



MERCY Malaysia

“If you feel strongly
about it, then start
an organisation.”

(see Founder story on see page 13)



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**Sultan Nazrin Muizzuddin Shah Ibni Almarhum
Sultan Azlan Muhibbuddin Shah Al-Maghfur-Lah
Royal Patron**

D.K., D.K.S.A., D.K.A., D.M.N.,
D.K. (Kelantan), D.K. (Selangor), D.K.N.S.,
D.K.(Perlis), D.K. (Kedah), D.K. 1(Johor),
D.K.(Pahang), PhD (Harvard)

THE SULTAN OF PERAK DARUL RIDZUAN



Dato' Dr. Ahmad Faizal Mohd Perdaus President

Since the first mission to Kosovo in 1999, MERCY Malaysia has evolved from providing emergency medical response, to embracing a transformative journey dedicated to alleviating suffering and fostering resilience in communities affected by crisis and calamities around the globe.

What began as a humble initiative by Dr. Jemilah and friends, has evolved into a beacon of hope that is continuing to impact thousands of lives every year. MERCY Malaysia's journey has been characterised by relentless dedication, strategic expansion, and a deep-rooted belief that everyone has the right to medical and humanitarian aid.

With our current multifaceted approach encompassing disaster response, sustainable development, and advocacy, and our continued drive and passion to renew ourselves to remain relevant, MERCY Malaysia continually adapts to the evolving needs of those we serve. Fueled by the synergy of passionate individuals, strategic partnerships, a culture of accountability and transparency, MERCY Malaysia's collaborative efforts have become a leading force in humanitarian action. Our stewardship has provided a catalyst for positive change and inspired others to join the humanitarian space in Malaysia, to build a more just and compassionate world.

As we reflect our 25-year journey in humanitarian leadership, we are both humbled and energised by the challenges that lie ahead. While we recognise the new faces of adversities on the horizon, our commitment remains steadfast — to create positive impact, advance human dignity and foster development and resilience.

[#humanitarianleadership](#) [#25years](#)



Ahmad Faezal Mohamed

Executive Director

On being a humanitarian and volunteering

We must never forget why we are doing this. We must remain true to the reasons why we are doing this work. It is to help people in need, to assist people who need help, and to provide a way for all of us to live in a better place, a better world.

[#humanitarian](#) [#passion](#) [#servingothers](#) [#volunteering](#)

On being impartial and inclusive

Inclusivity and impartiality are among the key principles that govern the work of MERCY Malaysia. We believe that every individual, regardless of their background, deserves access to quality healthcare and basic living needs. Embracing diversity in our work means recognising the unique needs and perspectives of all communities we serve. Commitment to impartiality in our work ensures that aid is provided based solely on need, without discrimination or bias. Through these principles, we strive to ensure that all voices are heard and valued.

[#inclusivity](#) [#impartiality](#) [#healthforall](#) [#humanity](#)

On being prepared, and advocating for community preparedness

We cannot prevent disasters, but we can help communities be better prepared for them. As an organisation that focuses on providing a full spectrum of humanitarian services, MERCY Malaysia works to prevent new and reduce disaster risks. Amongst these efforts include the implementation of Community-Based Early Warning (CBEW) through the Building Resilient Community (BRC) approach to prevent and reduce hazard exposure and vulnerability to disaster, increase preparedness for response and recovery, and thus strengthen resilience amongst communities.

[#resilience](#) [#drmm](#) [#riskassessment](#) [#preparedness](#)



Dato' M. Nasir

Goodwill Ambassador

The appointment of Dato' M. Nasir as a MERCY Malaysia's Goodwill Ambassador in 2023 reflects a shared commitment by MERCY Malaysia and the local music legend, fondly known as 'Sifu' among his Malaysian fans. This strategic cooperation is expected to raise awareness and give a strong impetus to the humanitarian sector in Malaysia, as well as strengthen the country's humanitarian values and practices through music, art and culture.

“Reflecting on what's going on across the globe today, working together with MERCY Malaysia couldn't have come at a more appropriate time than now.”

Dato' M. Nasir



Tan Sri Dr. Jemilah Mahmood

Founder of MERCY Malaysia

“At that time, there was a war going on in Kosovo and other parts of the world. I wrote to a lot of organisations in Malaysia volunteering my services as a doctor but nobody responded. I think at the time humanitarian work just wasn't something that Malaysians do... I asked my husband, 'Why is it that Malaysians don't care? We emphasise the development of buildings and the economy but we don't consider human development in the equation. If we don't develop compassion, if we don't develop global solidarity, then it's going to be a dark place in the future.'

And my husband's reply was, '**If you feel strongly about it, then start an organisation.**' That was 1999.”

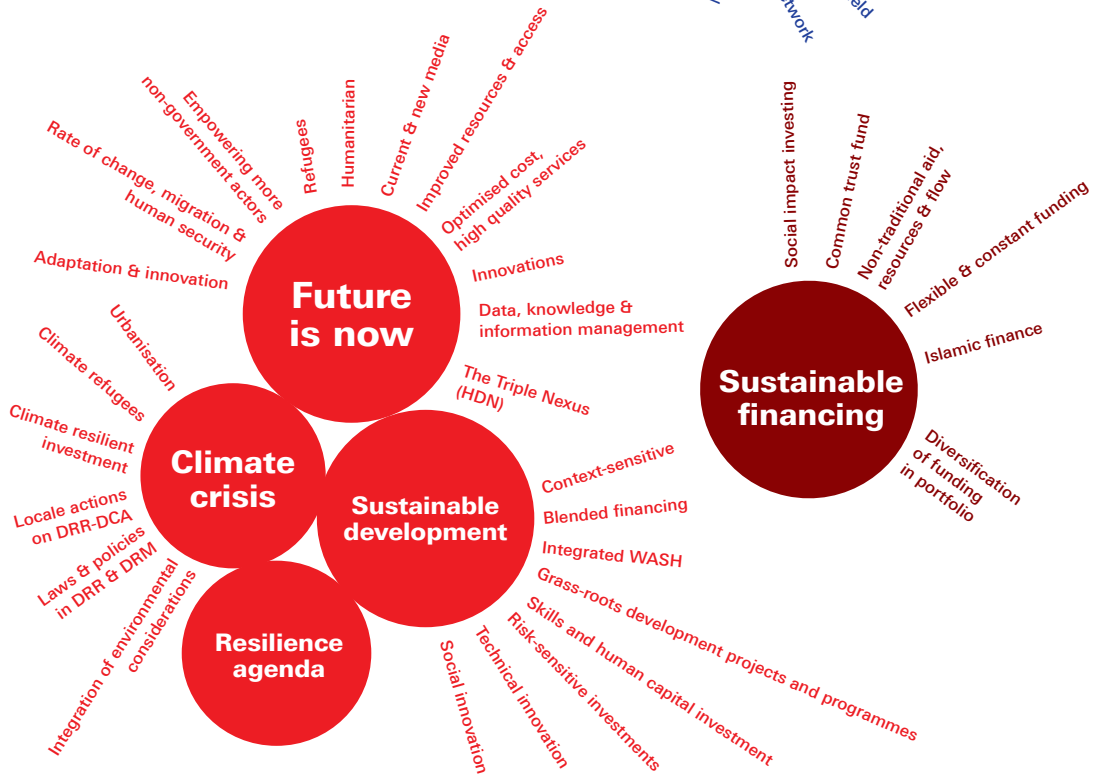






Growing as a humanitarian organisation

As global challenges take on the face of technological advancements, climate change and catastrophic disasters, MERCY Malaysia’s commitment to remain relevant in stewarding humanitarian action requires our people to embrace a growth and innovative mindset.



Strategy





Strategy

MERCY Malaysia’s strategy is defined by our Mission Statement, and guided by our Core Values. In striving to ensure the quality and effectiveness of our humanitarian aid and programmes, we embrace the relevant international humanitarian principles, guidelines and good practices and the Humanitarian-Development Nexus approach.

Our tenacity and relentless efforts have allowed us to successfully deliver emergency, humanitarian and developmental health solutions to communities across the globe, positioning MERCY Malaysia as the leading humanitarian aid organisation in the region.

We have also successfully developed strong affiliations and impactful partnerships with other international and regional players in the humanitarian space.



Core Humanitarian Standard (CHS)

The Core Humanitarian Standard (CHS) on Quality and Accountability sets out Nine Commitments which are at the core of all humanitarian work. It is used by organisations and individuals involved in humanitarian response to improve the quality and effectiveness of the assistance they provide. The CHS places communities and people affected by crisis at the centre of humanitarian action. It is a voluntary and measurable standard, which is the result of a global consultation process. The Standard expands on four widely accepted principles that guide humanitarian action — Humanity, Impartiality, Independence and Neutrality.

corehumanitarianstandard.org

Sustainable Development Goals (SDGs)

In 2015, the United Nations (UN) adopted the 2030 Agenda for Sustainable Development identifying 17 SDGs, or global goals which reflect a universal call to end poverty, protect the planet and ensure that all people enjoy peace and prosperity by 2030. The goals of the SDGs strongly resonate with the work of MERCY Malaysia. Our initiatives carry similar objectives of equipping and empowering people and communities to have sustainable livelihoods, with the correct tools and knowledge. The realisation that the SDGs 2030 represent an urgent call for action by all countries in a global partnership, MERCY Malaysia aims to align our work to these global efforts, and within our means, contribute to the achievement of the SDGs.

sdgs.un.org/goals

Sendai Framework for Disaster Risk Reduction

The Sendai Framework for Disaster Risk Reduction 2015-2030 outlines seven clear targets and four priorities for action to prevent new and reduce existing disaster risks: (i) Understanding disaster risk; (ii) Strengthening disaster risk governance to manage disaster risk; (iii) Investing in disaster reduction for resilience and; (iv) Enhancing disaster preparedness for effective response, and to “Build Back Better” in recovery, rehabilitation and reconstruction. It aims to achieve the substantial reduction of disaster risk and losses in lives, livelihoods and health and in the economic, physical, social, cultural and environmental assets of persons, businesses, communities and countries.

undrr.org



Mission Statement

Provide excellence in medical assistance, and build climate and disaster resilient communities to reduce humanitarian burden through meaningful humanitarian action.



Core Values



Mutual Respect

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

Equity and Inclusivity

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

Resilience

We persevere through challenges and adversity.

Commitment

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

Yearn to Serve

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



Strategic Objectives

Impactful Humanitarian and Development Programmes

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

Resource Optimisation for Organisational Excellence

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

Sustainable and Diversified Financing

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

Enhanced Leadership and Advocacy

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

Humanitarian- Development Nexus



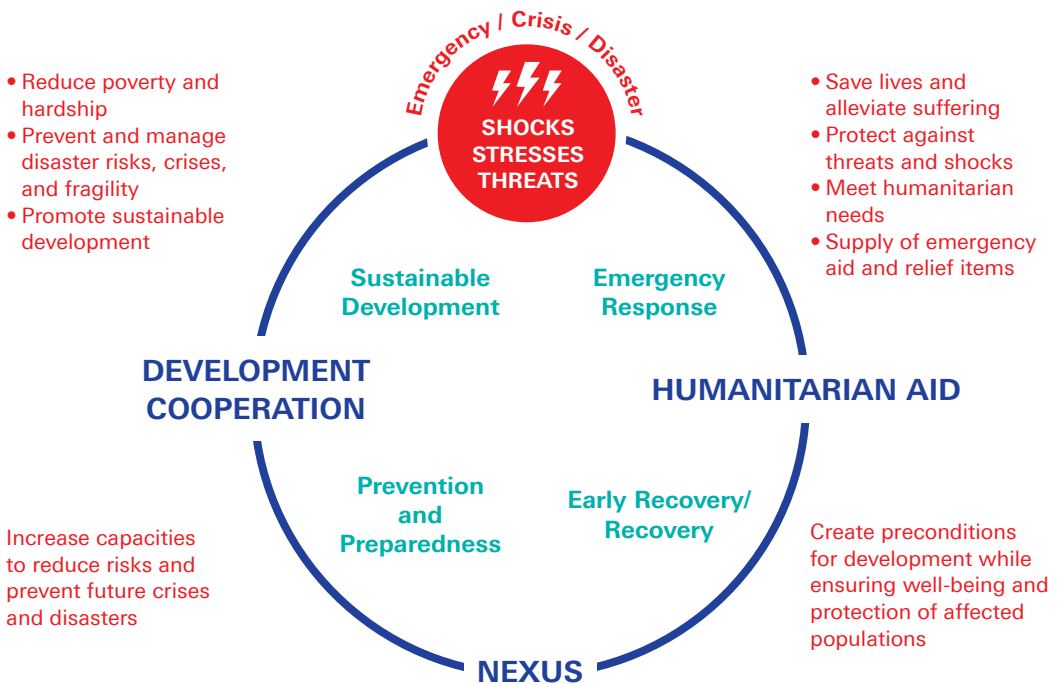
The Humanitarian-Development Nexus (HDN) is an approach that streamlines short- and mid-term humanitarian responses into longer-term development solutions to achieve human well-being and peace, economic prosperity, and sustainable solutions, as well as focusing on improving the humanitarian-development link and coordination, to achieve enhanced responses to both immediate needs and systemic causes of vulnerabilities.

The HDN approach adopted by MERCY Malaysia aims to create synergies between humanitarian and development aid, therefore improving the effectiveness of the overall effort as well as achieving sustainable outcomes that are co-created together with communities and other stakeholders. Ultimately, delivering meaningful actions through multidisciplinary responses and facilitating effective partnerships with the aim of building communities’ resilience to shocks and future disasters.

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

#humanitarianrelief #developmentalaid
 #sustainablecommunities
 #buildingresilience #hdn

HDN Humanitarian-Development Nexus



Financing Model

The success of any humanitarian action is highly dependent on its financing model, which can be defined as the management of financial resources and processes to make humanitarian and development works happen. The model is a combination of financial arrangements made in advance, to be prepared for a disaster or crisis (ex-ante), and fundraising during the occurrence of an event and identification of needs (ex-post).

MERCY Malaysia's financing model took a strategic shift in the 2020-2030 Strategic Plan from funding (ex-post) to financing (ex-ante). This shift showed our maturity as an organisation that has consciously evolved from focusing on the funding of individual projects to the financing of transformative change. This is in line with the HDN approach, and puts us in a better position of preparedness. Ex-ante financing gives us the ability to map resource requirements for effective and efficient financing planning arrangements. More importantly, it enhances both our preparedness to immediately respond to humanitarian emergencies, and our ability to influence different sources of public, private, domestic and international finance to achieve collective, transformative, sustainable and meaningful results.

Islamic Finance for Social Good

Instruments of Islamic Social Finance (ISF) are utilised in the eradication of poverty, funding humanitarian and charitable activities as well as the promotion of socioeconomic growth and social equality. These instruments include Zakat, Waqf, Sadaqah and purifying fund.

MERCY Malaysia's ISF initiatives encourage the use of these instruments in order to raise money for the distribution of humanitarian aid and solutions that can either provide immediate emergency relief or build longer-term resilience in the areas of healthcare, education, WASH, social welfare programmes as well as infrastructure development, for the benefit of impoverished communities.



Affiliations



AADMER PARTNERSHIP GROUP (APG)

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



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

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



ASEAN COORDINATING CENTRE FOR HUMANITARIAN ASSISTANCE ON DISASTER MANAGEMENT (AHA CENTRE)

The AHA Centre is an inter-governmental organisation which aims to facilitate cooperation and coordination among ASEAN Member States with the United Nations and international organisations for disaster management and emergency response in ASEAN. ahacentre.org



ASEAN SAFE SCHOOLS INITIATIVE (ASSI)

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



ASIA PACIFIC REFUGEE RIGHTS NETWORK (APRRN)

APRRN is an open and growing network of civil society organisations and individuals from 38 countries committed to advancing the rights of refugees and others in need of protection in the Asia Pacific region. It does so through joint advocacy, capacity strengthening, resource sharing and outreach. aprrn.org



ASIAN DISASTER REDUCTION AND RESPONSE NETWORK (ADRRN)

ADRRN is a network of national and international NGOs from countries across the Asia Pacific region. Its main aim is to transform Asia into a resilient region through promoting coordination, information sharing and collaboration for effective and efficient disaster reduction and response in the region.

adrrn.net



GENEVA CENTRE OF HUMANITARIAN STUDIES (CERAH)

CERAH is a unique teaching, research and humanitarian exchange platform for humanitarian action, and is a joint Centre of the Graduate Institute of International and Development Studies and the University of Geneva.

humanitarianstudies.ch



GLOBAL HEALTH CLUSTERS

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

who.int/health-cluster



GLOBAL NETWORK OF CIVIL SOCIETY ORGANISATIONS FOR DISASTER REDUCTION (GNDR)

GNDR is the largest international network of civil society organisations working to strengthen resilience and reduce risk in communities worldwide. The GNDR 1,200-strong network comprises grassroots and local community groups as well as national, regional and international organisations. GNDR has a longstanding relationship and collaboration with the United Nations Disaster Risk Reduction (UNDRR) and is an organising partner for global and regional conferences and platforms.

gndr.org



INTER-AGENCY STANDING COMMITTEE (IASC)

IASC, the longest-standing and highest-level humanitarian coordination forum of the UN and non-UN organisations. It aims to ensure the coherence of preparedness and response efforts, formulate relevant policies and agree on priorities for strengthened humanitarian action.

interagencystandingcommittee.org

Affiliations



INTERNATIONAL COUNCIL OF VOLUNTARY AGENCIES (ICVA)

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

icvanetwork.org



SPHERE PROJECT

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

spherestandards.org



WORLD HEALTH ORGANIZATION (WHO)

WHO is a global organisation that promotes health, keeps the world safe and serves the vulnerable. To achieve universal health coverage, WHO focuses on primary health care to improve access to essential medicines and health products, train the health workforce, advise countries on labor policies, support people's participation in national health policies and improve monitoring data and information to attain sustainable financing and financial protection.

who.int



WHO EMERGENCY MEDICAL TEAMS (EMT)

The purpose of the WHO EMT initiative is to improve the timeliness and quality of health services provided by national and international Emergency Medical Teams and enhance the capacity of national health systems in leading the activation and coordination of rapid response capacities in the immediate aftermath of a disaster, outbreak and/or other emergency.

who.int/emergencies/partners/emergency-medical-teams



UNITED NATIONS CHILDREN'S FUND (UNICEF)

UNICEF is a UN agency responsible for providing humanitarian and developmental aid to children worldwide. UNICEF's efforts focus on enhancing childhood and maternal nutrition, improving sanitation, promoting education, providing immunisation and emergency relief in response to disasters and providing immunisations.

unicef.org



UNITED NATIONS ECONOMIC AND SOCIAL COUNCIL (ECOSOC)

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

ecosoc.un.org



UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES (UNHCR)

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

unhcr.org



UNITED NATIONS POPULATION FUND (UNFPA)

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

unfpa.org

Governance

The Board of Trustees (BOT) and the Executive Council (Exco) play complementary roles in the governance of MERCY Malaysia. They play both an advisory role in consulting with management on MERCY Malaysia's strategic and operational direction, and an oversight role in monitoring the organisation's operational and financial performance.

The members of the BOT and Exco are leading humanitarians and experienced professionals in Malaysia and globally. They bring extensive knowledge and practical know-how in diverse areas and disciplines to MERCY Malaysia's leadership, providing strong guidance, strategic direction, and crucial governance and oversight to the management in delivering the organisation's mandate to be outstanding in delivery of medical and humanitarian aid to all.



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Dato' Mohamad Nasir Mohamed (Dato' M Nasir)



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Our People



FRESHNESS



Society Members

As a non-profit organisation, MERCY Malaysia upholds good governance in ensuring transparency and accountability. As a registered society, we are governed by the Societies Act (1966) and the Constitution of MERCY Malaysia. In compliance with the Act, our financial statements are made public and tabled at our Annual General Meeting (AGM). The AGM is held every year, where all members are invited to attend to examine the financial statements, vote on matters arising, and vote for or stand as a candidate for the Executive Council. We appreciate the continued support and participation of our members in our governance process, as it helps to ensure continued transparency and accountability in our humanitarian work.



Life Members

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 Norfaiezah Arshad
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 Risnawati Yassin
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Abdul Rahim Omar	Burhanudin Busu	Dr. Juriza Ismail
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 Dr. Zurina Mohamad



MERCY Malaysia's Team

The MERCY Malaysia team is headed by the Executive Director supported by a management team. It functions as the organisation's administrative arm. The staff members of MERCY Malaysia take on strategic, financial, secretarial, administrative, communication and coordinating roles between the organisation, and its affiliates, donors, partners, volunteers and beneficiaries. The BOT and Exco members provide the management direction and check and balance towards achieving our Vision and Mission.

EXECUTIVE DIRECTOR

Ahmad Faezal Mohamed

DEPUTY EXECUTIVE DIRECTOR

Hafiz Amirrol

EXECUTIVE DIRECTOR'S OFFICE

Nur Syazana Kamal
Executive Assistant cum Policy/
Compliance Research Officer

GOVERNANCE, RISK MANAGEMENT & COMPLIANCE

Zuraidah Mian
Director of Strategic
Development & Planning

Normaliza Mohd Nasir
Senior Monitoring & Evaluation
Officer

Tunku Arif Mustaqim
Tengku Hamnet
Acting Senior Knowledge
Institutionalisation &
Management Officer

Hajar Marnisya Zulkifly
Acting Senior Knowledge
Institutionalisation &
Management Officer

Nurdiyana Syifa Sanil
Knowledge Institutionalisation
& Management Officer

RESOURCE PLANNING & MANAGEMENT

Izzaddin Abd Rahim
Acting General Manager

FINANCE

Shamsidar Zailan
Head

Hamizah Md. Rithza
Acting Senior Finance Officer

Muhammad Khairul Amin
Samion
Finance Officer

Nor Zuri Aziela Jamaluddin
Finance Officer

Norzalikhah Mohd Zakaria
Finance Assistant

Zuzelssa Inez Nur Iman
Ahmad Zamzuri
Finance Assistant

HUMAN RESOURCE ADMINISTRATION & SERVICES

Zubir Ahmad Sahaimi
Head (until March 2024)

Nur Badlizan Zahira Juhari
Senior HR Officer

Nur Hanani Hamzah
Senior Human Resource
Development Officer

Muhammad Ikram Imbran
Senior IT Officer

Mohd Amir Syafiq Mohd Zulkefli
Procurement Officer

Wan Shazana Ab Aziz
Procurement Officer

Haziq Asyraf Haris
Learning & Development
Assistant

Hasnizan Hashim
Office Assistant

FUNDRAISING & COMMUNICATIONS

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Syed Azahar
Acting Senior Officer

Khadeejah Mohd Shafie
Communications Officer

Nur Syaq Wanah Mohd Razal
Graphic & Multimedia Designer

Saiful Aimran Saiful Anwar
Communications Officer

Siti Fatimah Hassan
Donor Management Officer

Nurul Athirah Abdul Rahman
Fundraising & Event Officer

Ummi Aqilah Kamarulzaman
Donor Management Analyst
Officer

Noor Izhar Ghagali
Fundraising & Donor
Engagement Assistant

Nurul Nabilah Tugini
Fundraising & Donor
Engagement Assistant

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Badrul Hisham Ibrahim
General Manager (until March 2024)

Atiqah Alias
Senior Programme Officer

Fadhil Roslan
Senior Programme Officer

Nusrah Rabiha Yunus
Senior Programme Officer

Prabu Daymudoo
Country Manager, Myanmar

Arwa Mohammed Abdullah
Haider
Senior Programme Officer

Siti Zaleha Abdullah
Senior Administrative Officer

Cristina Nadia
C Willims Fernandez
Acting Senior Programme
Officer

Khairur Rijal Jamaluddin
Programme Officer

Muhammad Akmal Afif
Ahmad Subki
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Mohd Daud
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Muhammad Dzulqarnain Adzmi
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Shahril Idris
Programme Officer

Maznah Mohd Adenan
Programme Officer — Kelantan

Siti Nurhanisah Mohd Pakari
Programme Officer — Kelantan

Noorazila Ahmad
Programme Operations
Controller

Zullaili Zainal Abidin
Technical Coordinator

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Edna Salumbi
Senior Programme Officer

STATE OFFICE — SARAWAK

Diana Anak David Itang
Programme Officer

HEALTH

Ye Htut @ Mohammad
Iqbal Omar
Head

Masniza Mustaffa
Deputy Head

Shoji Endo
Senior Health Programme
Officer

Aina Izzati Muslan
MHPSS Officer (Project Lead)

Cheah Han Lin
MHPSS Officer

Nabilah Yazid
Health Programme Officer

Mohd Azri Zaini
Health Programme Officer

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DEVELOPMENT PROJECT**

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Iqbal Omar
Head of Health,
MERCY Malaysia

Nuraini Rudi
Project Manager, QFFD Project

Nursyahidatulaqmar
Mohamad Yanis
Clinic Manager, PHC Ampang

Rafiza Radzi
Clinic Manager, PHC Kajang

Nur Aliah Iman
Project Coordinator, Health
Promotion (Education)

Al-Haziq Mazlee
Project Coordinator, Referral

Muhamad Hafizan
Project Coordinator,
Mobile Clinic

VOLUNTEER MANAGEMENT

Noor Ain Zaira Hasnan
Acting Deputy Head

Muhammad Fakhrul Afiq
Mohd Rizal
Volunteer Management Officer

Ros Izzati Mohd Halim
Volunteer Management
Assistant

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& SECURITY**

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Senior Logistics Officer

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Logistics Officer

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MYANMAR**

Dr. Sai Hein Aung
Medical Coordinator

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**COUNTRY OFFICE —
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Dr. Khamis Abdel-Karim Elessi
Senior Humanitarian
and Health Advisor

Hasan Hamdan Hamdqa
Programme Officer



Volunteers

Volunteers are the backbone of MERCY Malaysia. Volunteers are individuals that go beyond the call of duty to contribute their time and expertise to support our humanitarian work. Their passion, drive and professionalism is critical for us to continue delivering aid, relief and support to the vulnerable and those in need.



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 Kementerian Luar Negeri, Malaysia
 Lembaga Pelabuhan Johor
 Majlis Agama Islam dan
 Adat Istiadat Melayu Kelantan
 Majlis Agama Islam Wilayah Persekutuan

INSTITUTIONS AND NON-GOVERNMENTAL ORGANISATIONS (NGOS)

Danish Refugee Council
 The Methodist Church in Malaysia
 United Nations Office for the Coordination
 of Humanitarian Affairs
 United Nations Office on Drugs and Crime
 World Health Organization



LET'S COLLABORATE FOR A GOOD CAUSE

FUND RAISE WITH US

Invest in humanity.
Save more lives per
Ringgit raised.

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Get Involved

Volunteers serve selflessly, assisting each other, strengthening communities, and contributing in invaluable ways.

There's a role for everyone in MERCY Malaysia

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

MERCY Malaysia's group of active and engaged volunteers allow us to respond to emergencies, and offer support when it is needed, where it is needed. They help us deliver vital programmes, services and solutions to our beneficiaries. Their combined expertise brings positive value to the organisation, be it in Board of Trustees and EXCO discussions, in fundraising campaigns and special events, or physical actions on the ground during the many missions in Malaysia or in other countries around the globe.

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

MERCY Malaysia recognises the value of volunteers and we take the time to conduct induction training, pre-mission trainings as well as engagement sessions to prepare and equip our volunteers for the tasks they wish to undertake. We are also committed to look after the welfare of our volunteers while serving on missions.

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

Benefits of volunteering

- Sense of purpose
- Sense of community
- Meet new friends
- Increases social skills
- Improves self-esteem
- Teaches valuable skills
- Provides job prospects
- Brings fun and happiness into your life
- Gets you out of your comfort zone



What our volunteers do



Non-medical
Volunteers



Medical
Volunteers

“I Want to Volunteer!”

Volunteers are expected to uphold our mission and objectives; deliver their duties with the highest level of compassion, professionalism and care; maintain satisfactory physical and mental health; uphold our Code of Conduct; be accountable to MERCY Malaysia, donors, beneficiaries, employers, and fellow members/volunteers; and most importantly – be sincere.

On our part, MERCY Malaysia will share our vision and mission; inculcate professionalism in volunteerism; provide relevant training, welfare and security while on missions.



Sign up and start making a difference in your life. See our Volunteer FAQs:

www.mercy.org.my/volunteer



MERCY Malaysia

Staff Stories



Atiqah Binti Alias

Serving and working with the communities is such a blessing. I dedicate this message to all the communities I have had the privilege of meeting, as despite only having brief encounters, each interaction has been special, impactful, and lasting, with their legacy and memories etched in my heart. Witnessing the radiant smiles of our beneficiaries as well as receiving support from the DRRM team makes the hardships I faced worthwhile, reminding me that after difficulty comes ease. The most challenging part for me is actually bidding farewell to the community, but I find solace in saying, 'InshaAllāh, if there is a Rizq, we will meet again, if not here, in Jannah.' It is said that the best of people are those who bring the most benefit to the rest of mankind.

Shoji Endo

2023 is one of the busiest and most memorable year I have been through with MERCY Malaysia. The highlight for me was in March 2023, when MERCY Malaysia received verification for the Emergency Medical Teams (EMT) Global Classified teams under the Type 1 Fixed by the World Health Organization EMT Initiative. I am proud of this global recognition, and am pleased to be part of the team of motivated and hardworking colleagues that worked hard to achieve it.



Sharifah Farah Hidayah

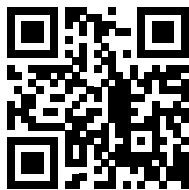
I would like to personally thank all of our donors from private sector, generous individuals and other institutions for their tremendous and continuous support to MERCY Malaysia!

2023 was a very challenging year. When the Johor-Pahang flood and Türkiye-Syria earthquake happened, we were in the early recovery phase of Monsoon Timur Laut 2022. At the same time, I was in Cambodia for food pack distribution under the Ramadan Relief project. And to think that was only February!

Sustaining funding, particularly for international projects, is tricky, and requires more strategic interventions. However, we managed it, and it was all meaningful. Despite back-to-back rejections, we managed to secure funds with various other donors, but the best was the massive support from compassionate individuals. Individual contributions throughout the year is what enables us to deliver aid to those who need it the most. Thank you once again. May God reward you with more!







www.mercy.org.my

This MERCY Malaysia publication is produced by MERCY Malaysia's Communications Department

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