | (12,988) | 30,551,999 |
| <i>Total comprehensive (loss) income for the year:</i> | | | | |
| Deficit for the year | (102,399) | (181,101) | - | (283,500) |
| Other comprehensive income for the year | - | - | 12,988 | 12,988 |
| Total | (102,399) | (181,101) | 12,988 | (270,512) |
| Transfer from restricted funds to unrestricted fund | 19,495 | (19,495) | - | - |
| Transfer from unrestricted fund to restricted funds | (996,523) | 996,523 | - | - |
| Total | (977,028) | 977,028 | - | - |
| Balance at 31 December 2024 | 27,370,558 | 2,910,929 | - | 30,281,487 |

See accompanying notes to financial statements.

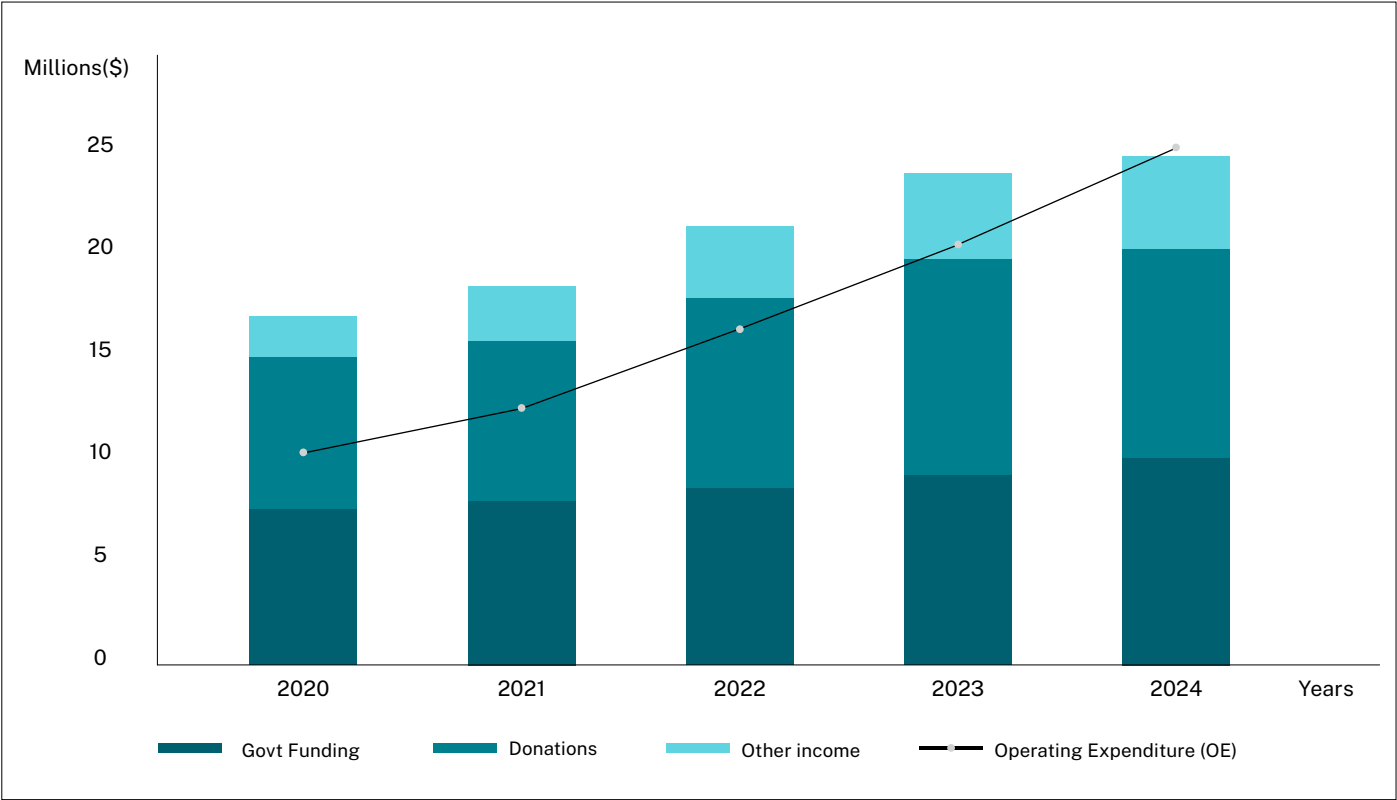
| SINGAPORE RED CROSS SOCIETY | 2024 | 2023 |
|-------------------------------------------------------------------------------------------|-------------------|-------------------|
| | \$ | \$ |
| STATEMENT OF CASH FLOWS | | |
| Year ended 31 December 2024 | | |
| Operating activities | | |
| (Deficit) Surplus for the year | (283,500) | 3,584,197 |
| Adjustments for: | | |
| Depreciation of property, plant and equipment | 1,608,625 | 822,368 |
| Depreciation of right-of-use assets | 1,009,010 | 680,113 |
| Loss arising from the derecognition of debt instrument designated at FVTOCI upon maturity | 7,750 | - |
| Government grants | (9,545,101) | (9,279,536) |
| Dividend income | (29,401) | (49,763) |
| Interest income | (377,195) | (375,373) |
| Interest expense | 81,617 | 42,073 |
| Property, plant and equipment written off | - | 78,062 |
| Operating cash flows before movements in working capital | (7,528,195) | (4,497,859) |
| Other receivables, deposits and prepayments (Note A) | 244,744 | (195,357) |
| Other payables and accruals (Note B) | (992,039) | (308,032) |
| Cash used in operations | (8,275,490) | (5,001,248) |
| Interest paid | (81,617) | (42,073) |
| Net cash used in operating activities | (8,357,107) | (5,043,321) |
| Investing activities | | |
| Proceeds from redemption of debt instrument designated at FVTOCI | 1,500,000 | - |
| Upliftment of fixed deposits | - | 4,300,000 |
| Dividends received | 29,401 | 49,763 |
| Interest received | 247,646 | 272,485 |
| Purchase of property, plant and equipment (Note B) | (1,487,494) | (7,315,477) |
| Addition of right-of-use assets | (1,408,939) | - |
| Net cash used in investing activities | (1,119,386) | (2,693,229) |
| Financing activities | | |
| Government grants received | 8,695,613 | 9,357,198 |
| Repayment of lease liabilities | (923,417) | (601,763) |
| Net cash from financing activities | 7,772,196 | 8,755,435 |
| Net (decrease) increase in cash and cash equivalents | (1,704,297) | 1,018,885 |
| Cash and cash equivalents at beginning of year | 24,878,060 | 23,859,175 |
| Cash and cash equivalents at end of year | 23,173,763 | 24,878,060 |

See accompanying notes to financial statements.

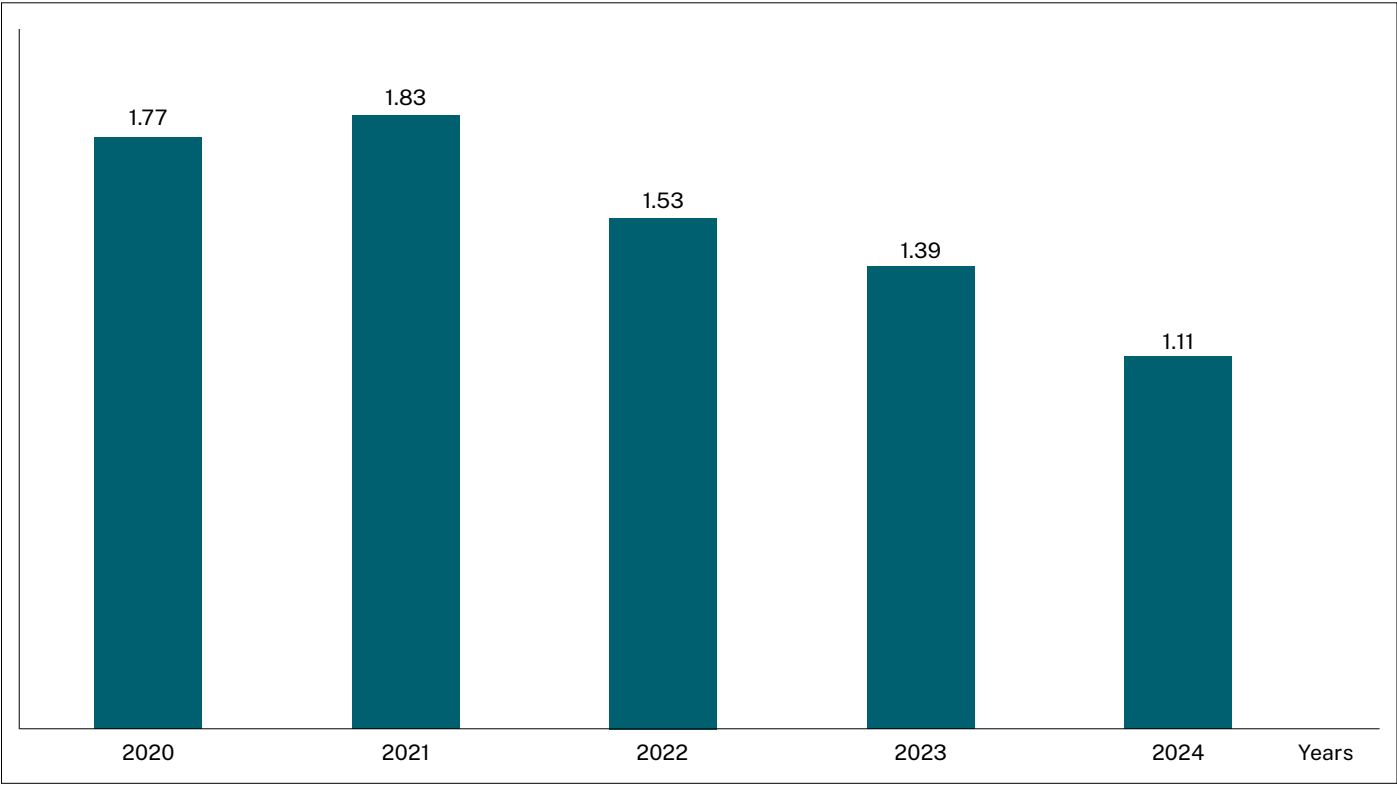
SINGAPORE RED CROSS SOCIETY

Note A: Other receivables, deposits and prepayments at the end of the year included interest receivables of \$129,549 (2023 : \$249,524).

Note B: In 2023, other payables and accruals at the end of the year included accruals for the additions of the property, plant and equipment amounting to \$495,503.



UNRESTRICTED RESERVES / OPERATING EXPENDITURE





Lend a Hand for Humanity

#TogetherforHumanity



SCAN TO DONATE!
Your support can make
a difference!

donate.redcross.sg

Your donation will be 250% tax deductible.



Code of Conduct

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

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

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

Conduct Towards Stakeholders

We commit to act with integrity at all times in our dealings with the Society's stakeholders, in particular, its Volunteers, Partners, Donors, Suppliers, Vendors and Consultants and to act in the best interest of SRCS at all times.

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

Protection of Information

We commit to exercise the utmost care and discretion in the handling of all matters and information of a confidential nature, ensuring the security, confidentiality and proper usage of the personal data of all stakeholders.

Corporate Governance & Transparency

We will adhere to the highest standards of corporate governance and transparency providing regular and accurate reports on the activities and transactions of SRCS, in line with the principles of truth, accountability and openness.

Corporate Social Responsibility

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



Coast to coast,
heart to heart

SINGAPORE RED CROSS IMPACT REPORT 2024

15 Penang Lane, Red Cross House,
Singapore 238486

[redcross.sg](https://www.redcross.sg)