

Annual Report 2024



humanitarian

humanitarian *adjective*

humanitarianism *noun*

A humanitarian is someone who is committed to helping others, especially those facing crisis, conflict, or disaster. The term embodies compassion, empathy, and action, as humanitarians work to alleviate suffering, uphold dignity, and create equitable solutions for vulnerable populations.

Beyond individuals, humanitarian efforts refer to organized responses to emergencies—providing medical aid, shelter, food, and protection in times of crisis. These initiatives also focus on long-term resilience, ensuring that communities can recover, rebuild, and thrive.

In essence, humanitarianism is the belief that every person deserves safety, health, and dignity, regardless of their circumstances. It's about leading with kindness, advocating for justice, and ensuring no one is left behind.

In 2024, MERCY Malaysia remained steadfast in its mission to deliver meaningful humanitarian action, reaching communities in crisis while building long-term resilience. As humanitarian needs continue to evolve, we have moved beyond traditional relief efforts to ensure lasting impact, focusing on health access, disaster preparedness, and sustainable recovery.

This year, we strengthened our financial foundation by diversifying funding sources, allowing us to reduce reliance on emergency funds and invest more in development programs. We expanded operations across Malaysia and internationally—supporting displaced communities, improving healthcare infrastructure, and implementing disaster risk reduction initiatives that protect lives. At the same time, we prioritized climate resilience, integrating nature-based solutions, sustainable urban planning, and green recovery models into our programs. By reinforcing community-led adaptation strategies, we empower vulnerable populations to withstand climate shocks and transition toward more sustainable futures.

More than just numbers and programs, this report reflects stories of resilience—families rebuilding after disaster, communities gaining access to essential services, and volunteers making a difference where help is needed most. As we move forward, MERCY Malaysia remains committed to creating lasting change, ensuring that every effort we make strengthens resilience, protects the environment, and builds a more climate-secure future.

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

THE SULTAN OF PERAK DARUL RIDZUAN

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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)

Royal Patron

As global crises become increasingly complex, the need for collaboration between humanitarian and development actors has never been more urgent. MERCY Malaysia continues to rise to this challenge by forging strategic partnerships that deliver meaningful, people-centered solutions, ensuring that aid is not only immediate but also sustainable in the long term.

By integrating climate resilience, health system strengthening, and disaster preparedness into our initiatives, we amplify the impact of humanitarian action beyond crisis response, bridging the gap between emergency relief and long-term recovery. Through innovative financing models, localized capacity-building, and evidence-based solutions, we ensure that communities are empowered to lead their own resilience journeys.

Through collective action and shared commitment, we strengthen resilience, empower communities, and create lasting change, ensuring that vulnerable populations are not just supported in times of need, but equipped with the knowledge, tools, and resources to build stronger, more sustainable futures—where recovery leads to transformation.



Dato' Dr. Ahmad Faizal Mohd Perdaus

President

As we reflect on 2024, our work stands as a testament to the belief that humanitarian action must go beyond immediate relief—it must build dignity, equity, and resilience in the communities we serve. The global humanitarian landscape continues to evolve, with crises growing longer and more complex, blurring the lines between emergency response and sustainable development. In this shifting reality, MERCY Malaysia remains committed to leading with clarity, courage, and a strategic vision that addresses both urgent needs and long-term sustainability.

At the heart of this approach is our commitment to the Humanitarian-Development Nexus. By strengthening public health systems, advancing localisation, and integrating climate resilience into our programmes, we are creating lasting solutions that extend beyond response efforts. This year, the International Humanitarian Conference 2024, hosted in the presence of our Royal Patron, His Royal Highness Sultan Nazrin Muizzuddin Shah, gathered global actors to deepen discussions on localisation, humanitarian access, and the future of aid—reinforcing the need for collective responsibility.

Our entry into Gaza in 2024, in collaboration with the World Health Organization's Emergency Medical Teams Coordination Cell, exemplified our operational readiness and commitment to principled humanitarian aid. The deployment of four waves of specialised care teams, following our Type 1 EMT certification in 2023, reaffirmed our ability to meet complex humanitarian needs while maintaining rigorous international standards. Beyond emergency response, we also strengthened long-term resilience through capacity-building initiatives, sustainable financing models, and enhanced local partnerships, ensuring communities receive consistent and lasting support.

Leadership plays a pivotal role in ensuring that our strategic vision translates into impactful action. Strengthening partnerships at the highest levels, fostering trust with communities, and upholding the principles of transparency and accountability are essential in today's humanitarian landscape. In an era where public confidence in institutions is increasingly tested, trust remains the foundation of humanitarian action.

MERCY Malaysia remains steadfast in its commitment to principled, impartial aid, ensuring that our work is never reduced to mere optics or political expediency.

Real change is only possible through collective effort. Governments, multilateral organisations, civil society, and private sector partners all share the responsibility of protecting human dignity. MERCY Malaysia's role is to align and strengthen these efforts, not only in times of crisis but in shaping sustainable impact for now and the future.

As we mark 25 years of service, we do so with humility and renewed resolve. The challenges ahead are significant, but our commitment to principled action and collaboration remains unwavering. To our volunteers, staff, partners, and donors—you sustain this vision.

Together, we move forward with purpose and principle, transforming hope into meaningful and lasting action.



Ahmad Faezal Mohamed

Executive Director

Looking back on 2024, I am deeply proud of how MERCY Malaysia has evolved beyond crisis response into an organisation that builds long-term impact in some of the world's most challenging environments. From the conflict-affected zones of Gaza, Syria, and Yemen to climate-related disasters across ASEAN, we stood firm in our commitment to uphold dignity, health, and resilience for vulnerable communities.

This year marked a transformational shift in our humanitarian approach. Anchored in our health mandate, which has shaped our existence over the past 25 years, we expanded our life-saving interventions beyond emergency medical relief to include mental health and psychosocial support (MHPSS), specialised care, and resilience-building. These efforts are not just about saving lives—they are about restoring hope, even in places where hope is hardest to find. By strengthening community networks, scaling up localized solutions, and fostering innovative recovery models, we continue to make a tangible difference.

The crisis in Gaza exemplifies this commitment. Through strong collaboration with WHO and other partners under the Humanitarian-Development Nexus framework, we deployed four waves of specialised care teams, delivering critical medical and psychosocial support in an incredibly volatile setting. These partnerships reflect the future of humanitarian action—coordinated, targeted, and deeply rooted in local realities, ensuring efficiency and lasting impact.

At the same time, climate change continues to intensify humanitarian needs, directly impacting health systems. Disease outbreaks, infrastructure damage, and rising mental distress are pressing challenges, making resilience more crucial than ever. Our work in flood-affected communities in Kelantan and Hulu Langat demonstrates how climate-induced disasters disproportionately affect already vulnerable populations. But it also highlights the power of community-led solutions—where local capacity is strengthened and resilience is built from the ground up. As part of our commitment, we have integrated climate adaptation, disaster risk reduction, and green recovery strategies across our programs to ensure communities not only recover but thrive.

Nowhere is this clearer than in Aceh. Twenty years after the Indian Ocean tsunami, we returned in December 2024 not only to honour lives lost but to reconnect with the communities we helped rebuild. This return was a powerful

reminder of what long-term commitment can achieve—from immediate relief efforts to disaster risk reduction and sustainable health systems. The journey in Aceh embodies the true meaning of standing with communities beyond the aftermath of disaster, reaffirming our dedication to sustainable recovery and locally-driven solutions.

In every mission—whether responding to conflict, climate disasters, or protracted crises—MERCY Malaysia remains guided by the belief that health is a fundamental right, and humanitarian aid must go hand in hand with development. This belief drives us forward, shaping our strategies and deepening our commitments.

With strengthened collaboration, expanded program reach, and an unwavering focus on sustainability, we continue to push boundaries, ensuring our interventions leave a lasting impact on generations to come.

To our partners, volunteers, donors, and supporters—thank you. Your trust enables us to continue this vital work, ensuring no one is left behind.



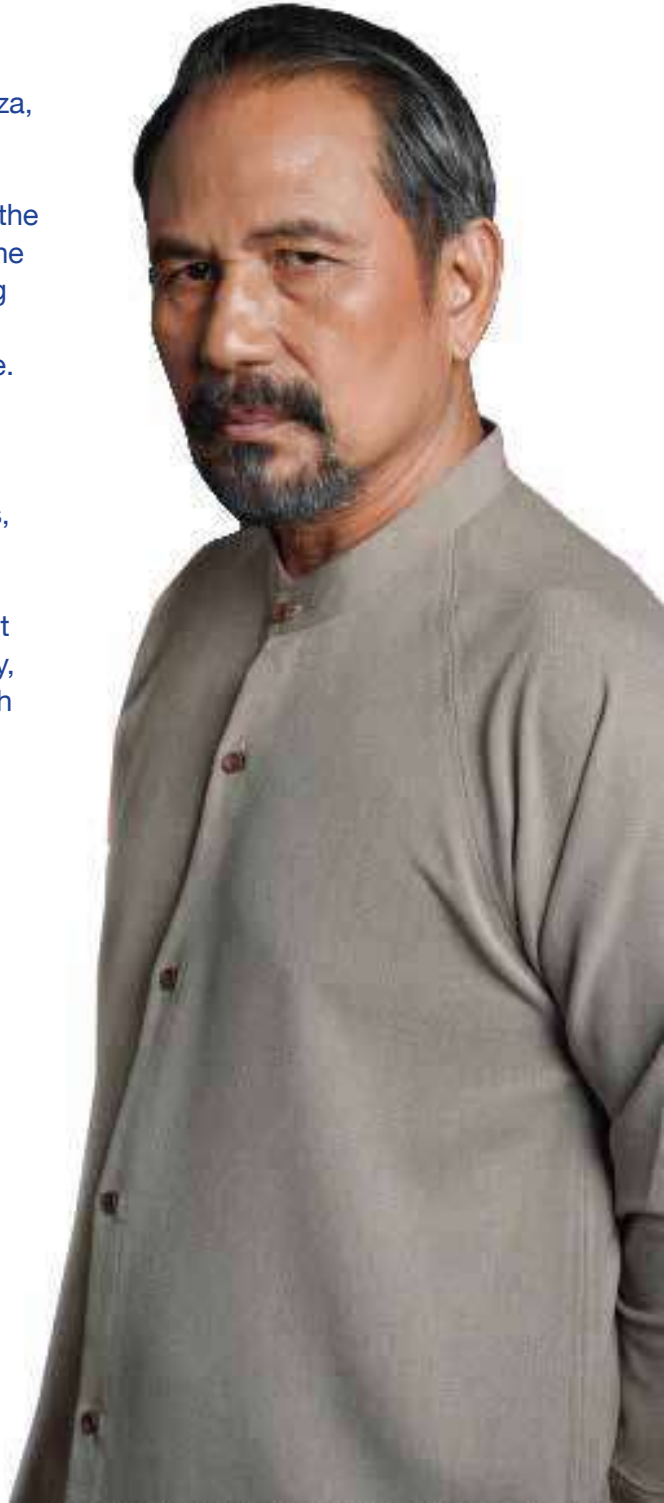
Dato' M. Nasir

Goodwill Ambassador

I have witnessed MERCY Malaysia's unwavering dedication to uplifting communities in crisis—whether in Gaza, Syria, Myanmar, or disaster-affected places in Malaysia. Through heartfelt conversations and media, I have had the privilege of bringing these stories to the forefront—stories of volunteers risking everything, doctors saving lives, and communities rebuilding with resilience.

In 2024, our work became more than just humanitarian aid; it became a movement—one that amplifies voices, sparks awareness, and ignites action. Humanitarian work is not just about responding to emergencies; it is about changing mindsets, inspiring solidarity, and driving long-term impact. Through storytelling, we unite hearts, build connections, and encourage everyone to take action—whether by volunteering, donating, or simply listening.

To all who have followed our journey, engaged with our stories, and stood by our mission—you are part of this change. Let's continue amplifying voices, taking action, and ensuring that MERCY Malaysia's legacy of hope reaches even further.



Mission Statement

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

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.

Governance

The Board of Trustees (BOT) and the Executive Council (Exco) serve as the cornerstones of governance at MERCY Malaysia, ensuring the organisation remains accountable, transparent, and aligned with its humanitarian mandate. Their primary role is to provide strategic oversight, safeguard ethical leadership, and uphold rigorous checks and balances to maintain operational excellence.

The BOT sets the long-term strategic direction, ensuring MERCY Malaysia's policies, financial decisions, and programmatic efforts adhere to principled humanitarian standards. Meanwhile, the Exco plays a pivotal role in monitoring performance, reinforcing institutional integrity, and ensuring MERCY Malaysia's resources are utilized effectively to maximize impact.

Comprising renowned humanitarians and experienced professionals, both entities uphold strong governance frameworks, enabling the organisation to remain agile, ethical, and mission-driven. Their leadership ensures accountability, enhances decision-making processes, and strengthens institutional resilience, allowing MERCY Malaysia to continue delivering exceptional medical and humanitarian aid to communities in need.

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YBhg. Prof. Emeritus Tan Sri Dato' Dzulkifli Abdul Razak
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Shariah Advisor

YBhg. Tan Sri Dr. Mohd Daud Bakar

Shariah Panel

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Ahmad Lutfi Abdull Mutalip
Mohammad Khairi Saat

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Mohd Radzi Jamaludin

Vivegananthan Rajangam

Dr. Siti Maisarah Ahmad

Society Members

As a non-profit organisation, MERCY Malaysia is committed to upholding good governance, ensuring transparency, accountability, and ethical leadership in all aspects of its operations.

As a registered society, we are governed by the Societies Act (1966) and the Constitution of MERCY Malaysia, ensuring compliance with legal and regulatory frameworks. In adherence to the Act, our financial statements are made publicly accessible and tabled at our Annual General Meeting (AGM).

Held annually, the AGM provides a vital platform for members to review financial statements, discuss key matters, and participate in governance decisions—including voting for or standing as a candidate for the Executive Council.

We deeply value the engagement and support of our members, as their participation strengthens transparency, accountability, and the integrity of our humanitarian work, ensuring MERCY Malaysia remains principled, mission-driven, and responsive to the communities we serve.

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Dr. Abdul Latiff Mohamed
Dr. Abdul Malik Abdul Gaffor
Dr. Abdul Muin Ishak
Abdul Rahim Abdul Majid
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Dr. Abdul Razak K.V. Koya Kutty
Dr. Abdul Wahab Khalid Osman
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 Noor Hayatti Ismail
 Dr. Noor Ibrahim Mohamed Sakian
 Noor Rita Abdul Ghani
 Noorizan Abd Aziz
 Noorman Sulaiman
 Nor Azaha Osman
 Nor Azleena Abd Rahman
 Nor Azmawati Bachik
 Nor Azreena Aluyi
 Nor Azrina Azlan
 Nor Faizah Abdullah
 Nor Hayati Abdul Hamid
 Nor Jasmin Lokman
 Nor Mazrina Abdul Manan
 Nor Rohaini Abd. Hamid
 Nor Suhaida Hajenan
 Nor Suhaila Mohamd Noor
 Noraida Mohamed Shah
 Noraini Mohamad Ali
 Noraini Mohamed
 Dr. Noranzah M. Taib
 Norhafizah Ramli
 Norhasimah Ismail
 Norina Abdullah
 Norisah Abdullah
 Norizan Ahmad
 Norlana Mohd Ali
 Normala Hassan

Normas Norhayati Mustafa
 Norrizah Abd. Malik
 Norsamsida Hassan
 Norsham Abu Bakar
 Norsuhaimah Samsudin
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 Razuki Ibrahim
 Rica Farah Muhd. Abdullah
 Rohaida Ali
 Dr. Rohana Jaafar
 Rohani Mat Saman
 Roniyuzam Abd Malek
 Roro Dewi Majhita Mamat
 Rosdi Mohammad
 Rosleena Anin Rozalee @ Zahari
 Roszita Ismail
 Rozana Rusli
 Ruhaniah Mohd. Derus
 Ruhayah Md Derus

Saadiah Daud
 Sakbiah Din
 Sakti Devi Thillainayagam
 Salamah Mahamudin
 Salawati Md. Yusoff
 Saliyati Suhaimi
 Saliyaty Dora Md. Ramly
 Salwah Daud
 Sazlyana Safiee
 Shaiful Azmi Yahaya
 Dr. Shamsudin Kamaruzaman
 Shanti Palanisamy
 Sharifah Faridah Syed Mahadzar
 Sharifah Muhairah Shahabudin
 Datin Sharifah Nor Haron Alhabshi
 Shazharn Muhammad Zain
 Datuk Dr. Sheikh Muszaphar Shukor
 Dr. Shelina Oli Mohamed
 Siti Hajar Minani Othman
 Siti Hawa Altaf Ismail
 Siti Hindun Abd Rahman
 Siti Khadijah Abd Ghani
 Siti Muawanah Hj. Lajis
 Siti Noor Ali Shibrumulisi
 Siti Norhayati Md. Nor
 Siti Norjinah Moin
 Siti Sarah Md. Zhahir
 Sitiza Harim
 Dr. Sivalingam Raja Gopal
 Solihah Haji Isa
 Subramaniam Thanimalai
 Suryani Kamaruddin
 Syed Yaziz Syed Yusof
 Sylvia Laman
 Dr. Tengku Ain Fathlun Tengku
 Kamalden
 Dr. Tengku Mohd Ariff Raja Hussin
 Dr. Timothy Cheng Tsin Jien

Ummu Harieza Abd. Aziz
 Vivian Wong Wei Ling
 Dr. Wan Fadhilah Wan Ismail
 Wan Hasfizal Wan Mohamed
 Wan Jaihaniza Sheikh Mohd
 Jamaludin
 Wan Mazwin Wan Mansor
 Wan Muhaizan Wan Mustaffa
 Wan Muliyadi Wan Sulaiman
 Wan Nur Nafisah Wan Yahya
 Wan Nurdiana Wan Mahyuddin
 Wan Rafidah Awang Isa
 Wan Zakiah Wan Yusof
 Wong Poh Ting
 Woo Khai Yeen
 Yanti Mohd Yasim
 Yasmin Yahya Nassim
 Dr. Yong Chee Khuen
 Yusmawati Md. Yusoff
 Zahaitun Mahani Zakariah
 Zailina Ahmad Jailani
 Zain Ariffin Ismail
 Zainal Fitri Abdul Aziz
 Dr. Zainal Fitri Zakaria
 Zainudin Hj. Ahmad
 Zaiton Md.
 Zaitun Husin
 Zaleha Mokhtar
 Dr. Zalina Nusee
 Zamri Hj Rahman
 Zamzuri Hj Abd Rashid
 Dr. Zubaidah Jamil Osman
 Zulkefli Atan
 Zunaidah Abd Hamid
 Zuraidah Abdullah
 Zuraidah Kamaruddin
 Zuridah Hayati Abd Hamid
 Dr. Zurina Mohamad



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 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.

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



CORE HUMANITARIAN STANDARD ON QUALITY AND ACCOUNTABILITY (CHS)

CHS sets out nine commitments for humanitarian and development actors to measure and improve the quality and effectiveness of their assistance. The CHS places communities and people affected by crisis at the centre of humanitarian action.

corehumanitarianstandard.org



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

The Global Health Cluster exists to support Health Clusters/ Sectors in countries. There are over 900 partners at country level of which 66 partners engage strategically at global level. These partners include international organizations and UN agencies, nongovernmental organizations, national authorities, affected communities, specialized agencies, academic and training institutes and donor agencies.

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 grassroot and local community groups as well as national, regional and international organisations.

gndr.org

Affiliations



INTER-AGENCY STANDING COMMITTEE (IASC)

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

interagencystandingcommittee.org



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

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. 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





Global Presence 2024

35 countries
reached through
humanitarian missions

550,000+
people served
across crisis

28,000+
evacuees assisted
during Malaysia's Northeast Monsoon flood

12 countries
with active missions



Libya



Tunisia

Morocco

Sierra Leone

Chile

Palestine



**Stewarding
humanitarian
leadership for
25 years—and beyond.**

400+ volunteers

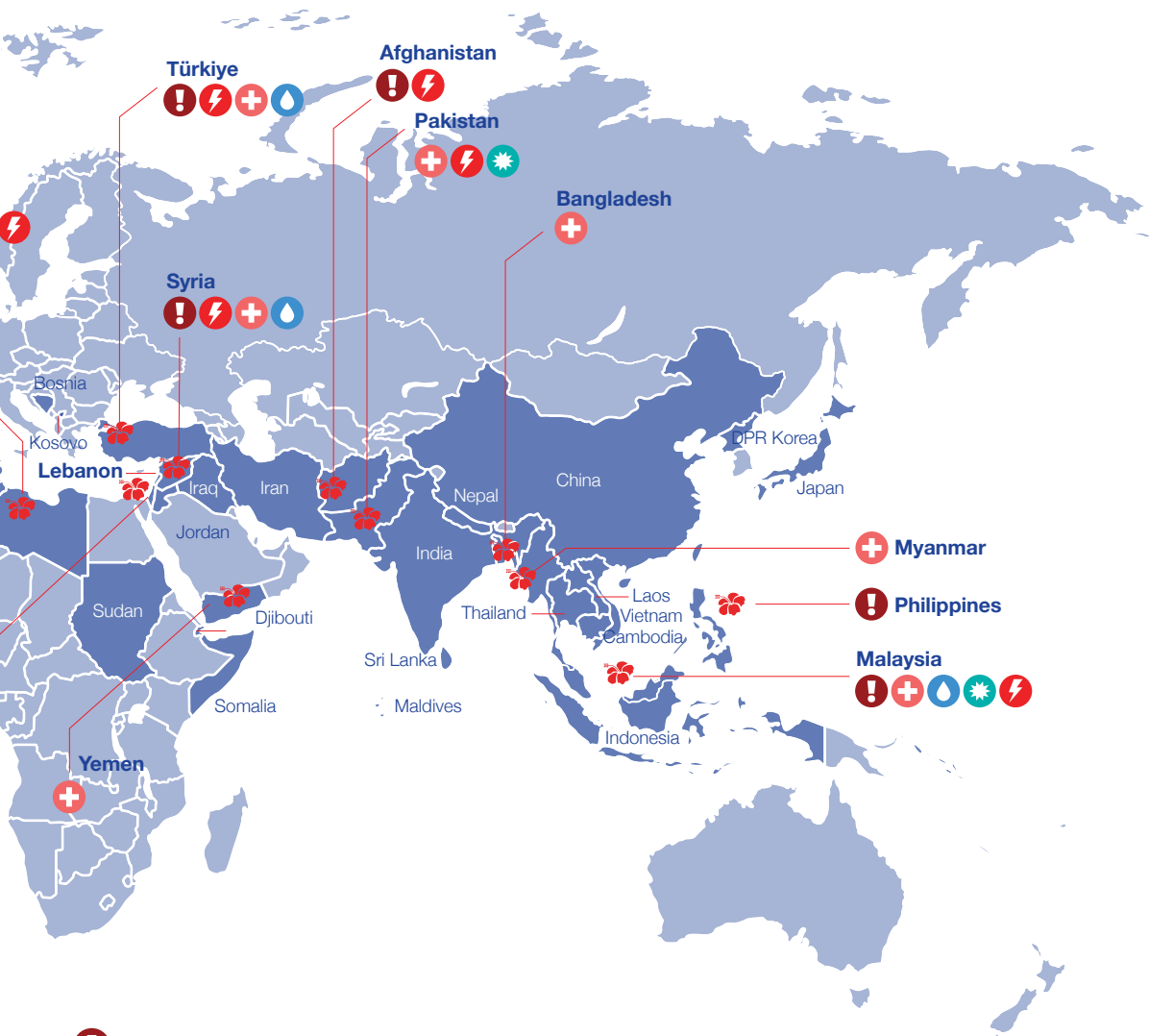
mobilized for emergency response and resilience programs

20+ healthcare

facilities and services supported across regions

10+ climate

resilience projects launched across the country



- ! Emergency response
- ⚡ Crisis response
- + Health-related development
- 💧 Water, sanitation and hygiene
- ★ Disaster risk reduction & climate resilience

Humanitarian-Development Nexus

The Humanitarian-Development Nexus (HDN) is a strategic approach that bridges short- and mid-term humanitarian responses with long-term development solutions, ensuring that interventions not only address immediate needs but also tackle systemic vulnerabilities. By integrating human well-being, peace-building, economic prosperity, and sustainable solutions, HDN strengthens coordination and enhances the effectiveness, resilience, and lasting impact of humanitarian efforts.

MERCY Malaysia’s HDN approach fosters synergies between humanitarian aid and development initiatives, ensuring that responses are holistic, collaborative, and community-driven. By co-creating sustainable outcomes with affected communities and stakeholders, MERCY Malaysia delivers multidisciplinary interventions that go beyond relief—building resilience, enhancing preparedness, and facilitating effective partnerships that empower communities to withstand shocks and future disasters.

For a humanitarian NGO, embracing HDN requires shifting from traditional emergency response to a comprehensive, forward-looking strategy—one that not only provides aid but transforms lives, ensuring long-term stability, dignity, and recovery for vulnerable populations.



Financing Model

Shifting from Humanitarian Funding to HDN Financing

The success of any humanitarian action depends critically on its financing model—a structured approach to managing financial resources and processes that enable humanitarian and development initiatives to deliver sustainable impact. MERCY Malaysia’s financing model integrates both proactive financial arrangements (ex-ante) to prepare for crises and fundraising efforts during an emergency (ex-post) to address immediate needs efficiently.

In the 2020-2030 Strategic Plan, MERCY Malaysia made a pivotal shift from ex-post funding to ex-ante financing, marking a significant evolution in how we approach humanitarian preparedness. This transition reflects organizational maturity, moving beyond project-based funding toward financing transformative change, in alignment with the Humanitarian-Development Nexus (HDN) approach.

Ex-ante financing enhances our ability to map resource requirements, optimize financial planning, and strengthen preparedness for immediate emergency response. More importantly, it positions MERCY Malaysia to engage diverse public, private, domestic, and international financing sources, driving collective, transformative, and sustainable outcomes.

Islamic Funding for Social Good

Islamic Social Fund (ISF) instruments serve as powerful tools in poverty eradication, funding humanitarian efforts, and promoting socioeconomic growth and equity. Rooted in principles of compassion and shared prosperity, ISF instruments create sustainable pathways for uplifting communities and addressing systemic challenges.

Through strategic partnerships and community-driven approaches, MERCY Malaysia advances the role of ISF in creating sustainable, inclusive, and transformative change—bridging faith-driven philanthropy with meaningful humanitarian and development action.

In 2024, MERCY Malaysia established a Shariah Panel to strengthen ethical governance and ensure that our humanitarian programs remain aligned with Islamic principles. This initiative underscores our commitment to transparency and accountability, particularly in managing faith-based funds such as sadaqah and perpetual funds, ensuring they are utilized responsibly and effectively for humanitarian aid. The Shariah Panel provides expert guidance on both financial and operational matters, reinforcing donor confidence and enhancing our ability to deliver humanitarian assistance in a manner that upholds both humanitarian values and religious obligations.

Treasurer's Report

Financial Statement

The Executive Council of MERCY Malaysia reaffirms its responsibility for the preparation and fair presentation of the financial statements in accordance with the Malaysian Financial Reporting Standards, International Financial Reporting Standards, and the Societies Act 1966. This responsibility encompasses the implementation of sound internal controls, ensuring transparency and accuracy, the adoption of robust accounting policies, and the application of reasonable estimates to uphold financial integrity.

In line with the resolution passed at the last Annual General Meeting, Azuddin & Co. was reappointed as MERCY Malaysia's external auditor. Their continued support has been instrumental in strengthening the quality and clarity of our financial disclosures, reinforcing our commitment to accountability and best practices in financial management.

How Our Work Is Funded

MERCY Malaysia receives donations from a diverse range of sources, including public donors, private sector contributors, non-profit organisations, and international agencies.

In 2024, total donation and other income stood at RM33.45 million, reflecting a 9.8% decrease compared to 2023. Despite this shift, MERCY Malaysia continues to leverage strategic fundraising efforts to ensure consistent support for humanitarian initiatives.

As in previous years, donations were received in both earmarked and unearmarked forms. Earmarked contributions were designated for specific projects or regions, ensuring targeted interventions, while unearmarked funds provided critical flexibility, enabling swift responses to emergencies and ensuring the sustainability of essential operations.

Where Your Giving Goes

MERCY Malaysia remains steadfast in its commitment to directing the majority of its resources toward mission-driven humanitarian efforts. In 2024, a total of RM24.25 million—equivalent to 84.9% of total expenses was allocated to charitable programs, ensuring that aid reaches the communities that need it most.

Additionally, 3.1% of total expenditure was directed toward communications and fundraising, strengthening outreach efforts and donor engagement. Operational costs, including management and governance,

accounted for 12.0% (RM3.42 million)—a prudent allocation that ensures MERCY Malaysia remains efficient, accountable, and impactful in delivering humanitarian aid.

How Your Giving Helps

Medical relief and health-related programs remain at the heart of our humanitarian mandate. In 2024, 76.2% of our charitable expenditure—amounting to RM18.49 million—was dedicated to emergency response, healthcare services, and support for vulnerable communities. This included critical interventions in flood recovery efforts, mental health programs, and assistance to refugees within Malaysia, ensuring equitable access to lifesaving aid.

Where Your Giving Helps

MERCY Malaysia implemented over 50 humanitarian initiatives across both local and international contexts in 2024, reinforcing our commitment to global humanitarian leadership.

A significant portion of our resources was directed to Southeast Asia, with Malaysia accounting for 35.2%, while other ASEAN nations received 16.9% for resilience-building efforts.

A further 38.4% was channelled to the Middle East, supporting critical humanitarian operations in Gaza and surrounding areas, where conflict-driven emergencies demanded urgent intervention and sustained recovery support.

Acknowledgement

On behalf of MERCY Malaysia, I extend our deepest gratitude to our Executive Council, staff, volunteers, donors, members and partners. Your unwavering support empowers our mission, strengthens our capacity, and amplifies the impact we deliver to communities in need.



Reza Abdul Rahim
Honorary Treasurer

Summary

For the period ending 31 December 2024

Total Donation and Other Income	Charitable Program Allocation	
RM33.45 million	RM24.25 million	
(9.8% decrease from 2023)	(84.9% of total expenses)	
Operational Costs (Management and Governance)	Communications and Fundraising	
RM3.42 million	RM885k	
(12.0% of total expenses)	(3.1% of total expenses)	
Medical Relief and Healthcare Programs	Total Humanitarian and Development Initiatives	
RM18.49 million	Over 50	
(76.2% of charitable expenditure)	programs implemented	
Resource Allocation (Malaysia)	Resource Allocation (Other SEA Countries)	Resource Allocation (Middle East)
35.2%	16.9%	38.4%
of total funds	of total funds	of total funds

How Our Work Is Funded

International Organization	33.4%	11,162,164
Public	28.1%	9,386,053
Private Sector	13.6%	4,564,463
Other Organizations/ Foundations	10.6%	3,540,480
Government Agencies	8.6%	2,872,900
Other Income	4.6%	1,526,964
Islamic Social Funds	1.2%	401,158
Total Donation & Other Income		33,454,182

Where Your Giving Goes

Charitable Expenses	84.9%	24,249,307
Operating Expenses	12.0%	3,426,851
Communications and Fundraising	3.1%	885,276
Total Expenses		28,561,434

How Your Giving Helps

Medical and Healthcare	76.2%	18,488,672
Emergency Food	6.3%	1,533,116
Water, Sanitation & Hygiene	5.5%	1,337,631
Disaster Preparedness	4.9%	1,180,292
Shelter & Non-Food Items	4.1%	987,710
Education Support	2.3%	569,107
Livelihood Support	0.6%	152,779
Total		24,249,307

Condensed Audited Financial Information

For the period ending 31 December 2024

DONATION AND OTHER INCOME	2024 (RM)	2023 (RM)
Donation		
Unearmarked	5,232,056	5,633,523
Earmarked	26,544,461	30,023,669
Reserved and Sustainability Fund	150,701	156,355
Total Donation	31,927,218	35,813,547
Other Income		
Membership Fee	1,220	3,850
Other Income	1,525,744	1,278,231
Total Other Income	1,526,964	1,282,081
Total Donation and Other Income	33,454,182	37,095,628
EXPENSES	2024 (RM)	2023 (RM)
Charitable Expenses		
Medical and Health Related	18,488,672	19,302,894
Shelter and Non-Food Items	987,710	1,895,843
Livelihood	152,779	93,970
Water, Sanitation & Hygiene (WASH)	1,337,631	2,280,148
Emergency Food Assistance	1,533,116	1,088,177
Disaster Preparedness	1,180,292	747,519
Educational Support	569,107	233,079
Total Charitable Expenses	24,249,307	25,641,631
Communication and Fundraising Operating Expenses	885,276	379,285
	3,426,851	2,560,863
Total Expenses	28,561,434	28,581,779
CHANGES IN CHARITABLE FUND	2024 (RM)	2023 (RM)
Balance as of 1 January	29,915,033	21,401,185
Surplus / (Deficit) for the year	4,892,748	8,513,848
Balance as at 31 December	34,807,781	29,915,033
Charitable Funds Consist of		
Unearmarked	9,143,340	8,725,934
Earmarked	23,777,431	19,452,790
Reserved and Sustainability Fund	1,887,010	1,736,309
BALANCE OF FUNDS	34,807,781	29,915,033

Governance, Risk Management & Compliance

Strengthening Governance and Compliance

In response to the evolving third-sector landscape, MERCY Malaysia has undertaken proactive measures to enhance legal compliance, financial transparency, governance structures, and ethical accountability. A newly established Governance, Risk Management & Compliance (GRC) unit has been introduced to streamline financial management, procurement policies, and risk mitigation strategies, ensuring robust oversight of management and operational processes.

This initiative also includes periodic evaluations of internal controls to identify gaps, address weaknesses, and implement corrective actions, reinforcing MERCY Malaysia's commitment to accountability and operational excellence. By maintaining strong compliance frameworks, MERCY Malaysia safeguards its credibility, sustainability, and long-term humanitarian impact, ensuring continued trust and effectiveness in serving communities in need.

- Accounting Policy and Procedures
- Accounts Payable Procedures and Guidelines
- Anti-Bribery, Anti-Corruption, and Anti-Fraud Policy
- Anti-Money Laundering Policy
- Budgeting and Budget Control Manual
- Cash Management & Bank Policy and Procedures
- Child Safeguarding Policy and Procedures
- Code of Conduct
- Complaint Response Mechanism
- Communications Policy and Procedures
- Delegation of Authority Limit Policy and Procedures
- Fundraising Policy and Procedures
- Fixed Asset Management Policy
- Gender Policy and Procedures
- General Payment Process Policy and Procedures
- Grievance Procedures and Guidelines
- IT Manual
- Logistics and Warehouse Manual
- Medicine Inventory Management Manual
- Mission Deployment Manual
- Mobile Clinic Manual
- Monitoring and Evaluation Manual
- Needs Assessment Manual
- Partnership Policy and Procedures
- Pharmacy Management Manual
- Procurement Policy and Procedures
- Project Cycle Management Manual
- Protection Policy and Procedures
- Sustainability Policy (in-progress)
- Talent Management Procedures and Guidelines
- Timesheet Practice Guidelines
- Vehicle Safety and Usage Policy and Procedures
- Volunteer Management Manual
- Whistleblower Protection Policy

Key Donors 2024

AIA PUBLIC Takaful Bhd
Anonymous Donor
Cinta Gaza Malaysia
CIMB Foundation
Danish Refugee Council
ECM Libra Foundation
GPay Network (M) Sdn Bhd (GrabPay)
International Rescue Committee (IRC)
International Youth Centre
Japan International Cooperation Agency (JICA)
Kelab Bola Sepak Pahang Rangers
Kelab Sukan dan Rekreasi Malaysia
Kementerian Luar Negeri Malaysia
Malaysia-UN SDG Trust Fund
Maybank Islamic Berhad
MetLife Foundation
Micron Technology Foundation
Pantai Medical Centre Sdn Bhd
Payments Network Malaysia Sdn Bhd (PayNet)
Permodalan Nasional Berhad
Qatar Fund For Development (QFFD)
QL Maxincome Sdn Bhd (FamilyMart)
Seraimas Bina Sdn Bhd
Shell Malaysia Limited
Tabung Kemanusiaan Palestin Media Prima
The Malaysian Church of Jesus Christ of Latter-day Saints
Think City
Toys“R”Us (Malaysia)
U Mobile Sdn Bhd
United Nations Children’s Fund (UNICEF)
United Nations Office for the Coordination of Humanitarian Affairs (OCHA)
United Nations Office on Drugs and Crime (UNODC)
World Health Organization (WHO)
Yayasan Hasanah
Yayasan Sime Darby

A heartfelt thank you to all our valued donors. Thank you for believing in our mission and for standing with us in solidarity.

Executive Summary

Program Operations

COUNTRY REVIEW — MALAYSIA

In 2024, MERCY Malaysia continued its mission-driven approach, ensuring that its humanitarian efforts across Malaysia not only addressed immediate needs but also strengthened long-term community resilience. From disaster preparedness and rapid emergency response to health system strengthening and infrastructure rehabilitation, MERCY Malaysia maintained its commitment to principled, impactful humanitarian action while championing localized solutions for the communities it serves.

Health Programs and Medical Outreach

MERCY Malaysia maintained its strong health mandate in 2024, ensuring underserved populations—particularly those in rural communities—had consistent access to medical care.

In Sabah, MERCY Malaysia's Cleft Lip and Palate (CLIP) Surgery Program provided life-changing corrective surgeries for 65 underprivileged children, significantly improving their quality of life, speech development, and social confidence.

Medical camps in East Malaysia reached over 3,175 individuals, ensuring healthcare access for residents in hard-to-reach areas like Telupid, Paitan, Kudat, Ranau, Tenom, and Tongod. With medical staff shortages being a persistent challenge—Sabah's doctor-to-patient ratio stands at 1:856 compared to the national average of 1:454—these outreach programs remained vital in closing healthcare access gaps.

The Mental Health and Psychosocial Support (MHPSS) programs expanded in 2024 to address workplace stress and trauma recovery in disaster-affected regions. Psychological First Aid (PFA) training was conducted in Kota Kinabalu, ensuring 40 frontliners could provide compassionate, trauma-informed care to individuals affected by climate-induced disasters like floods, droughts and landslides.

Water, Sanitation and Hygiene (WASH) Initiatives

The WASH program focused on addressing severe sanitation gaps in flood-affected communities as well as rural villages in Sabah and Sarawak. Supported by the Malaysia-UN SDG Trust Fund, MERCY Malaysia improved

access to clean water and sanitation facilities for more than 1,500 individuals in Pitas, Serian, and Sri Aman, ensuring better public health outcomes.

In Dungun, Terengganu, the Safe Sanitation, Safe House, Safe Community Initiative provided critical WASH infrastructure in the wake of severe floods, including the repair of latrines, installation of sanitation facilities, and flood-resistant infrastructure strengthening—benefiting thousands of residents.

Disaster Risk Reduction and Climate Resilience

Given Malaysia's exposure to climate-induced disasters, especially floods, MERCY Malaysia placed a strong emphasis on disaster risk reduction (DRR) initiatives in vulnerable communities. Through Community-Based Disaster Risk Management (CBDRM) programs, over 300 local community members were trained in Johor and Terengganu, learning vital skills such as early warning system implementation, flood preparedness measures, and emergency response coordination.

Additionally, 25 youth leaders from Kolej Komuniti Hulu Langat and Politeknik Tun Syed Ismail were equipped to serve as disaster preparedness trainers, empowering local networks to carry forward safety education and resilience-building in flood-prone areas. Through simulated disaster exercises, clean-up operations, and workshops, communities were strengthened with practical tools to reduce disaster vulnerability and improve early response mechanisms.

MERCY Malaysia also played a crucial role in post-disaster recovery efforts following severe floods in Penampang and coastal fires in Kuala Abai. In Penampang alone, hygiene kits and essential relief items were provided to 97 displaced families, while MERCY Malaysia conducted rapid assessments to ensure longer-term community rehabilitation strategies were in place.

Capacity Building and Stakeholder Engagement

MERCY Malaysia remained deeply engaged in policy advocacy, resilience-building programs, and humanitarian leadership training throughout 2024. The MERCY Malaysia International Humanitarian Conference (MMIHC) gathered leaders from 12 countries, covering key humanitarian themes such as health in emergencies, forced migration, disaster preparedness, and mental health interventions.

At the Asia-Pacific Ministerial Conference on Disaster Risk Reduction (APMCDRR) in Manila, MERCY Malaysia showcased its expertise in inclusive DRR strategies, reinforcing its regional leadership role in humanitarian development. The organization also contributed policy recommendations in climate resilience and disaster financing, advocating for long-term investments in sustainable solutions.

Locally, MERCY Malaysia conducted Emergency Medical Team (EMT) training, preparing 39 seasoned volunteers to operate field hospitals and respond to mass casualty incidents, ensuring Malaysia maintains rapid medical response capacities in times of crisis.

Strategic Growth and Future Outlook

MERCY Malaysia’s humanitarian approach in Malaysia during 2024 demonstrated remarkable progress in strengthening community resilience, enhancing local capacity for disaster response, and ensuring equitable healthcare access. By merging emergency relief with long-term development strategies, the organization continues to align with Malaysia’s Sustainable Development Goals (SDGs) and the Sendai Framework for Disaster Risk Reduction (SFDRR) while setting new benchmarks for principled, impactful humanitarian and development programs.

As MERCY Malaysia looks forward to 2025, the focus remains on deepening engagement, scaling up partnerships, and advancing innovative financing models to ensure that humanitarian aid is not only immediate but also sustainable, adaptive, and transformative.





REGIONAL REVIEW — SOUTHEAST ASIA

In 2024, MERCY Malaysia played a critical role in strengthening humanitarian response and resilience-building across Southeast Asia. Through emergency relief, disaster preparedness programs, and long-term development initiatives, the organization ensured that vulnerable communities affected by natural disasters, displacement, and conflict received targeted assistance to improve their living conditions, restore dignity, and build future resilience.

Emergency Response and Community Resilience in the Philippines

Following the devastation caused by Super Typhoon Pepito and successive cyclones, MERCY Malaysia launched a multi-phased intervention in the Cagayan and Catanduanes Provinces to assist displaced families and storm-affected communities. The initial phase focused on rapid response efforts, where essential shelter repair kits and cash-based assistance were distributed to hundreds of households, ensuring immediate relief for families who lost their homes.

The second phase emphasized long-term recovery planning, working closely with local government units, international NGOs, and grassroots organizations to ensure that interventions were sustainable and community-driven. By supporting the restoration of homes, rebuilding local infrastructure, and promoting disaster resilience strategies, MERCY Malaysia enabled communities to recover more effectively while integrating preparedness measures for future climate-induced disasters.

The biggest impact of this initiative was the strengthened coordination between humanitarian actors, enabling a more effective response mechanism that prioritized localized solutions over reactive aid. Feedback from the affected communities highlighted the importance of early disaster mitigation, leading to the development of tailored recovery programs designed to enhance sustainability and minimize vulnerability in the event of future typhoons.

Addressing Health Disparities and Disaster Recovery in Myanmar

In Myanmar, MERCY Malaysia focused on health system strengthening and disaster recovery initiatives, particularly in Rakhine State, where conflict, displacement, and climate-related disasters have severely impacted access to healthcare and essential services.

Through mobile clinics, MERCY Malaysia provided critical primary healthcare services to over 38,000 displaced individuals, including maternal and child healthcare, reproductive care, non-communicable disease management, trauma treatment, and essential newborn care.

Recognizing the rising challenges of drug abuse in displacement camps, MERCY Malaysia integrated harm reduction and health education programs that reached 886 individuals struggling with drug dependence, ensuring they received specialized care and psychosocial support.

Additionally, the organization partnered with local health authorities and international agencies to implement nutrition screening for children, successfully referring malnourished infants to specialized treatment programs, improving their chances of survival and long-term health.

Following the impact of Cyclone Mocha, MERCY Malaysia expanded its operations by deploying mobile health teams to flood-affected regions in Yamethin Township, distributing humanitarian kits to over 1,000 displaced families and providing essential medical consultations to 1,100 individuals, preventing disease outbreaks and ensuring families could recover safely.

The long-term impact of MERCY Malaysia's interventions in Myanmar was seen in the strengthened local health infrastructure, the empowerment of community-based health workers, and the creation of more sustainable health delivery mechanisms—ensuring that displaced families continued receiving care even after the initial humanitarian response period ended.

Impact Reflection and Future Outlook

MERCY Malaysia's 2024 humanitarian interventions across Southeast Asia reinforced the importance of localized solutions, long-term resilience-building, and strategic regional cooperation. Whether responding to super typhoons, floods, health crises, or conflict-driven displacement, MERCY Malaysia not only provided immediate relief but also laid the foundation for lasting recovery, strengthened local capacities, and empowered communities to lead their own future resilience efforts.

Looking forward to 2025, MERCY Malaysia remains committed to expanding its DRR programs, enhancing healthcare accessibility, and leveraging innovative partnerships to continue impactful humanitarian work across Southeast Asia—ensuring that communities most at risk have the tools, resources, and support to withstand future challenges.





REGIONAL REVIEW — SOUTH ASIA

In 2024, MERCY Malaysia deepened its presence in South Asia, addressing complex humanitarian challenges spanning health system strengthening, disaster recovery, and community resilience. These efforts focused on Afghanistan and Pakistan, where vulnerable populations faced health crises, malnutrition, and climate-induced disasters. By combining capacity-building initiatives, direct emergency response, and long-term infrastructure investments, MERCY Malaysia ensured sustainable solutions for communities in need.

Strengthening Healthcare Systems in Afghanistan

Afghanistan's fragile healthcare system continues to face significant gaps, particularly in maternal and neonatal care, emergency response, and specialized medical training. In response, MERCY Malaysia implemented targeted professional development programs for medical personnel, equipping health workers with critical skills that enhance both emergency care and hospital operations. Key initiatives included:

- Comprehensive Emergency Obstetric and Newborn Care (CEmONC) training sessions improved maternal healthcare delivery, reducing risks associated with complications like hypertensive disorders, eclampsia, and postpartum hemorrhage (PPH).
- Advanced Cardiovascular Life Support (ACLS) training equipped healthcare providers with emergency response techniques for cardiac arrests and stroke interventions, strengthening crisis management capabilities within hospitals.
- Anesthesia and Pain Management training introduced regional anesthesia techniques using ultrasound technology, significantly enhancing surgical safety and patient outcomes.

The long-term impact of these programs is multifaceted: by investing in knowledge transfer and skill-building, MERCY Malaysia has strengthened Afghanistan's healthcare workforce, ensuring that hospitals can deliver lifesaving interventions more effectively. Through partnerships with local health authorities, these training modules have been institutionalized, ensuring continued capacity-building beyond the immediate program timeline.

Pakistan Monsoon Flood Recovery and Preparedness

Extreme weather patterns have made monsoon flooding an increasing humanitarian threat across Pakistan, leaving communities vulnerable to displacement, food insecurity, and health risks. MERCY Malaysia's 2024 interventions focused on disaster recovery, basic healthcare access, and community-based disaster preparedness to ensure affected populations could rebuild safely and sustainably. Key initiatives included:

- Reconstruction of Basic Health Units (BHU) in Dera Ismail Khan, significantly improving healthcare access in flood-ravaged communities where medical facilities had been damaged or destroyed.
- Installation of clean water infrastructure, including drinking water systems and sanitation facilities, benefiting thousands of individuals in three primary schools and surrounding communities.
- Community-Based Management of Acute Malnutrition (CMAM) programs, addressing the nutritional crisis affecting displaced families, with a particular focus on infant and young child feeding (IYCF) education for mothers and caregivers.

Through these interventions, MERCY Malaysia restored critical healthcare and sanitation services, ensuring communities could recover with dignity while preventing outbreaks of waterborne diseases. The integration of disaster preparedness training helped build local resilience, equipping communities with the tools necessary to mitigate future monsoon risks.

South Asia's Humanitarian Needs and Future Outlook

MERCY Malaysia's multi-sector approach in South Asia—covering healthcare, disaster recovery, and nutrition support—demonstrates a commitment to both emergency relief and long-term sustainability.

Looking ahead to 2025, MERCY Malaysia aims to scale up interventions, particularly in maternal health, disaster preparedness, and climate adaptation, ensuring that vulnerable populations across South Asia receive sustainable, impactful aid.

Through cross-sector collaboration and strategic program expansion, the organization remains committed to addressing systemic humanitarian challenges, ensuring equitable healthcare access, and supporting disaster-affected communities in rebuilding stronger, more resilient futures.



Malaysia
Afghanistan -



Asian Technical Cooperation Program (MTCP)
Medical Professional and Allied Healthcare
Personnel Training

Date: 7 October - 3 November 2024
Venue: Kahramanmaraş



REGIONAL REVIEW — MIDDLE EAST AND NORTH AFRICA

In 2024, MERCY Malaysia's largest humanitarian response was concentrated in Gaza, where the organization played a critical role in delivering life-saving medical aid, emergency relief, and long-term resilience support to communities devastated by the conflict that escalated on October 7, 2023. This was complemented by health system strengthening in Syria, Lebanon, and Yemen, ensuring conflict-affected populations had equitable access to healthcare services despite severe operational challenges.

Gaza: Restoring Health, Supporting Resilience

In response to the catastrophic humanitarian crisis, MERCY Malaysia deployed four waves of specialized care teams under the World Health Organization's Emergency Medical Teams Coordination Cell, providing critical medical services to displaced individuals and hospitals overwhelmed by the sheer scale of casualties. Key initiatives included:

- Over 130,000 beneficiaries received medical aid, including trauma care, wound management, antenatal services, emergency surgeries, and support for non-communicable diseases.
- MERCY Malaysia supported Kuwait Specialty Hospital in Rafah, assisting medical staff and volunteers while facilitating the setup of an emergency surgical unit in Al-Mawasi to ensure continuity of essential health services.
- Mobile healthcare and physiotherapy teams were deployed in Deir al-Balah, specifically assisting injured individuals and newly disabled persons, ensuring they had access to rehabilitation services and essential medical care.
- Al-Ahli Arab Hospital in Gaza City was rehabilitated, restoring vital health infrastructure and ensuring continued lifesaving care amid the conflict.

Beyond direct medical interventions, MERCY Malaysia ensured essential humanitarian aid reached affected populations through:

- Food security and nutrition assistance benefiting 51,912 individuals, ensuring displaced families had consistent access to meals amid critical shortages.

-
- Emergency WASH programs reaching 38,990 people, restoring access to clean water and sanitation facilities to prevent outbreaks of waterborne diseases.
 - Shelter and settlement support assisting 17,847 displaced families, providing safe housing and essential items for survival.
 - Cash assistance benefiting 1,780 individuals, ensuring families struggling with financial insecurity could purchase immediate necessities.
 - Psychosocial support and trauma interventions, particularly focused on children, through recreational activities and psychological first aid, helping them cope with the emotional distress caused by continuous bombardments and displacement.

The long-term impact of MERCY Malaysia's work in Gaza is twofold—ensuring immediate survival through emergency relief while reinforcing the resilience of healthcare infrastructure, allowing local medical personnel and institutions to continue operating despite the crisis.



Syria: Strengthening Primary Healthcare Systems

In Syria, MERCY Malaysia focused on bolstering healthcare delivery in conflict-ravaged regions, ensuring consistency in medical services for populations that have faced years of instability and deteriorating health access.

- Primary Healthcare Centers were established in Armala and Jiser Al-Shughour, providing maternal and child health services, emergency care, and management of chronic diseases for vulnerable populations.
- Medical staff training ensured health professionals were equipped with updated treatment methodologies, improving patient outcomes and service efficiency.
- Community health awareness programs educated families on malnutrition prevention, personal hygiene, and disease management, reducing overall public health risks.

These interventions ensured thousands of Syrians had stable access to healthcare, reinforcing MERCY Malaysia's commitment to health system sustainability in protracted conflict zones.

Lebanon: Urgent Medical Support for Palestinian Refugees

Lebanon's Palestinian refugee community faced severe financial and healthcare challenges, particularly for dialysis patients struggling to afford life-saving treatment. MERCY Malaysia provided:

- Essential medicines and transportation allowances to 50 dialysis patients, ensuring continued access to medical care despite economic hardship.
- Emergency response efforts benefiting 26,000 displaced individuals affected by Israeli aggression, delivering medical care, food aid, and WASH assistance.
- Medical centers and mobile clinics served 1,058 patients, ensuring continuity in healthcare despite security risks.
- These interventions prevented treatment disruptions, allowing patients in fragile conditions to receive consistent care without financial barriers.

Yemen: Addressing Malnutrition and Infant Healthcare

With over 2.3 million children suffering from acute malnutrition in Yemen, MERCY Malaysia prioritized nutrition-based interventions, ensuring access to life-saving treatment for infants at risk of severe health complications.

- 114 children suffering from Severe Acute Malnutrition (SAM) received targeted medical interventions, improving survival rates and long-term health outcomes.
- 2,100 caregivers trained in infant and young child feeding (IYCF) practices, increasing community awareness about sustainable nutrition habits.
- Healthcare personnel received specialized training, strengthening the capacity of therapeutic feeding centers (TFCs) for continued malnutrition management.

These interventions directly reduced mortality risks, ensuring infants and young children had access to consistent healthcare and nutrition support.

Impact Reflection and Future Outlook

MERCY Malaysia's humanitarian interventions across MENA in 2024 reflect a deep commitment to healthcare equity, emergency response, and long-term resilience-building amid conflict, displacement, and economic instability. The work in Gaza stands as the most extensive operation, showcasing multi-sectoral, coordinated humanitarian assistance at unparalleled levels.

Looking forward to 2025, MERCY Malaysia aims to scale its healthcare interventions, increase coordination with regional humanitarian actors, and expand emergency response mechanisms to ensure timely, effective, and sustainable aid delivery to populations across Gaza, Syria, Lebanon, Yemen, and beyond.

Additionally, MERCY Malaysia is preparing to launch humanitarian missions to Sudan in 2025, responding to one of the worst humanitarian crises in the world. With millions displaced and critical shortages in medical aid, the organization will prioritize health system support, emergency medical teams, and coordinated relief efforts to address the urgent needs of affected communities and strengthen resilience in the region.





Malaysia

MERCY Malaysia remained steadfast in its mission to build Malaysia's resilience against disasters while ensuring dignity for all, no matter the circumstances. By integrating healthcare services, disaster risk reduction, and WASH initiatives, the organization empowered communities to protect their livelihoods, strengthened local preparedness, and responded swiftly to crises.

From flood-affected areas to underserved communities, MERCY Malaysia's interventions focused on sustainable recovery, capacity-building, and equitable aid distribution—ensuring that Malaysians are not only safeguarded in times of hardship but also equipped with the knowledge, resources, and support to rebuild their lives with dignity and resilience.

Healthcare & Medical Outreach

65 children

received Cleft Lip and Palate (CLIP) corrective surgeries, improving their quality of life.

2,241

person in Sabah received medical and dental care through rural medical camps.

934

person in Sarawak accessed primary healthcare in underserved communities.

40

frontliners trained in Psychological First Aid (PFA) to support trauma recovery.

Disaster Risk Reduction & Climate Resilience

1,000+

participants engaged in disaster awareness during national disaster preparedness month.

300+

community members trained in DRR across Johor and Terengganu.

97

displaced families received emergency relief following floods in Penampang.

25

youth leaders trained as disaster response trainers through CBDRM programs.

Water, Sanitation and Hygiene (WASH)

1,500+

individuals in Pitas, Serian, and Sri Aman will gain access to clean water and sanitation under Malaysia-UN SDG Trust Fund programs.

Flood recovery efforts in Terengganu repaired WASH infrastructure, benefiting **thousands** of residents.

Begun incorporating **Water Safety Plans** and **Water Resource Management** training to ensure rural water supply systems remain functional.

Capacity-Building & Volunteer Programs

185

new volunteers trained through Volunteer Induction Programme to add pool of new principled humanitarians.

70

volunteers trained through Basic Mission Training (BMT) to support disaster response operations.

40

individuals certified through Emergency Medical Team (EMT) training, ensuring readiness for crisis response.

Healthcare & Medical Outreach

Towards a Safer Workplace: Managing Occupational Stress

Recognizing workplace burnout as a growing concern, AirAsia RedQ invited MERCY Malaysia to conduct a mental health session aimed at helping employees navigate high-pressure environments. The session equipped participants with practical strategies to recognize burnout and build resilience. A self-assessment exercise helped employees gauge stress levels, fostering proactive well-being management. Feedback was overwhelmingly positive, with participants finding the insights applicable to both professional and personal life. This initiative underscores MERCY Malaysia's commitment to mental health education and workplace wellness.

PROJECT PARTNER | **AIRASIA REDQ**

LOCATION | **KLIA, SELANGOR**

WHEN | **SEPTEMBER 2024**

Psychological First Aid (PFA) Training for Disaster Resilience

With climate-related disasters increasing in Sabah, MERCY Malaysia partnered with Jabatan Perkhidmatan Awam Sabah to equip frontliners with Psychological First Aid (PFA)—an evidence-based approach to supporting individuals in distress after crises. The two-day training strengthened public servants' ability to provide compassionate and non-intrusive care, ensuring mental health remains a priority in emergency response.

A key highlight was the group simulation exercise, where participants practiced real-life crisis scenarios, boosting their confidence and preparedness in handling emotional trauma. This initiative reinforces MERCY Malaysia's commitment to psychosocial resilience, ensuring communities affected by floods, landslides, and earthquakes receive critical mental health support.

PROJECT PARTNER | **JABATAN PERKHIDMATAN AWAM SABAH**

LOCATION | **KOTA KINABALU, SABAH**

WHEN | **SEPTEMBER - OCTOBER 2024**

Medical Camp for Rural Communities in Sabah

Rural populations in East Malaysia face significant challenges in accessing healthcare due to rugged terrain and limited medical infrastructure. With Sabah's healthcare worker ratio at 1:856, far below the WHO-recommended 1:225, many residents must travel long distances for basic medical attention.

For over 20 years, MERCY Malaysia has bridged this gap, serving 100+ villages and benefitting more than 10,000 individuals. In 2024, eight medical camps were conducted, engaging 200 volunteers to provide essential health services. With volunteer numbers growing 20% annually, this program remains critical in ensuring continuous healthcare accessibility for underserved communities while advocating for sustainable infrastructure improvements.

PROJECT PARTNER | **MALAYSIAN MARITIME ENFORCEMENT AGENCY**

LOCATION | **TELUPID; PAITAN; BELURAN; KUDAT; RANAU; TENOM; TONGOD; PITAS, SABAH**

WHEN | **JANUARY - DECEMBER 2024**

Cleft Lip and Palate Corrective Surgery: Transforming Lives in Sabah

MERCY Malaysia conducted Cleft Lip and Palate (CLIP) corrective surgeries in Sabah, bringing hope and healing to children born with cleft deformities. This life-changing intervention not only improved speech and functionality but also restored confidence and dignity in affected children.

In 2024, the program successfully treated 65 underprivileged children, while 33 non-local patients also benefitted, overcoming financial barriers as treatment costs exceeded RM7,200 per procedure. Parents witnessed immediate transformations in their children, reinforcing MERCY Malaysia's commitment to holistic healthcare and equitable access for underserved communities.

PROJECT PARTNER | **MALAYSIAN CHURCH OF JESUS CHRIST OF LATTER-DAY SAINTS & JABATAN KESIHATAN NEGERI SABAH**

LOCATION | **HOSPITAL LAHAD DATU; HOSPITAL DUCHESS OF KENT SANDAKAN; HOSPITAL KENINGAU, SABAH**

WHEN | **FEBRUARY - DECEMBER 2024**

Medical Camp for Rural Communities in Sarawak

Access to healthcare in Sarawak’s rural areas remains a significant challenge, with doctor-to-patient ratios far below national averages, limiting essential medical services. Recognizing these disparities, MERCY Malaysia conducted eight medical camps in 2024, mobilizing 68 volunteers, including 38 new recruits, to provide primary healthcare to 934 beneficiaries in Kg Batang Maro and Kg Paloh.

Aligned with SDG 3 (Good Health) and SDG 10 (Reduced Inequalities), this initiative ensures that underserved populations receive equitable healthcare access, fostering community well-being and resilience. By continuously engaging volunteers and expanding outreach, MERCY Malaysia remains committed to bridging healthcare gaps and strengthening rural medical infrastructure in Sarawak.

PROJECT PARTNER | **MALAYSIA UN-SDG TRUST FUND**
LOCATION | **PUSA, SARAWAK**
WHEN | **FEBRUARY - SEPTEMBER 2024**





Opposite page |
Medical Camp for Rural
Communities, Sarawak.

**This page, from top
left |** Cleft Lip and
Palate Corrective
Surgery, Sabah;
Medical Camp for Rural
Communities, Sarawak;
Medical Camp for Rural
Communities, Sabah;
PFA Training for
Disaster Resilience,
Sabah.

Disaster Risk Reduction & Climate Resilience

Regional Training Workshop: Strengthening Urban Resilience in ASEAN and South Asia

As part of the Making Cities Resilient 2030 (MCR 2030) campaign, MERCY Malaysia participated in the Regional Training Workshop in Bangkok, equipping city representatives from ASEAN and South Asia with strategies to integrate climate adaptation and disaster risk reduction into urban planning.

Through knowledge sharing and city-to-city collaboration, participants developed localized resilience action plans, aligning efforts with national development frameworks. The workshop fostered regional cooperation, enhancing resource-sharing and problem-solving networks among cities facing climate risks. This initiative ensures urban centers are better prepared to withstand future disasters, contributing to sustainable development and stronger disaster resilience across the region.

PROJECT PARTNER | **REGIONAL RESOURCE CENTRE FOR ASIA AND THE PACIFIC, MINISTRY OF ENVIRONMENT, JAPAN, UNDRR, UN-HABITAT, IFRC, UCLG, ICLEI, ADPC & EPIC-NET**

LOCATION | **BANGKOK, THAILAND**

WHEN | **FEBRUARY 2024**

Northeast Monsoon Preparedness 2024: Community-Based Early Warning (CBEW) for Flood Resilience

To address recurring floods in Hulu Terengganu and Johor, MERCY Malaysia strengthened community-led disaster preparedness through early warning systems and proactive risk reduction strategies. The project engaged 475 community members, including children, in safety and flood mitigation activities, fostering grassroots involvement in disaster resilience.

In Johor, seasonal calendars and flood mapping exercises enhanced local awareness, while in Kampung Peneh, clearing blocked river paths helped reduce flood risks. Safety jacket training and evacuation route signage installations reinforced preparedness, and proposals for flood mitigation infrastructure were developed. This initiative empowered communities with structured risk assessments and action plans, ensuring sustainable disaster resilience.

PROJECT PARTNER | **PERMODALAN NASIONAL BERHAD (PNB) & GRAB MALAYSIA**

LOCATION | **HULU TERENGGANU, TERENGGANU • KLUANG, JOHOR**

WHEN | **APRIL 2024**

Training of Trainers: School Disaster Risk Reduction Education Module

MERCY Malaysia, in collaboration with the Ministry of Education Malaysia and UNICEF, conducted the Training of Trainers Module for Disaster Risk Reduction (DRR) Education to enhance school preparedness and resilience. Held in Ipoh and Kota Bharu, the initiative trained 73 teachers—41 in Ipoh and 32 in Kota Bharu—to effectively deliver DRR education within schools.

Participants gained comprehensive knowledge on disaster mitigation, emergency protocols, and resilience-building strategies tailored for educational settings. By equipping teachers to train their peers, the program fosters a sustainable, scalable impact, ensuring school communities nationwide are better prepared to navigate disaster risks. Beyond classroom implementation, the initiative strengthens institutional capacity, helping schools integrate DRR into long-term education planning, while promoting collaborative to reinforce inclusive disaster resilience across Malaysia.

PROJECT PARTNER | **MINISTRY OF EDUCATION MALAYSIA & UNICEF**

LOCATION | **IPOH, PERAK • KOTA BHARU, KELANTAN**

WHEN | **JULY 2024**

Malaysia Flood Recovery : Strengthening Community Resilience

MERCY Malaysia advanced flood preparedness and disaster response through Community-Based Disaster Risk Management (CBDRM) and Community-Based Early Warning (CBEW) strategies, ensuring grassroots empowerment in Johor and Terengganu.

Through training workshops, simulations, and clean-up initiatives, the program equipped 25 youth leaders from Kolej Komuniti Hulu Langat and Politeknik Tun Syed Ismail to champion community disaster preparedness. Over 300 community members actively engaged, improving local resilience in flood-prone areas. This initiative established a sustainable network of disaster risk advocates, fostering long-term preparedness and stronger local response mechanisms—ensuring vulnerable communities are better equipped to face future climate-induced disasters.

PROJECT PARTNER | **PERMODALAN NASIONAL BERHAD (PNB) & GRAB MALAYSIA**

LOCATION | **BATU PAHAT; KLUANG; POLITEKNIK TUN SYED ISMAIL, JOHOR • INTERNATIONAL YOUTH CENTRE, KUALA LUMPUR • DUNGUN, TERENGGANU**

WHEN | **JULY - SEPTEMBER 2024**

High-Impact Community Service Program: Strengthening Youth-Led Disaster Resilience

Aligned with MERCY Malaysia's mission of building community resilience, this Langkawi-based initiative empowered youth with disaster preparedness knowledge, fostering a culture of proactive risk reduction within schools. The program supported the Sendai Framework's global disaster risk reduction goals and aligned with the International Day for Disaster Risk Reduction (IDDRR) 2024.

The initiative enhanced disaster awareness, equipping students as agents of change in their communities. Collaborating with Universiti Teknologi MARA (UiTM), MERCY Malaysia's Perak Chapter, and local stakeholders, the program strengthened community engagement frameworks, ensuring long-term capacity building and resilience in disaster-prone environments.

PROJECT PARTNER | **UNIVERSITI TEKNOLOGI MARA & MERCY MALAYSIA PERAK CHAPTER**
LOCATION | **LANGKAWI, KEDAH**
WHEN | **JULY 2024**

Disaster Recovery Workshop & Resilience Living Lab Pasir Mas

MERCY Malaysia, in collaboration with UTM's Disaster Preparedness and Prevention Center (UTM-DPPC) and key government agencies, advanced post-disaster recovery strategies through capacity building for Post-Disaster Needs Assessment (PDNA) for 140 participants, and the establishment of the Resilience Living Lab in Pasir Mas, Kelantan.

This initiative empowered youth and community leaders, fostering disaster awareness and resilience-building through education and participatory engagement. The workshop explored four key themes, including DRR strategies, resilient resettlement, and build-back-better agendas, equipping local stakeholders with practical recovery solutions. Supported by NADMA, Malaysia Civil Defence Force (APM), and the Fire and Rescue Department of Malaysia (JBPM), this program strengthened community-driven disaster preparedness and sustainable recovery efforts.

PROJECT PARTNER | **UTM-DPPC, NADMA, APM & JBPM**
LOCATION | **PASIR MAS, KELANTAN**
WHEN | **JULY 2024**



This page, from top right |

1-3: Community-Based Early Warning (CBEW) for Flood Resilience in Terengganu and Johor; Strengthening Urban Resilience in ASEAN and South Asia Workshop, Bangkok; Strengthening Youth-Led Disaster Resilience, Kedah.

National Disaster Preparedness Month & Rakan NADMA Convention

MERCY Malaysia actively participated in Malaysia's National Disaster Preparedness Month and the Rakan NADMA Convention 2024, showcasing its community-based disaster risk reduction programs while strengthening collaborations with governments and NGOs. The events aligned with the “*Malaysia Madani, Siaga Bencana*” theme, promoting the Humanitarian-Development Nexus Model for sustainable resilience.

These engagements opened new collaboration opportunities and enhanced public awareness of MERCY Malaysia's diverse humanitarian efforts. Visitors gained deeper insight into MERCY Malaysia's initiatives, with many expressing newfound appreciation for its water security programs and children-focused resilience-building efforts.

PROJECT PARTNER | **NADMA**

LOCATION | **PUTRAJAYA**

WHEN | **OCTOBER 2024**

Asia-Pacific Ministerial Conference on Disaster Risk Reduction (APMCDRR) 2024

At APMCDRR 2024 in Manila, MERCY Malaysia strengthened its regional role in disaster risk reduction (DRR), joining over 4,000 participants from 69 countries to advance innovative and inclusive DRR solutions.

Through a dedicated exhibition, MERCY Malaysia bridged international gaps, highlighting child-focused initiatives, nature-based solutions, and community-driven programs. By showcasing field stories and behind-the-scenes DRR planning, the event enhanced understanding of proactive disaster strategies. This strengthened MERCY Malaysia's visibility as a key regional actor, reinforcing strategic partnerships and actionable commitments to disaster resilience across the Asia-Pacific region.

PROJECT PARTNER | **UTM-DPPC, UNICEF MALAYSIA, ADRRN & NADMA**

LOCATION | **MANILA, PHILIPPINES**

WHEN | **JULY 2024**

Malaysia Adaptation Sharing Hub (MASH) by Think City

MASH spotlighted Penang's pioneering Nature-Based Climate Adaptation Program (PNBCAP), a five-year initiative advancing urban greening, stormwater management, and community resilience. The event fostered cross-sector collaboration among UN-Habitat, national ministries, local authorities, and private stakeholders to scale nature-based solutions for climate adaptation.

The hub strengthened multi-sector partnerships, raising awareness of sustainable urban resilience strategies. By positioning Penang as a model city, it unlocked investment opportunities for replicating nature-based adaptation initiatives across Malaysia, reinforcing climate resilience in urban planning and disaster mitigation efforts.

PROJECT PARTNER | **THINK CITY**

LOCATION | **GEORGETOWN, PENANG**

WHEN | **OCTOBER 2024**

Strengthening School Preparedness for the Northeast Monsoon 2024/2025

In partnership with the Ministry of Education Malaysia, MERCY Malaysia advanced disaster education through interactive initiatives, including the launch of a DRR Gameboard to teach students preparedness strategies, WASH briefings, and a branding survey to enhance public engagement.

This initiative equipped students with life-saving response techniques such as fire and earthquake safety protocols, fostering a culture of proactive preparedness. By directly engaging youth, the program expanded awareness of humanitarian principles, strengthened school resilience, and reinforced collaboration between MERCY Malaysia and the Ministry of Education for sustainable disaster preparedness in Malaysia's education system.

PROJECT PARTNER | **MINISTRY OF EDUCATION MALAYSIA**

LOCATION | **KUANTAN, PAHANG**

WHEN | **OCTOBER 2024**



This page, from top | APMCDRR 2024, Manila; National Disaster Preparedness Month & Rakan NADMA Convention, Putrajaya; Malaysia Adaptation Sharing Hub, Penang; Strengthening School Preparedness for the Northeast Monsoon 2024/2025, Pahang.

Consultation Session with CSOs: Shaping UNICEF Malaysia's 2026 – 2030 Country Program

MERCY Malaysia contributed to UNICEF's strategic consultation alongside civil society organisations (CSOs) to refine priorities for the 2026–2030 Country Programme, emphasizing youth inclusion in climate initiatives and education-driven resilience-building. Discussions focused on integrating climate change education into school curricula and informal learning, while strengthening partnerships between UNICEF, schools, and community centers to foster active youth involvement in climate action.

The session highlighted challenges faced by children and youth in climate resilience, leading to actionable recommendations on education frameworks, advocacy, and collaboration-building. By reinforcing NGO-led climate action, this initiative bolstered UNICEF-CSO partnerships, ensuring sustainable and inclusive youth engagement in Malaysia's climate strategy.

PROJECT PARTNER | **UNICEF MALAYSIA**

LOCATION | **PUTRAJAYA**

WHEN | **NOVEMBER 2024**

Community Preparedness Webinar: Strengthening Flood Resilience

In collaboration with Global Environment Centre (GEC), Yayasan PETRONAS, and NADMA, MERCY Malaysia contributed to an online webinar sharing humanitarian, academic, and government perspectives on flood preparedness. The session provided practical guidance for communities in flood-prone areas, featuring field insights from MERCY Malaysia, research-based risk analysis, and government strategies for disaster management.

Through disaster preparedness workshops, MERCY Malaysia empowered community response teams, enhancing their ability to act swiftly in emergencies. Trained communities demonstrated improved flood response, reducing casualties and property damage, while fostering a long-term culture of resilience, ensuring local populations can face future disasters with greater confidence.

PROJECT PARTNER | **GEC, YAYASAN PETRONAS & NADMA**

LOCATION | **ONLINE**

WHEN | **NOVEMBER 2024**

Bagan Datuk Coastal Disaster Risk Management and Resilience Program

In partnership with UiTM Seri Iskandar and the Pejabat Daerah dan Tanah Bagan Datuk, MERCY Malaysia implemented the Community Resilience Program for Coastal Disaster Risk Management, strengthening coastal communities against climate-related hazards. The initiative combined risk assessments, workshops, and leadership engagement activities, fostering resilient mitigation and adaptation strategies.

Through multi-stakeholder collaboration, the program empowered communities via risk mapping and resilience education. High-level government support elevated its visibility and credibility, while training workshops equipped local leaders with disaster management skills, creating a sustainable network of resilience champions dedicated to long-term climate adaptation and disaster mitigation.

PROJECT PARTNER | **UiTM SERI ISKANDAR & PEJABAT DAERAH DAN TANAH BAGAN DATUK**
LOCATION | **BAGAN DATUK, PERAK**
WHEN | **DECEMBER 2024**

City Climate Action Plan: Strengthening Community Resilience

In collaboration with URBANICE Malaysia, MERCY Malaysia advanced climate adaptation planning through vulnerability assessments and community-driven resilience strategies across nine cities nationwide. As a Subject Matter Expert on Community Resilience and Health, MERCY Malaysia helped local stakeholders develop actionable frameworks for disaster preparedness and health risk management.

This initiative strengthened local capacity, fostering community ownership of resilience strategies while reinforcing partnerships for sustainable urban development. By engaging government officers, civil society representatives, and local communities, the program ensured cities are better equipped to navigate climate-induced challenges, driving long-term urban sustainability efforts.

PROJECT PARTNER | **URBANICE MALAYSIA**
LOCATION | **KAMPUNG KASIPILLAY, KUALA LUMPUR • HULU LANGAT & SHAH ALAM, SELANGOR • KOTA TINGGI, JOHOR • JERANTUT, PAHANG • BESUT & SEBERANG TAKIR, TERENGGANU • YAN, KEDAH • RANAU, SABAH**
WHEN | **JANUARY - DECEMBER 2024**



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 National Disaster Preparedness Month, Putrajaya; Bagan Datuk Coastal Disaster Risk Management and Resilience Program, Perak; Community Preparedness Webinar; Strengthening School Preparedness for the Northeast Monsoon 2024/2025, Pahang; Community engagement session for City Climate Action Plan, Selangor.

Water, Sanitation and Hygiene (WASH) Initiatives

Safe Sanitation, Safe House, Safe Community: Strengthening Resilient Communities in Terengganu & Kelantan

Frequent flooding during the northeast monsoon continues to impact Mukim Jengai, affecting 7,000 households in Dungun, Terengganu. MERCY Malaysia has developed an integrated recovery approach, combining water, sanitation, and hygiene (WASH), infrastructure rebuilding, and disaster risk reduction management (DRRM) to enhance community resilience. Key components of this program are:

- WASH: Repairing damaged latrines and improving sanitation facilities.
- Infrastructure rebuilding: Restoring flood-affected homes.
- DRRM: Implementing Community-Based Disaster Risk Management (CBDRM) and Community-Based Early Warning (CBEW) strategies.

Through planned preparation, this initiative empowers flood-prone communities, minimizing risks and strengthening disaster resilience. The Shelter Repair Program in Kampung Jerek, Gua Musang, restored safe housing for five families, while local builders received disaster-resilient construction training, ensuring long-term recovery solutions. Supported by Grab Malaysia, this 10-month program promotes health, secure living conditions, and community-driven safety measures for sustainable resilience.

PROJECT PARTNER | **GRAB MALAYSIA & PEJABAT DAERAH DUNGUN**
LOCATION | **DUNGUN, TERENGGANU • GUA MUSANG, KELANTAN**
WHEN | **JANUARY - OCTOBER 2024**





This page and opposite page | Safe Sanitation, Safe House, Safe Community Initiatives, Terengganu and Kelantan.

WASH Program in East Malaysia: Improving Community Access to Clean Water and Sanitation

MERCY Malaysia, with support from the Malaysia UN SDG Trust Fund, launched a 16-month WASH program to improve clean water and sanitation facilities in Sabah and Sarawak, benefiting over 1,500 individuals. This initiative aligns with SDG 6: Clean Water and Sanitation, addressing public health, inequality reduction, and sustainable resource management.

Focusing on the Iban and Momogun Rungus communities, the program bridges infrastructure gaps caused by rapid development and climate change. Technical assessments guided targeted interventions, ensuring equitable access to safe water and hygiene. As a key partner in Malaysia’s SDG agenda, MERCY Malaysia strengthens community resilience through sustainable water management practices, fostering long-term impact across East Malaysia.

PROJECT PARTNER | MALAYSIA UN SDG TRUST FUND
LOCATION | PITAS, SABAH • SRI AMAN & SERIAN, SARAWAK
WHEN | 2024 - 2025 (ON-GOING)



From Short-Term Intervention to Sustainable Solutions

Evolving Beyond Emergency Measures

For years, communities facing water scarcity have relied on short-term emergency interventions, such as temporary water tanks, pipeline extensions, and mobile distribution units. While these efforts provide immediate relief, they are not long-term solutions for ensuring consistent access to clean water. Recognizing this challenge, MERCY Malaysia is integrating Water Safety Plans (WSPs) and Water Resource Management training, fostering community-driven approaches that ensure rural water systems remain functional and resilient over time.

Transitioning from Rainwater Harvesting (RWH)

Rainwater Harvesting (RWH) has traditionally been utilized in regions with limited water sources, serving as a valuable supplementary option. However, prolonged droughts, shifting climate patterns, and increased water demand have rendered RWH less reliable, particularly in East Malaysia. As climate variability continues to impact rainfall consistency, MERCY Malaysia is shifting toward more dependable, climate-resilient water infrastructure, ensuring communities have sustainable access to safe drinking water regardless of seasonal fluctuations.

Adopting Alternative Systems

To achieve lasting water security, MERCY Malaysia is investing in alternative water supply solutions, such as the Horizontal Collector Well (HCW) system. The HCW system delivers high-quality water, ensuring long-term sustainability by optimizing groundwater collection while maintaining ecological balance. This shift toward more advanced water technologies not only strengthens water availability but also reduces dependency on temporary measures that can be costly and unpredictable.

Relevance to SDG 6: Clean Water and Sanitation

This transformation aligns directly with SDG 6, which emphasizes universal and equitable access to safe and affordable drinking water by 2030. By moving away from reactive, short-term interventions, MERCY Malaysia is actively contributing to:

Target 6.1: Ensuring access to safe and affordable drinking water for all.

Target 6.2: Improving sanitation facilities and promoting hygiene in underserved communities.

Target 6.4: Increasing water-use efficiency and ensuring sustainable water resource management to address water scarcity.

Emergency Response

Swift Relief for Disasters in Sabah

MERCY Malaysia mobilized rapid emergency relief to support communities affected by multiple disasters in Sabah, ensuring timely aid and dignity restoration for those impacted. In Kuala Abai, Kota Belud, 58 families who lost their homes in a fast-spreading coastal fire received hygiene kits, drinking water, and rice packs, alongside a rapid needs assessment to guide ongoing support.

Meanwhile, severe flooding displaced residents across Penampang, where MERCY Malaysia worked closely with the district office to deliver hygiene kits to 97 families sheltering at Dewan Kebudayaan Penampang evacuation center. Beyond immediate relief, these interventions reinforced community resilience, addressing urgent needs while ensuring a coordinated recovery process.

LOCATION | PITAS DROUGHT RESPONSE • PENAMPANG FLOOD RESPONSE • KUALA ABAI FIRE RESPONSE • PENAMPANG FLOOD RECOVERY
WHEN | JANUARY - DECEMBER 2024

2024 Northeast Monsoon Flood

In December 2024, as Malaysia faced its worst monsoon flooding in decades, officials warned of continued severe weather even as floodwaters began to subside. Amid the crisis, MERCY Malaysia mobilized rapid emergency relief, ensuring displaced communities received critical aid and medical support.

Emergency Relief and Medical Assistance

Throughout December, MERCY Malaysia teams conducted assessments across evacuation centers, identifying urgent gaps in essential non-food items such as mattresses, towels, toothbrushes, diapers, and cleaning supplies.

In Kelantan, a mobile clinic in Tumpat—launched in partnership with Jabatan Kesihatan Negeri (JKN)—provided medical screenings and consultations to 400 flood-displaced residents at one of the most isolated evacuation centers. Despite severe road conditions, the team navigated four different routes before successfully delivering care.

Nationwide Response and Coordination

Beyond Kelantan, MERCY Malaysia deployed teams across Terengganu and Kedah, while headquarters in Kuala Lumpur and state chapters in Pahang, Johor, and Melaka remained on standby for swift mobilization.

In Kuala Krai, relief teams, supported by PKOB, APM, and volunteers distributed food and hygiene supplies to JKM depots and designated evacuation centers, ensuring displaced families received timely assistance and support. Through coordinated field efforts, medical interventions, and essential aid, MERCY Malaysia played a pivotal role in restoring dignity, safety, and resilience during the devastating December 2024 floods.

LOCATION | **KELANTAN • TERENGGANU • KEDAH**
WHEN | **DECEMBER 2024**



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2024 Northeast Monsoon
Flood Emergency Response,
Kelantan, Terengganu and
Kedah.

Capacity-Building & Volunteer Programs

Volunteer Induction Program: Equipping New Volunteers With Essential Knowledge and Operational Readiness

MERCY Malaysia's Volunteer Induction Program (VIP) equips newly registered volunteers with essential knowledge and operational readiness, ensuring alignment with international humanitarian standards. Before participating in missions and programs, volunteers undergo comprehensive training covering code of conduct, organizational structure, and field responsibilities.

In 2024, MERCY Malaysia conducted two VIP sessions, certifying 185 new volunteers. The program accelerated onboarding, ensuring participants were prepared to contribute effectively from day one. By introducing volunteers to MERCY Malaysia's vision, goals, and humanitarian principles, VIP fosters deep commitment, reinforcing ethical standards and strengthening mission readiness for effective field deployment. Through structured learning and engagement, VIP builds a dedicated, informed, and disciplined volunteer base, ensuring sustainable impact in humanitarian operations.

LOCATION | **SELANGOR • KUALA LUMPUR**

WHEN | **JULY & OCTOBER 2024**

Basic Mission Training: Preparing Volunteers for Humanitarian Response

MERCY Malaysia's Basic Mission Training (BMT) equips volunteers with the skills and resilience needed to serve in medical and humanitarian relief missions across disaster-affected areas. Designed for both crisis and non-crisis situations, the program ensures mission readiness, empowering participants as front-line responders.

In July and November 2024, MERCY Malaysia trained 70 volunteers through two BMT sessions, strengthening operational efficiency in field environments. Participants gained a clear understanding of their roles, fostering accountability, effective communication, and crisis adaptability.

By maintaining a disciplined and resilient volunteer force, BMT enhances MERCY Malaysia's capacity for swift and effective disaster response, ensuring mission continuity and sustainable humanitarian impact.

PROJECT PARTNER | **PUSAT LATIHAN PASUKAN GERAKAN AM (PLPGA)**

LOCATION | **ULU YAM, SELANGOR • ULU KINTA, PERAK**

WHEN | **JULY & NOVEMBER 2024**

Emergency Medical Team Training: Strengthening Disaster Response Skills and Technical Capacity

MERCY Malaysia’s Emergency Medical Team (EMT) Training equips volunteers with essential skills and knowledge to manage field hospital operations and execute emergency response activities in disaster-affected areas. This training ensures that EMT members meet international standards, enhancing their readiness to deliver medical care in crisis situations.

A total of 39 volunteers completed the EMT training, strengthening MERCY Malaysia’s rapid response capabilities. Participants gained expertise in critical medical protocols, ensuring swift and efficient interventions that reduce response times and improve patient care quality during emergencies.

Beyond individual skills, the program fosters team coordination and operational efficiency, ensuring volunteers understand their specific roles, work collaboratively, and optimize resources to maximize impact for affected communities. By developing a disciplined and well-trained EMT force, MERCY Malaysia continues to enhance disaster response effectiveness, ensuring lifesaving medical support reaches those in need without delay.

LOCATION | **AKADEMI LATIHAN PERTAHANAN AWAM (ALPHA), SELANGOR**
WHEN | **SEPTEMBER 2024**



Domiciliary Care Services: Providing Continuous Support for Abandoned Patients in Melaka

The Domiciliary Care Services program ensures that stable patients—often abandoned or without stable homes—receive essential ongoing care after hospital discharge or clinic referral. This initiative offers continuous medical support, treatment, and caregiver guidance, prioritizing both patient recovery and caregiver well-being.

In collaboration with the Melaka State Health Department (JKNM), District Health Centre (PPD), and Health Clinics (KK), MERCY Malaysia's Melaka Chapter established a seamless care network, ensuring efficient service delivery. The program successfully treated eight patients, with four receiving care in 2024, while caregivers underwent self-care training, equipping them with the skills and confidence needed to support patient health effectively.

PROJECT PARTNER | **MERCY MALAYSIA MELAKA CHAPTER & MELAKA STATE HEALTH DEPARTMENT (JKNM)**
LOCATION | **MELAKA**
WHEN | **JULY - DECEMBER 2024**

MERCY Malaysia State Chapter Activities: Strengthening Local Humanitarian Action

MERCY Malaysia's State Chapters play a vital role in expanding humanitarian impact, ensuring effective program implementation at the local level. By managing volunteer recruitment, training, engagement, and coordination, these chapters strengthen community-driven disaster response efforts.

In 2024, State Chapters formed and formalized new committee teams, fostering stronger collaboration between MERCY Malaysia HQ and regional chapters. This restructuring enhances efficiency, leadership, and local partnerships, ensuring sustainable, community-led resilience-building efforts across Malaysia.

STATE CHAPTERS | **JOHOR • PAHANG • PERAK • SABAH • SARAWAK**
WHEN | **JANUARY - DECEMBER 2024**



Southeast Asia

Southeast Asia faces growing humanitarian challenges, with Myanmar and the Philippines grappling with conflict-driven displacement, climate-induced disasters, and fragile recovery efforts. MERCY Malaysia, in collaboration with regional partners, governments, and civil society, continues to expand its humanitarian footprint, addressing systemic vulnerabilities through adaptive solutions and cross-border cooperation.

In the Philippines, disaster resilience remains critical as communities recover from typhoons, flooding, and urban displacement. Meanwhile, Myanmar's protracted humanitarian crisis calls for sustained intervention in health, education, and protection for affected populations. As efforts scale across the region, the focus remains on equity, sustainability, and community-led resilience, ensuring vulnerable populations receive inclusive, impactful support in the face of evolving regional challenges.

Philippines

2,300+

households affected by Super Typhoon Pepito and successive typhoons received emergency relief.

680

families received shelter repair kits and cash assistance for immediate post-disaster recovery.

Strategic partnerships established with **local government units** and **local NGOs** for sustainable disaster resilience.

Myanmar

22,000+

individuals provided with primary healthcare services, including maternal and child health.

1,780

caregivers trained in parenting awareness to support child health and development in displacement settings.

1,100+

flood-affected patients received medical care and psychosocial support during Yamethin flood emergency response.

886

individuals in IDP camps accessed drug use prevention and harm reduction services.

357

pregnant women received at least one antenatal care visit, ensuring safer deliveries.

12

consecutive years of serving communities in conflict zones —a testament to humanitarian diplomacy in action.

Philippines

Philippine Emergency Response: Rebuilding Communities After Devastating Typhoons

In response to Super Typhoon Pepito and successive tropical cyclones, MERCY Malaysia deployed rapid emergency relief, supporting over 2,300 households in the hardest-hit regions. Immediate interventions included the distribution of shelter repair kits, hygiene supplies, and cash assistance, ensuring families could begin rebuilding their homes and lives.

Beyond immediate aid, MERCY Malaysia collaborated with local government units and NGOs, developing sustainable recovery frameworks focused on long-term resilience and disaster preparedness. This mission exemplifies MERCY Malaysia's commitment to equitable, efficient humanitarian action, ensuring disaster-affected communities receive the support needed to recover and thrive.

PROJECT PARTNER | **ST. PAUL UNIVERSITY & COMMUNITY DEVELOPMENT CENTER FOUNDATION INCORPORATED**

LOCATION | **CAGAYAN & CATANDUANES PROVINCE, PHILIPPINES**

WHEN | **NOVEMBER 2024**





Myanmar

Restoring Health & Resilience for IDPs and Cyclone Survivors in Sittwe

MERCY Malaysia's humanitarian intervention in Sittwe Township provided lifesaving healthcare services to internally displaced persons (IDPs) and communities affected by Cyclone Mocha. Over 16,000 individuals benefitted from maternal and child health care, trauma treatment, and reproductive health support, ensuring access to essential medical aid amid ongoing conflict and displacement.

Beyond primary healthcare, the initiative integrated mine risk education (MRE) and mental health and psychosocial support (MHPSS), equipping affected populations with crisis management tools to navigate trauma and environmental hazards. By prioritizing holistic care, MERCY Malaysia strengthens community resilience, ensuring sustainable health recovery and protection for Myanmar's most vulnerable populations.

PROJECT PARTNER | **WHO-HEALTH CLUSTER & MYANMAR HUMANITARIAN FUND**

LOCATION | **RAKHINE STATE, MYANMAR**

WHEN | **SEPTEMBER 2023 - DECEMBER 2024**

Addressing Health Disparities in Rakhine State's Conflict Zones

In Sittwe Township, Myanmar, MERCY Malaysia has provided life-saving healthcare to internally displaced persons (IDPs), host communities, and conflict-affected populations. Over 22,000 individuals accessed primary healthcare, including maternal and child care, reproductive health, trauma treatment, and disease prevention.

Beyond direct medical aid, health promoters delivered critical education on immunization, menstrual hygiene, and nutrition, ensuring long-term health awareness. Malnourished children were referred to Action Contre la Faïm (ACF) for specialized care, while patients requiring rehabilitation received assistive devices through Humanity and Inclusion (HI). This mission reinforces MERCY Malaysia's commitment to equitable, sustainable healthcare for Myanmar's most vulnerable populations.

PROJECT PARTNER | **WHO-HEALTH CLUSTER, MYANMAR HUMANITARIAN FUND, ACTION CONTRE LA FAÏM (ACF) & HUMANITY AND INCLUSION (HI)**

LOCATION | **RAKHINE STATE, MYANMAR**

WHEN | **MAY 2024 - FEBRUARY 2025**



This page, from top |
Addressing Health
Disparities in Rakhine
State's Conflict Zones,
Myanmar.



Ensuring Lifesaving Healthcare for Mothers and Children in Sittwe

MERCY Malaysia continues to provide critical healthcare access for Rohingya and internally displaced communities in Sittwe Township, Myanmar. By sustaining operations at Thet Kal Pyin Station Hospital and deploying mobile clinics to remote health centers and IDP camps, the initiative ensured continuity of care in conflict-affected areas.

Through this intervention, 357 pregnant women received antenatal care, and 55 births were attended by skilled MERCY Malaysia medical officers. Additionally, 2,700+ individuals benefitted from basic healthcare services, while 33 Community-Based Health Workers (CBHWs) were trained in maternal and child health. The program played a pivotal role in managing cholera outbreaks and strengthening long-term health resilience in vulnerable communities.

PROJECT PARTNER | **UNICEF**

LOCATION | **RAKHINE STATE, MYANMAR**

WHEN | **JULY 2024 - APRIL 2025**

Addressing Drug Abuse and Mental Health Challenges in Sittwe's Displaced Communities

In Sittwe Township, Myanmar, MERCY Malaysia is tackling drug dependence among internally displaced persons (IDPs) and host communities, where economic hardship and prolonged displacement have led to alarming substance abuse trends. Through targeted interventions, the project provided essential healthcare services, including harm reduction strategies, HIV and Hepatitis C screening, and psychiatric referrals for those in need.

Additionally, 1,780 caregivers received parenting awareness training, while 886 individuals struggling with drug dependence accessed medical care through MERCY Malaysia's clinics. By integrating mental health support with community outreach, this initiative strengthens long-term recovery, fostering a healthier, more resilient society amid ongoing humanitarian challenges.

PROJECT PARTNER | **UNITED NATIONS OFFICE ON DRUGS AND CRIME (UNODC)**

LOCATION | **RAKHINE STATE, MYANMAR**

WHEN | **FEBRUARY 2024 - JANUARY 2025**



Restoring Dignity for Flood-Affected Communities in Yamethin

Following severe flooding across Myanmar, MERCY Malaysia mobilized emergency relief for 1,000 displaced households in 8 villages across Yamethin Township. Families received humanitarian kits, valued at \$40 each, containing mosquito nets, sleeping mats, blankets, toiletries, hygiene essentials, and traditional clothing to ensure basic dignity and comfort during displacement.

This rapid intervention prioritized hygiene, protection, and survival, providing critical resources to flood-affected communities. By addressing immediate needs and ensuring swift relief, MERCY Malaysia reaffirmed its commitment to supporting vulnerable populations, helping them recover and rebuild amid environmental challenges.

PROJECT PARTNER | **YAMETHIN TOWNSHIP GENERAL ADMINISTRATIVE & HEALTH DEPARTMENT**
LOCATION | **MANDALAY REGION, MYANMAR**
WHEN | **SEPTEMBER 2024**

Rapid Medical Response for Flood-Affected Communities in Yamethin

MERCY Malaysia swiftly deployed a mobile clinic team to Yamethin Township, Myanmar, providing critical healthcare services to communities devastated by severe flooding. Over 1,100 patients received primary healthcare consultations, including maternal and child health, trauma care, and non-communicable disease management.

To address mental health needs, a dedicated psychosocial support officer offered emotional and trauma recovery assistance to flood survivors. Additionally, proactive health education and preventive measures ensured no disease outbreaks occurred, reinforcing MERCY Malaysia's commitment to resilience-focused humanitarian response. By combining medical aid with holistic recovery, this mission helped restore dignity and stability in displaced communities.

PROJECT PARTNER | **YAMETHIN TOWNSHIP HEALTH DEPARTMENT**
LOCATION | **MANDALAY REGION, MYANMAR**
WHEN | **OCTOBER 2024**



South Asia

By fostering local partnerships and sustainable recovery strategies, MERCY Malaysia continues to expand its humanitarian footprint across South Asia.

In Afghanistan, MERCY Malaysia strengthened health system capacity through specialized medical training, equipping healthcare professionals with advanced maternal, emergency, and surgical care expertise.

In Pakistan, flood recovery efforts led to the reconstruction of basic health units and WASH facilities, benefiting communities in Dera Ismail Khan and Charsadda. Across the region, MERCY Malaysia's interventions in disaster response, healthcare training, and infrastructure rebuilding reflect its commitment to resilience-building and equitable humanitarian aid.

Afghanistan

100+ healthcare professionals trained in maternal, emergency, and surgical care.

Enhanced expertise **obstetric and gynecology**, reducing maternal and neonatal health risks.

Advanced **cardiovascular life support** training provided to medical teams, improving critical care capabilities.

Specialized anesthesia training introduced ultrasound-guided techniques to improve **pain management** in surgeries.

Pakistan

2 basic health units (BHU) reconstructed to restore primary healthcare access in flood-affected areas.

Clean water infrastructure improved, benefiting **1,500+** students across three schools.

New sanitation facilities installed, enhancing hygiene and public health in disaster-impacted places and communities.

CBDRM trainings provided to local teams, ensuring future resilience.

Bangladesh

5 years of service for a Comprehensive Primary Health Centre at Camp 15 Cox's Bazar.

Provided life-saving care to **50,000+** patients annually.

Empowered over **5,000** individuals through essential public health education and skills trainings.

Afghanistan

Empowering Afghan Healthcare Professionals with Lifesaving Emergency Skills

MERCY Malaysia, in collaboration with the Malaysian Technical Cooperation Programme (MTCP), conducted a six-day Advanced Cardiovascular Life Support (ACLS) training at Malalai National and Specialized Hospital, Kabul. This initiative trained 22 healthcare professionals, equipping them with lifesaving emergency response skills tailored for cardiac arrest, stroke, and acute coronary syndromes.

The program combined interactive learning with hands-on simulations, focusing on high-quality CPR, airway management, defibrillator use, pharmacology, and team coordination. Through online modules and practical assessments, participants gained real-world application expertise in ACLS protocols.

By strengthening emergency response capacity, MERCY Malaysia remains committed to enhancing health outcomes and reinforcing resilience in Afghanistan’s healthcare system.

PROJECT PARTNER | **MALAYSIAN TECHNICAL COOPERATION PROGRAMME (MTCP), MINISTRY OF FOREIGN AFFAIRS MALAYSIA**

LOCATION | **KABUL, AFGHANISTAN**

WHEN | **OCTOBER - NOVEMBER 2024**



Strengthening Emergency Obstetric and Newborn Care in Afghanistan

MERCY Malaysia, with support from the Malaysian Technical Cooperation Programme (MTCP), conducted a specialized training at Malalai National and Specialized Hospital, Kabul, empowering 39 female healthcare professionals from the Obstetrics and Gynecology Department with advanced maternal and neonatal care skills.

Participants received hands-on training in managing hypertensive disorders, eclampsia, and postpartum hemorrhage (PPH), while practicing shoulder dystocia and cord prolapse techniques using mannequins. Infection control and autoclaving protocols were reinforced, ensuring safer clinical practices.

Additionally, participants gained practical exposure to hysteroscopy and colposcopy procedures, enhancing diagnostic and surgical capabilities for complex obstetric cases. This initiative reinforces MERCY Malaysia's commitment to strengthening maternal healthcare, ensuring lifesaving care for women and newborns in Afghanistan.

PROJECT PARTNER | MALAYSIAN TECHNICAL COOPERATION PROGRAMME (MTCP), MINISTRY OF FOREIGN AFFAIRS MALAYSIA

LOCATION | KABUL, AFGHANISTAN

WHEN | OCTOBER - NOVEMBER 2024



Pakistan

Strengthening Healthcare and Sanitation in Flood-Affected Pakistan

MERCY Malaysia's Monsoon Flood Recovery and Preparedness Programme restored essential healthcare services and improved WASH infrastructure in Charsadda and Dera Ismail Khan, Khyber Pakhtunkhwa, Pakistan.

Through the reconstruction of the Basic Health Unit (BHU), flood-affected communities regained access to quality medical care, ensuring long-term health resilience. Additionally, the WASH initiative installed drinking water facilities, built new sanitation units, and refurbished existing toilets in three primary schools, benefiting 1,500+ students and fostering safer, healthier learning environments.

By integrating healthcare restoration with water and sanitation improvements, MERCY Malaysia continues to strengthen community resilience against recurring environmental disasters.

PROJECT PARTNER | **PETRONAS & ALKHIDMAT FOUNDATION**

LOCATION | **KHYBER PAKHTUNKHWA, PAKISTAN**

WHEN | **2024 - 2025**



Bangladesh

MERCY Malaysia's Legacy in Cox's Bazar: A Commitment to the Rohingya Community

After five years of dedicated service, MERCY Malaysia's Primary Healthcare Centre in Camp 15, Jamtoli, Cox's Bazar had officially closed on 15 December 2024, due to funding constraints affecting humanitarian efforts across the region.

Despite the growing health needs of 1.2 million Rohingya refugees, the center has provided lifesaving care to 51,600 patients annually, alongside public health education for over 5,000 individuals, empowering communities with disease prevention knowledge.

With heartfelt gratitude—"*Terima kasih MERCY Malaysia*"—this is not a farewell, but a pledge to continue supporting the Rohingya people, striving to resume operations with sustainable funding in the future.

PROJECT PARTNER | **MAYBANK, MEDIA PRIMA & COMMUNITY INITIATIVE SOCIETY**

LOCATION | **COX'S BAZAR, BANGLADESH**

WHEN | **2019 - 2024**



Middle East and North Africa

Palestine remained the central focus of MERCY Malaysia's humanitarian response, with emergency medical relief deployed to support conflict-affected communities. Medical teams provided critical trauma care, supplied essential medicines, and sustained hospital operations amid worsening conditions.

In Syria and Türkiye, MERCY Malaysia continued recovery efforts following the 2023 earthquake, focusing on medical assistance, rehabilitation support, and essential relief aid. Meanwhile, in Yemen, targeted nutrition and maternal health interventions improved child survival rates, and in Lebanon, mobile health clinics expanded access to primary healthcare for vulnerable populations.

Across the MENA region, MERCY Malaysia remained steadfast in lifesaving aid, ensuring equitable healthcare access and fostering long-term resilience in crisis-affected communities.

Palestine

- 4** Special Cells Team members deployed under the WHO Emergency Medical Team (EMT) to provide critical trauma care.
- 15,000+** patients received urgent medical attention.
- 1,200+** surgeries performed for conflict-related trauma and injuries.
- 30+** medical professionals mobilized for on-ground emergency response.
- 51,912** person benefited from food security and nutrition programs, addressing critical hunger.
- 38,990** individuals received emergency WASH support, ensuring access to safe drinking water and improved sanitation facilities.
- 17,847** people received shelter and settlement assistance, providing temporary housing solutions.
- 1,780** beneficiaries received cash assistance, enabling families to meet urgent needs

Lebanon

- 6,000+** vulnerable individuals accessed primary healthcare services.
- 15+** mobile clinics deployed in critically underserved areas.
- Medical supplies distributed to **five hospitals**, ensuring continuity of care.

Yemen

- 5,000+** children screened and treated for malnutrition.
- 3,800+** pregnant and postnatal women received maternal healthcare.
- 114 children** suffering from Severe Acute Malnutrition (SAM) received lifesaving medical intervention.

Syria & Türkiye

- 7,500+** beneficiaries received medical assistance and relief aid.
- 1300+** children received comprehensive psychosocial support.
- 500+** families supported with reconstruction and rehabilitation aid.
- 3** healthcare facilities supplied with critical equipment and medications.

Palestine

A Legacy of Humanitarian Commitment

MERCY Malaysia's involvement in Gaza began in 2009, following the humanitarian crisis triggered by the Gaza War. Recognizing the urgent need for medical aid, the organization donated ambulances and medical equipment to hospitals struggling with outdated resources.

This marked the beginning of a long-term commitment to supporting Gaza's fragile healthcare system. Over the years, MERCY Malaysia has expanded its interventions, focusing on medical rehabilitation, psychosocial care, food security, and infrastructure development.

Following the escalation of conflict on October 7, 2023, MERCY Malaysia launched an urgent humanitarian response to restore health services and support community resilience. This initiative reached over 130,000 beneficiaries, delivering lifesaving medical care, emergency aid, and psychosocial support.

Four Special Cells Teams were deployed to Kuwait Specialty Hospital, Rafah, under the auspices of the WHO Emergency Medical Team—providing medical supplies and essential healthcare services, while basic health services were delivered at Al-Mawasi Medical Point, covering wound care, antenatal services, and non-communicable disease treatment.

MERCY Malaysia also facilitated the setup of an operating theatre in Al-Mawasi, rehabilitated Al-Ahli Arab Hospital in Gaza City, and extended mobile physiotherapy services to injured individuals in Deir al-Balah, ensuring critical trauma care and rehabilitation access.

Beyond healthcare, essential emergency interventions reached thousands, including eWASH for 38,990 people, food assistance for 51,912 individuals, shelter aid for 17,847 displaced persons, and cash assistance for 1,780 beneficiaries. Additionally, psychosocial support for children included recreational activities and psychological first aid, addressing the emotional impact of displacement and conflict.

These efforts reinforce MERCY Malaysia's unwavering commitment to sustaining humanitarian resilience in Gaza.

PROJECT PARTNER | **VARIOUS DONORS & SUPPORTERS FOR PALESTINIANS IN GAZA**

LOCATION | **GAZA, PALESTINE**

WHEN | **2023 - ONGOING**



Healthcare and Medical Rehabilitation

One of MERCY Malaysia's most impactful initiatives has been its medical rehabilitation programs, particularly through its partnership with El-Wafa Medical Rehabilitation Hospital. The organization has provided physiotherapy, occupational therapy, and nursing care to thousands of patients suffering from war-related injuries and disabilities. Additionally, MERCY Malaysia has restored and expanded hospital facilities, increasing bed capacity, rehabilitation centres, and medical outreach programs to ensure accessible healthcare for displaced and injured civilians.

Sustaining Food Supply and Community-based Agricultural Initiatives

Food security remains a critical challenge in Gaza due to blockades and supply chain disruptions. MERCY Malaysia has actively worked to sustain food supply, distributing essential food aid to displaced families in Al-Mawasi camp, Rafah, and providing hot meals in Khan Yunis. Beyond immediate relief, the organization has invested in local agricultural initiatives, empowering communities to cultivate crops and strengthen food security despite ongoing restrictions.

Public Health and Infrastructure Rehabilitation

MERCY Malaysia has also played a key role in restoring essential public health infrastructure. The organization has rehabilitated sewerage facilities in Gaza City, improving sanitation and hygiene conditions for thousands of residents. Additionally, it has established a desalination plant station, ensuring clean and safe drinking water for communities facing severe water shortages.

Psychosocial Support and Mental Health Initiatives

Recognizing the psychological toll of war, MERCY Malaysia has implemented Mental Health and Psychosocial Support (MHPSS) programs, offering trauma counselling and emotional support to affected individuals. Through partnerships with Al-Amal Centre and Emaar Society, the organization has provided psychotherapy, speech therapy, and counselling services, helping survivors cope with post-traumatic stress and emotional distress.



This page, from top right | Coordination with WHO in Cairo, Egypt; Special Cells Teams working inside Kuwait Specialty Hospital, Gaza; Preparation of essential food supplies from Cairo into Gaza; Road and infrastructure cleaning activities to allow access to health facilities; Psychosocial support and mental health activities with children of Gaza.

Sustaining Hope: MERCY Malaysia's Commitment to Gaza's Future

As Gaza continues to face unprecedented humanitarian challenges, MERCY Malaysia remains steadfast in its commitment to providing lifesaving aid, rebuilding communities, and advocating for lasting solutions. Despite uncertainties in access and escalating crises, the organization has adapted its strategies, ensuring that critical assistance reaches those in need while strengthening long-term recovery efforts.

Looking ahead, MERCY Malaysia is dedicated to expanding its medical rehabilitation programs, reinforcing support for hospitals and trauma care centres that are overwhelmed by the influx of injured civilians. By scaling up healthcare interventions, the organization aims to enhance hospital capacities, rehabilitation centres, and outreach programs to ensure that war-affected individuals receive quality medical attention and long-term recovery support.

Recognizing that food security is essential for stability, MERCY Malaysia will continue investing in sustainable agricultural initiatives, empowering local communities to cultivate crops and strengthen food self-sufficiency. Through collaborative efforts with local farmers and suppliers, the organization seeks to reduce dependency on external aid, allowing families to regain control over their livelihoods despite ongoing restrictions.

Beyond immediate relief, MERCY Malaysia remains committed to restoring essential infrastructure, including sanitation systems and water supply facilities. By rehabilitating sewerage networks in Gaza City and strengthening desalination plants, the organization is ensuring access to clean, safe drinking water – a critical component of public health and community survival and resilience.

Equally important is the advocacy for unrestricted humanitarian access, as challenges in aid delivery continue to threaten relief operations. MERCY Malaysia actively engages with global stakeholders, urging decision-makers to prioritize humanitarian corridors, uphold international aid commitments, and ensure sustained relief efforts. Through strategic diplomacy, the organization seeks to amplify Gaza's voices, ensuring that humanitarian principles remain at the forefront of global discussions.

MERCY Malaysia calls on the world to not forget Gaza—to stand in solidarity, to keep the conversation alive, and to ensure that humanitarian aid remains a priority. In times of devastation, hope must never wane, and through its relentless commitment, MERCY Malaysia will continue to uplift lives, rebuild communities, and advocate for a future of resilience and recovery. Beyond providing immediate relief, it strives to foster sustainable change, strengthen local capacities, and amplify the voices of those affected—reminding the global community that every action, no matter how small, helps shape a future of dignity and justice.





This page, from top |
 MERCY Malaysia's EMT
 supporting a mass casualty
 incident in Rafah; Food
 distribution activities; They
 tried to silence a generation,
 but the next are already
 here, stronger than ever.



This page, from top right |
 Installation of solar panels to
 restore power supply at
 medical facilities; Medical
 Point at Al-Mawasi Camp;
 Medical rehabilitation and
 surgery at Kuwait Specialty
 Hospital in Rafah, Gaza.





Lebanon

Ensuring Lifesaving Treatment for Palestinian Dialysis Patients in Lebanon

MERCY Malaysia's dialysis support program addressed critical healthcare gaps faced by Palestinian refugees in Lebanon, where over 90% live below the poverty line. This initiative ensured 50 dialysis patients received essential medicines and transportation allowances, enabling them to continue life-saving treatment despite severe financial barriers.

By supporting under-resourced health facilities, the program reduced health risks, prevented treatment interruptions, and eased the economic strain on families struggling with high medical costs. Through these targeted interventions, MERCY Malaysia reinforced access to essential care, improving health outcomes and ensuring dignity for vulnerable patients in Lebanon.

PROJECT PARTNER | **AL-SHIFAA FOR MEDICAL AND HUMANITARIAN SERVICES**

LOCATION | **BEIRUT, LEBANON**

WHEN | **AUGUST 2024**

Lebanon Emergency Response: Delivering Urgent Humanitarian Aid

In response to the Israeli aggression, MERCY Malaysia launched an emergency relief initiative to support vulnerable communities across Mount Lebanon, Saida, Byblos, Jounieh, and Keserwan. This intervention provided lifesaving assistance to more than 26,000 individuals, addressing critical needs in healthcare, food security, and WASH services.

Despite security and logistical challenges, the project ensured access to essential medical care, delivered clean water and hygiene solutions, and distributed food aid to families struggling amid the crisis. By alleviating suffering and supporting recovery, MERCY Malaysia reinforced its commitment to equitable humanitarian assistance in Lebanon.

PROJECT PARTNER | **AL-SHIFAA FOR MEDICAL AND HUMANITARIAN SERVICES**

LOCATION | **MOUNT LEBANON; SAIDA; BYBLOS; JOUNIEH; KESERWAN, LEBANON**

WHEN | **OCTOBER - DECEMBER 2024**



This page, from top |
 Lifesaving treatment for
 Palestinian dialysis patients;
 Mental health, speech and
 occupational therapy
 support for women and
 children; Delivering urgent
 humanitarian aid.



Yemen

Combating Severe Malnutrition: MERCY Malaysia's Therapeutic Nutrition Programme in Yemen

With 2.3 million children in Yemen suffering from acute malnutrition, including 500,000 at risk of life-threatening complications, MERCY Malaysia implemented a lifesaving intervention to support children under five years old in IDP camps and host communities.

Through targeted care, 114 children received critical treatment for Severe Acute Malnutrition (SAM), improving health outcomes and recovery rates. Medical staff underwent refresher training, enhancing the quality of care in therapeutic feeding centers (TFCs).

Additionally, 2,100+ mothers and caregivers were educated on infant feeding (IYCF) and hygiene practices, fostering long-term community resilience and reducing future malnutrition cases. This initiative reinforces MERCY Malaysia's commitment to sustaining child health and nutritional security in Yemen.

PROJECT PARTNER | **HUMAN ACCESS FOR PARTNERSHIPS AND DEVELOPMENT**

LOCATION | **MARIB CITY, YEMEN**

WHEN | **JANUARY - SEPTEMBER 2024**



Syria & Türkiye

Strengthening Primary Healthcare Systems in Northwest Syria

MERCY Malaysia’s initiative in northwest Syria improved access to essential healthcare through the establishment of a Primary Healthcare Centre in Armala, Jiser Al-Shugour, Idlib, supported for nine months, alongside services at the Orem Al-Joz Health Center.

Medical staff benefited from three specialized training programs per center, enhancing clinical expertise and improving patient care. Essential medical equipment was procured and installed, while awareness sessions on malnutrition and hygiene empowered communities with health knowledge.

The project successfully impacted individual patients, including Muhammad Mahmoud Maarawi, whose diabetic foot condition improved with consistent care, and Ahmed Mohammed Hamdash, a three-year-old burn victim, whose recovery was ensured through proper treatment and family education.

PROJECT PARTNER | **IDLIB HEALTH DIRECTORATE & ALLIANCE OF INTERNATIONAL DOCTORS**
LOCATION | **IDLIB, SYRIA**
WHEN | **OCTOBER 2023 - JUNE 2024**

Strengthening Healthcare Infrastructure in Syria: Rehabilitation & Medical Equipment Assistance

Funded by the Ministry of Foreign Affairs Malaysia through the Disaster Fund (TBKLN), this initiative aims to enhance healthcare services in conflict-affected areas of Syria by improving hospital infrastructure and medical equipment availability.

The first phase focused on assessing the establishment of a new emergency department at Al-Razy Hospital, Aleppo, ensuring critical trauma care access. Additionally, dialysis machines were provided to Hama National Hospital, following a comprehensive bidding and contractor selection process for effective implementation.

With an expected completion date of December 2025, this project reinforces MERCY Malaysia’s commitment to strengthening healthcare systems, ensuring sustainable medical care for vulnerable communities in Syria.

PROJECT PARTNER | **MINISTRY OF FOREIGN AFFAIRS MALAYSIA**
LOCATION | **HAMA; ALEPPO, SYRIA**
WHEN | **2024 - 2025**

Rebuilding Lives: Supporting Children and Women in Earthquake-Affected Kahramanmaraş

Following the devastating 2023 earthquakes in Kahramanmaraş, Türkiye, MERCY Malaysia launched a comprehensive psychosocial support initiative to aid children and women in their recovery process. The school-based MHPSS outreach extended psychoeducation programs to four schools, while the Homework Club transformed repurposed containers into study spaces and libraries, fostering academic continuity for affected children.

A knitting course for women served as both a skill-building platform and a safe space for psychosocial support, encouraging open discussions on family, personal development, and child education. The initiative unexpectedly empowered women economically, as many began selling handmade products online, creating sustainable livelihoods and lasting support networks beyond the project's conclusion.

With 1,332 children engaged, including 697 in group activities and 635 in festival events, and ongoing psychosocial support for women, the project reinforced community resilience. 35 supervision sessions and a practitioner handbook were developed, ensuring sustainability and adaptability to evolving community needs, fostering long-term social and emotional well-being.

PROJECT PARTNER | **YERYÜZÜ ÇOCUKLARI ASSOCIATION (YEÇED)**

LOCATION | **KAHRAMANMARAŞ, TÜRKİYE**

WHEN | **SEPTEMBER 2023 - JUNE 2024**



Healing Together: Restoring Mental Health & Psychosocial Well-being for Earthquake-Affected Families

The Healing Together project provided comprehensive mental health support for Syrian refugees in Türkiye, particularly children and families displaced by the earthquakes. Through individual therapy, family psychoeducation, and group-based interventions, the initiative addressed trauma and grief while fostering long-term emotional resilience.

Children benefited from age-appropriate therapy, improving language skills, attention regulation, and motor development, while structured psychosocial sessions ensured they had the tools to navigate post-disaster challenges.

The program's impact is best reflected in individual recovery stories, including Mustafa, a 15-year-old with a disability, who overcame isolation and gained social integration, and Fatima, a 70-year-old refugee, who found hope and emotional strength after devastating loss. By creating safe spaces for healing, the project has empowered families, enabling them to rebuild their lives with dignity despite ongoing hardship.

PROJECT PARTNER | **ALLIANCE OF INTERNATIONAL DOCTORS (AID)**

LOCATION | **HATAY, TÜRKİYE**

WHEN | **JULY 2023 - NOVEMBER 2024**

Creating Safe Learning Spaces: Provisioning Containers & Equipment for Educational Facilities

The initiative focused on enhancing community education and support infrastructure, ensuring sustainable access to learning and psychosocial services. By relocating and integrating a community center into a more stable environment, the project improved roads, pathways, and secured temporary water and electricity solutions to sustain operations.

A key success was the establishment of Children's Safe Haven, offering a dedicated library with donated books, play areas, and creative workshops to help children process trauma and express emotions post-disaster. With ongoing psychosocial activities, the initiative continues to empower communities, foster healing, and promote resilience for future generations.

PROJECT PARTNER | **KOLEKTİF KOORDINASYON DERNEĞİ (KKD)**

LOCATION | **HATAY, TÜRKİYE**

WHEN | **DECEMBER 2023 - FEBRUARY 2025**



This page, from top |
Strengthening
healthcare
infrastructure in Syria
through rehabilitation
and medical equipment
assistance, Aleppo.



This page, from top |
Supporting children
and women in
earthquake-affected
Kahramanmaraş;
MHPSS program for
earthquake-affected
families, Hatay.

QFFD Clinics & Refugee Healthcare Support

MERCY Malaysia's Primary Healthcare Centre (PHC) services were the largest contributor to the QFFD Healthcare Project, serving the majority of patients. The mobile clinic network expanded across Klang Valley and neighboring states, ensuring broader healthcare access.

The project exceeded targets across PHC (161% of KPI), mobile clinics (101%), and health promotion efforts (101%), benefiting 239,572 individuals. However, budget constraints limited vaccinations (60% of KPI) and referral service utilization (20% of KPI).

With USD 4.46 million in funding (2020-2024), MERCY Malaysia reinforced healthcare accessibility, despite financial challenges, ensuring critical services for underserved populations.

Healthcare Impact (2020-2024)

TOTAL BENEFICIARIES
239,572
individuals reached
(123% of target).

PRIMARY HEALTHCARE SERVICES
(Ampang & Kajang Clinic):
136,321 (161% of KPI)
consultations conducted.

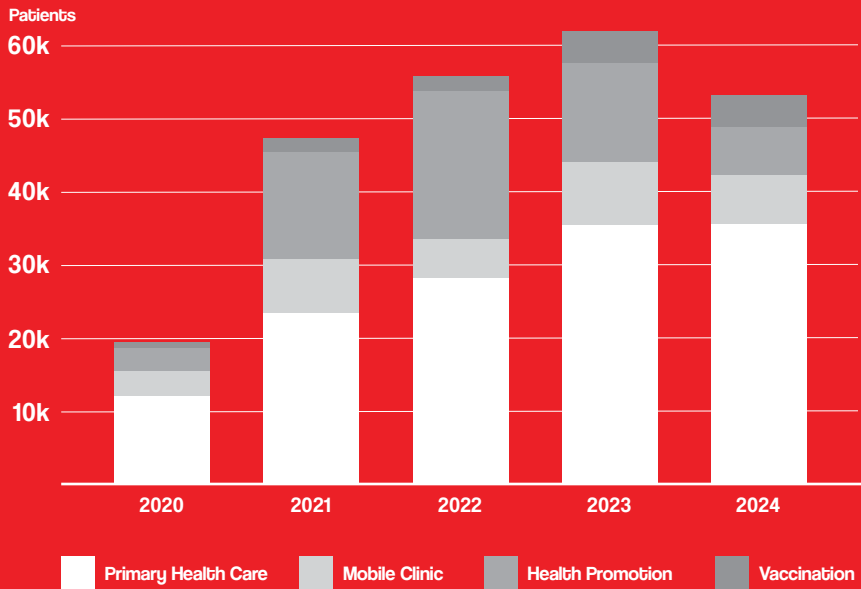
MOBILE CLINICS
141 sessions,
assisting
31,221 patients
(101% of KPI).

HEALTH PROMOTION
59,109
individuals engaged
(101% of KPI).

VACCINATION PROGRAM
12,218
patients vaccinated
(60% of KPI*).

REFERRAL SERVICES
97
patients referred
(20% of KPI*).

*impacted by budget constraints



QFFD Clinics & Refugee Healthcare Support

QFFD Clinics: Providing Lifesaving and Inclusive Healthcare for All

QFFD Ampang and Kajang Clinics are dedicated to delivering essential healthcare services, ensuring access to quality medical care for refugees, Malaysian citizens, and underserved communities alike. These clinics offer affordable yet high-quality medical services, making healthcare more accessible to those who need it most.

With a team of compassionate professionals, QFFD clinics provide preventive care, treatment, and immunization programs, fostering hope, healing, and long-term well-being. By welcoming everyone, regardless of background, they reinforce health equity and stand as a beacon of resilience—helping individuals and families build brighter, healthier futures together.

PROJECT PARTNER | QATAR FUND FOR DEVELOPMENT (QFFD), QATAR CHARITY BERHAD, YAYASAN KEBAJIKAN NEGARA (YKN), MALAYSIAN RELIEF AGENCY (MRA) & IMARET
LOCATION | AMPANG; KAJANG, SELANGOR
WHEN | 2020 - 2024 (PHASE 1) • ONGOING (TRANSITION PHASE)



Health Promotion and Awareness Campaigns

How you could support a breastfeeding mother

LOCATION

ALANK QFSD-AMMAN
QFSD-AMMAN, ALANK, AMMAN
QFSD-AMMAN, ALANK, AMMAN

ALANK QFSD-KAUN
QFSD-KAUN, ALANK, AMMAN
QFSD-KAUN, ALANK, AMMAN

ALANK QFSD-BEIRUT
QFSD-BEIRUT, ALANK, AMMAN
QFSD-BEIRUT, ALANK, AMMAN

ALANK QFSD-KOBE
QFSD-KOBE, ALANK, AMMAN
QFSD-KOBE, ALANK, AMMAN

ALANK QFSD-DAMMAM
QFSD-DAMMAM, ALANK, AMMAN
QFSD-DAMMAM, ALANK, AMMAN

OPERATION HOURS
MONDAY - FRIDAY : 9:00 AM - 5:00 PM
CLOSED ON WEEKEND & PUBLIC HOLIDAYS

BREAST FEEDING

Managed by **QFSD**

BENEFIT TO MOTHER

- Reduces the risk of breast cancer and ovarian cancer
- Help mother recover more quickly from childbirth
- Cost saving

BABY HUNGER CUES

Needing around three feeding for regular

Feeding cues that in their mouth

Licking their lips

BENEFIT TO BABY

- Helps build the immune system and baby digestion
- Improve development and baby growth
- Reducing sudden infant death syndrome

TREATMENT

- Relaxation Techniques
- Psychotherapy
- Medication
- Mutual support group

LOCATION

ALANK QFSD-AMMAN
QFSD-AMMAN, ALANK, AMMAN
QFSD-AMMAN, ALANK, AMMAN

ALANK QFSD-KAUN
QFSD-KAUN, ALANK, AMMAN
QFSD-KAUN, ALANK, AMMAN

ALANK QFSD-BEIRUT
QFSD-BEIRUT, ALANK, AMMAN
QFSD-BEIRUT, ALANK, AMMAN

ALANK QFSD-KOBE
QFSD-KOBE, ALANK, AMMAN
QFSD-KOBE, ALANK, AMMAN

ALANK QFSD-DAMMAM
QFSD-DAMMAM, ALANK, AMMAN
QFSD-DAMMAM, ALANK, AMMAN

OPERATION HOURS
MONDAY - FRIDAY : 9:00 AM - 5:00 PM
CLOSED ON WEEKEND & PUBLIC HOLIDAYS

Anxiety Disorder

No need to hurry. No need to speak. No need to be anybody but oneself.

Managed by **QFSD**

Healthy Lungs, Happier Life

CHRONIC OBSTRUCTIVE PULMONARY DISEASE

COPD is a long-term lung disease that makes breathing difficult. It includes chronic bronchitis and emphysema, where damaged or inflamed airways restrict airflow in and out of the lungs.

4th leading cause of death globally

Common Symptoms

- Shortness of breath
- Tightness in chest
- Fatigue
- Wheezing (whistling sounds while breathing)
- Persistent cough with mucus

Who is at Risk?

- Smokers or exposure to secondhand smoke
- People living in areas with heavy pollution
- Family history of lung disease
- Exposure to lung irritants (chemicals)

Living with COPD

- Use medications properly
- Practice breathing exercises
- Manage stress

COPD Prevention Tips

- Quit smoking: Smoking is the main cause of COPD. Avoid smoking and secondhand smoke.
- Exercise regularly: Staying active helps improve lung function.
- Avoid pollutants: Stay away from polluted and dirty areas, wear a mask when needed.
- Balanced diet: Include fruits, vegetables, and whole grains to strengthen your body and improve lung health.

Managed by **QFSD** | Administered by **QFSD**

QATAR FUND FOR DEVELOPMENT

ALERT: COVID-19 IS STILL AROUND US

Practice the 3W

- WASH**: Wash your hands frequently using soap & water, use hand sanitizers.
- WEAR**: Wear your face mask properly, especially at crowded areas.
- WARN**: Use TEST if you are experiencing COVID-19 symptoms.

Practice TRIIS for our safety

- TEST**: Test yourself with the self-test kit if symptoms appear.
- REPORT**: Report your self-test result at Myqatara.
- ISOLATE**: Isolate yourself as soon as you are tested positive.
- INFORM**: Inform all of your recent close contacts to let them supervise their health status.
- SEEK**: Immediately seek the nearest QAC or Medical facility to get an evaluation and the best medical treatment.

QFSD | QFSD | QFSD

MERCY Malaysia International Humanitarian Conference 2024

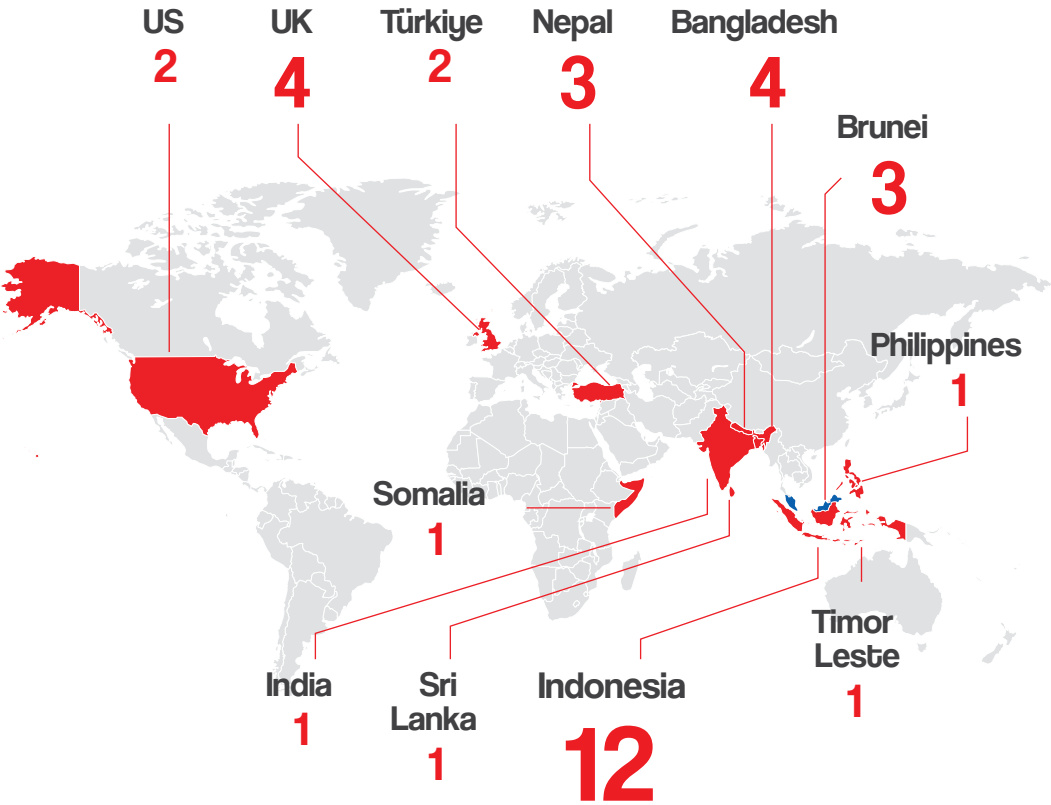
MERCY Malaysia International Humanitarian Conference (MMIHC) is a global humanitarian forum uniting leaders, networks, and stakeholders to advance cohesive humanitarian action. The conference attracted 190 participants from various parts of the world, positioning MERCY Malaysia as a key global convener in humanitarian-development discussions.

The conference tackled pressing issues on fragility, conflict, climate crises, global health, financial instability, and humanitarian diplomacy, aligning with MERCY Malaysia's Humanitarian Development Nexus (HDN) Agenda and 2030 Strategic Plan. Hosted in Kuala Lumpur over three days, it featured workshops, training, discussions, exhibitions, and networking, fostering collaborative solutions for global humanitarian challenges.

MMIHC 2024 in a Snapshot

 **190**
participants

 **12**
countries



 **59** Number of
organizations
represented

Conference Highlights

Pre-Conference Workshop

WORKSHOP 1

Emergency Medical Team (EMT)

- Essential skills for disaster response, ensuring preparedness, efficiency, and coordination.
- Promote best practices and understand the FAST Team concept to provide advanced field care and life-saving skills.

WORKSHOP 2

Capacity Building and Empowerment of MHPSS in Humanitarian Work

- Increase awareness and understanding of MHPSS in humanitarian work.
- Empower participants with practical strategies, and promote collaboration and networking in MHPSS.

WORKSHOP 3

Disaster Risk Reduction and Climate Resilience

- Increase awareness and understanding of DRRM and climate resilience.
- Equip participants with essential strategies, enhance disaster preparedness and resilience.
- Promote collaboration and coordination in DRRM efforts.

WORKSHOP 4

Management of Humanitarian Logistics

- Enhance understanding of humanitarian logistics.
- Equip participants with practical skills for optimizing supply chain operations.
- Improve efficiency and effectiveness of aid delivery.
- Promote collaboration and innovation among humanitarian logistics professionals.

Conference Highlights

Plenary Sessions

1. Royal Plenary by His Royal Highness Sultan Nazrin Muizzuddin Shah.
2. Ensuring the Implementation of Humanitarian and Development Priorities to Meet Sustainable Goals.
3. From Data to Action: Digital City Platform for Resilient Communities.
4. Humanitarian Action and NGO Governance.
5. Why is Corporate Philanthropy Crucial in Humanitarian Assistance and Addressing Climate Change?
6. Managing Risk and Resilience in Humanitarian Agenda.
7. Is the Humanitarian Sector Contributing to Deterioration of Planetary Health?
8. Climate Change and Sustainable Development: Challenges for Developing Nations.
9. Public-Private-Civil Society Partnership in Health Emergencies and Crisis: The New Reality.
10. William Lacy Swing Memorial Lecture.
11. Climate and Its Impact on Health and Humanitarian Action.

Symposiums

1. Pandemic Outbreak and Disease X Preparedness.
2. Health and the Humanitarian-Development Nexus.
3. Equitable Responsibility Sharing and Funding.
4. Advancing Systemic Risk and Resilience Culture.
5. Financial Instruments and Investment Opportunities for Climate Resilient Initiatives.
6. Development and Implementation of Humanitarian Response Planning.
7. The International Scene: Hotspots for Health.
8. Prioritizing Child and Reproductive Health for Resilient and Thriving Societies.
9. Promoting Understanding, Interaction, and Social Inclusion in the Protection of Migrants and Displaced Populations.
10. Unlocking Anticipatory Action for Risk-Informed Humanitarian Development Nexus.
11. Climate Change and Food Security.
12. Safeguarding, Nurturing and Empowering Resilience Among Children.

Conference Highlights

Symposiums

13. Managing Health Issues in Complex Emergencies.
14. Relief to Resilience: SDG for a Sustainable World.
15. Durable Solutions for People Displaced by Conflict and Disaster.
16. Building Resilience through Inclusive and Climate-Adaptive Disaster Risk Reduction in Asia Pacific.
17. Climate Change and Social Justice: Ensuring No One Is Left Behind.
18. Inclusive Strategies and Sustainable Approaches to Safeguard Vulnerable Communities during Emergencies and Crises.

Forums

1. Refugees Health: Optimising Outcomes.
2. Reimagining Healthcare through Digital Transformation.
3. Driven Out: Global Response to the Plight of Forcibly Displaced People.
4. Humanitarian Reform & Sustainable Resilience: Retrospective & Prospective Agenda.
5. Roles of Youth in Promoting Sustainable Development and Climate Action.
6. Transforming Humanitarian Action to Address Gender-Based Violence.



More details

For more information and details, please visit the conference website: mmihc.my

Download the conference report: mercy.org.my/wp-content/uploads/2025/01/MMIHC-2024-Report.pdf



Awareness Raising & Advocacy

MERCY Malaysia actively drives awareness and advocacy to amplify humanitarian issues and engage global audiences. Through compelling initiatives such as the *Majalah 3* documentary on the Gaza Crisis, the *Perihal Kemanusiaan dan Hal-Hal Lainnya* podcast series, and impactful publications and reports, the organization fosters informed discourse on pressing crises. The *Mercy For Gaza Art Auction* and photobook, *Behind the Lens of a Changing World*, further elevate humanitarian storytelling, capturing the resilience of crisis-affected communities through powerful visuals and frontline narratives. These efforts reflect MERCY Malaysia's commitment to educating, inspiring action, and advocating for sustainable solutions.

MERCY Malaysia Gaza Documentary

This documentary on Gaza is a compelling visual narrative that captures the enduring humanitarian impact of the crisis in Gaza through the lens of those most affected. Produced with the support of Omnia, the documentary was filmed in Cairo, Egypt, where MERCY Malaysia met with displaced Palestinian patients receiving treatment at the Palestine Hospital.

Featuring MERCY Malaysia's Goodwill Ambassador, Dato' M. Nasir, the documentary highlights personal testimonies and underscores the urgent medical and psychosocial needs of Gaza's civilian population. Through dignified storytelling and responsible representation, the film seeks to deepen public understanding of the human cost of conflict and the critical importance of sustained humanitarian support.

The documentary was broadcast on national television and made publicly accessible via Omnia's official YouTube channel, expanding its reach to diverse audiences. It serves as both an advocacy and fundraising tool, reinforcing MERCY Malaysia's long-standing commitment to the people of Gaza and Palestine, and mobilising further support for ongoing medical relief and recovery efforts.

PROJECT PARTNER | **MAJALAH 3**

LINK | youtube.com/watch?v=QXntCo72bU8 • tonton.com.my



Podcast: Perihal Kemanusiaan dan Hal-Hal Lainnya

MERCY Malaysia's podcast series, *Perihal Kemanusiaan dan Hal-Hal Lainnya* (Matters of Humanity and Other Things), serves as a platform for insightful discussions on humanitarian issues and related topics. Featuring a diverse array of guests, including humanitarian workers, experts, and cultural figures, the series aims to deepen public understanding of the complexities surrounding crises and the principles of humanitarian action.

Dato' M. Nasir, MERCY Malaysia's Goodwill Ambassador, hosts the podcast and contributes by sharing perspectives on the intersection of art and humanitarianism, highlighting the important role of artists in raising awareness and fostering empathy during times of conflict and disaster.

Beyond raising awareness, the podcast plays a strategic role in enhancing engagement and strengthening support for MERCY Malaysia's ongoing humanitarian missions. By amplifying stories from the field and presenting them in accessible formats, the initiative contributes to greater visibility and encourages public contributions, thereby supporting the organization's fundraising objectives.

Episodes

1. Humanitarian Philosophy - Dato' Dr. Ahmad Faizal
2. Humanitarian Values - Siti Kamariah Ahmad Subki
3. Humanitarian Action Framework - Norazam Ab. Samah
4. Sustainable Development - Anita Ahmad
5. Humanitarian Financing & Sustainability - Ahmad Faezal Mohamed
6. Volunteerism - Radzi Jamaluddin
7. The Refugee Crisis - Lilliane Fan
8. Arts, Film & Humanities - U-Wei Hj. Shaari & Sabri Yunus

PROJECT PARTNER | **YAYASAN HASANAH, LUNCAI EMAS & SUNBURST STORE**

LINK | youtube.com/@MERCYMalaysiaHQ

Publications and Reports

MERCY Malaysia recognizes the vital role of knowledge management and information dissemination in advancing humanitarian efforts. As part of our commitment to transparency, education, and public engagement, we invest in high-quality publications that document our experiences, expertise, and humanitarian impact. These resources serve as a valuable reference for individuals, researchers, and organizations seeking insights into disaster response, healthcare interventions, and sustainable development. By making our publications freely accessible, we ensure that knowledge remains open and widely available to all. Explore our extensive collection at mercy.org.my/resources.



Mercy For Gaza Art Auction

In 2024, MERCY Malaysia organised the Mercy for Gaza fundraising auction, an initiative designed to mobilise resources for humanitarian relief efforts in Gaza through the creative sector. The auction, held in collaboration with prominent Malaysian artists and philanthropic partners, raised over RM1 million to support lifesaving assistance, including medical aid, food security interventions, and infrastructure rehabilitation.

The event underscored the role of cultural engagement in humanitarian response. Featured artworks—many created exclusively for this purpose—reflected themes of resilience, loss, and hope, resonating deeply with supporters and donors. Contributions extended beyond the art community, with collectors, corporations, and civil society actors uniting in solidarity with the people of Gaza.

Proceeds from the auction are being channelled into MERCY Malaysia's ongoing operations in Gaza, where the organisation has maintained a presence since 2009. Interventions include support for rehabilitation hospitals, food and water distribution, and psychosocial services for communities affected by protracted conflict and humanitarian blockades.

The Mercy for Gaza auction initiative exemplifies MERCY Malaysia's commitment to innovative, community-driven approaches to fundraising. By integrating culture and compassion, the auction reaffirmed the importance of collective responsibility in addressing humanitarian needs and demonstrated how the arts can serve as a vehicle for advocacy, mobilisation, and healing.

PROJECT PARTNER | **SURYANI SENJA ALIAS, CULT GALLERY, HENRY BUTCHER ART AUCTIONEERS, CIMB, ALL ARTISTS, BUYERS & DONORS**





Humanitarian Stories – Behind the Lens of a Changing World

Humanitarian Stories – Behind the Lens of a Changing World is a comprehensive photobook commemorating MERCY Malaysia's 25 years of humanitarian service. This publication captures the profound realities of crisis-affected communities through the powerful medium of visual storytelling, complemented by compelling narratives from the frontlines of humanitarian response.

The photobook features compelling images captured not only by professional photojournalists but also by MERCY Malaysia volunteers, whose firsthand perspectives bring authenticity and depth to the visual narrative. These photographs document the realities faced by vulnerable populations in conflict zones, natural disaster areas, and regions challenged by displacement and health emergencies. Through these visuals, the photobook highlights both the hardships endured and the resilience demonstrated by affected communities.

Beyond chronicling MERCY Malaysia's emergency relief, medical aid, disaster risk reduction, and sustainable development initiatives, the publication serves as an essential advocacy instrument. It raises awareness of ongoing humanitarian challenges while fostering empathy and global solidarity, encouraging support for continued and expanded humanitarian assistance.

Proceeds from the photobook sales are directed towards sustaining MERCY Malaysia's relief and development programs. This publication stands as a testament to MERCY Malaysia's enduring commitment to humanity and a call to the international community to uphold the principles of neutrality, impartiality, and compassion in addressing global humanitarian needs.

WRITER | **JAHABAR SADIQ**

CURATOR | **RADZI JAMALUDIN**

PUBLISHER | **SUBURBIA STUDIO**

FORMAT | **HARD COVER, 200PP**

ISBN | **9786299998518**

IN-STORE PURCHASE | **GERAK BUDAYA, RIWAYAT, CZIPLEE, TINTABUDI BOOKSHOP &**

OTHER MAJOR BOOKSTORES • DIRECT PURCHASE FROM MERCY MALAYSIA

ONLINE PURCHASE | suburbiaprojects.com

Humanitarian Stories

Behind the Lens
of a Changing World



Chapter 8 Covid-19

During the Covid-19 pandemic, MERCY Malaysia operated across the country on four pillars — providing medical equipment and support, supporting health workers, setting up temporary hospitals and technical training and offering mental health and psychological support services for frontline health workers. It also set up a field hospital in Labuan to offer critical care for Covid-19 patients.



MERCY Malaysia



MERCY Malaysia



MERCY Malaysia Chapter 2 - A World of Change



Our Team

MERCY Malaysia is led by the Executive Director, supported by a dedicated management team that serves as the organisation's administrative backbone. Our staff members play vital roles in strategic planning, financial oversight, administration, communications, and coordination—bridging efforts between MERCY Malaysia and its affiliates, donors, partners, volunteers, and beneficiaries. The Board of Trustees and the Executive Committee provide leadership, governance, and strategic direction, ensuring strong oversight and accountability in achieving our mandate and mission.

EXECUTIVE DIRECTOR

Ahmad Faezal Mohamed

DEPUTY EXECUTIVE DIRECTOR

Hafiz Amirrol

EXECUTIVE DIRECTOR'S OFFICE

Nur Syazana Kamal

**Executive Assistant & Policy/
Compliance Research Officer**

**GOVERNANCE, RISK MANAGEMENT &
COMPLIANCE**

Zuraidah Mian

**Director of Strategic Development &
Planning**

Normaliza Mohd Nasir

Senior Monitoring & Evaluation Officer

Shoji Endo

**Senior Strategic Humanitarian
Development Officer**

Hajar Marnisya Zulkifly

**Acting Senior Knowledge
Institutionalisation & Management Officer**

Nurdiyana Syifa Sanil

**Knowledge Institutionalisation &
Management Officer**

Nurul Hanis Zulkipli

**Monitoring, Evaluation, Accountability &
Learning (MEAL) Officer**

FINANCE

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**Acting General Manager for Support
Services**

Shamsidar Zailan

Head

Hamizah Md. Rithza

Senior Finance Officer

Muhammad Khairul Amin Samion

Finance Officer

Nor Zuri Aziela Jamaluddin

Finance Officer

Norzalikha Mohd Zakaria

Finance Assistant

Nurul Nabilah Tugini

Finance Assistant

Siti Nurain Ayunie Mohd Nor

Finance Assistant

Zuzelssa Inez Nur Iman Ahmad Zamzuri

Finance Assistant

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ADMINISTRATION & SERVICES**

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Head

Nur Badlizan Zahira Juhari

Senior Human Resource Officer

Nur Hanani Hamzah

**Senior Human Resource Development
Officer**

Muhammad Ikram Imbran

Senior IT Officer

Fadhil Roslan

**Senior IT & Software System Infrastructure
Officer**

Mohammad Adib Muhaimin Hamzah

Senior Procurement Officer

Wan Shazana Ab Aziz

Procurement Officer

Haziq Asyraf Haris

Learning & Development Assistant

Hasnizan Hashim

Dispatch & Office Assistant

Our Team

HEALTH

Dr. Ye Htut @ Mohammad Iqbal Omar
Head

Masniza Mustaffa
Deputy Head

Aina Izzati Muslan
Senior Health Officer

Mohd Azri Zaini
Health Officer

PROGRAM OPERATIONS

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Head

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Senior Program Officer

Atiqah Alias
Senior Program Officer

Arwa Mohammed Abdullah Haider
Senior Program Officer

Nusrah Rabiha Yunus
Senior Program Officer

Prabu A/L Daymudoo
Country Manager, Myanmar

Nuraini Rudi
Senior Program Officer

Siti Zaleha Abdullah
Senior Administrative Officer

Zullaili Zainal Abidin
Technical Coordinator

Noorazila Ahmad
Program Operations Controller

Muhammad Akmal Afif Ahmad Subki
Program Officer

Shahril Idris
Program Officer

Muhammad Dzulqarnain Adzmi
Program Officer

Muhammad Ariff Danial Mohd Daud
Program Officer

Siti Nor Asmeera Muhammad
Program Officer

Khairur Rijal Jamaluddin
Program Officer

Mohammed Abdulwahab Ali Al-Sairafi
Program Officer

Noralia Mohd Johan
Program Officer

STATE OFFICE—KELANTAN

Maznah Mohd Adenan
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Siti Nurhanisah Mohd Pakari
Program Officer

STATE OFFICE—SABAH

Edna Salumbi
Senior Program Officer

Jennifer James Amandus
Program Officer

STATE OFFICE—SARAWAK

Diana Anak David Itang
Program Officer

COUNTRY OFFICE—MYANMAR

Dr. Sai Hein Aung
Medical Coordinator

COUNTRY OFFICE—PALESTINE

Hasan Hamdan Hamdqa
Program Officer

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Deputy Head

Fazrin Suzain Supian
Senior Logistics Officer

Faisal Azhar Badly
Logistics Officer

Jasni Ramlee Jusof
Logistics Officer

Muhammad Zahin Muhaimin Zaidi
Logistics Assistant

Muhammad Naqib bin Azimi
EMT & Medical Logistics Assistant

VOLUNTEER MANAGEMENT

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Head

Noor Ain Zaira Hasnan
Acting Deputy Head

Muhammad Fakhrol Afiq Mohd Rizal
Volunteer Management Officer

Ros Izzati Mohd Halim
Volunteer Management Officer

Farah Aqila Norhuzaimi
Volunteer Management Assistant

QATAR FUND FOR DEVELOPMENT (QFFD) PROJECT

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Head

Muhammad Hafizan Hairul Anuar
Program Manager

Muhammad Zailan Mohd Zeen
Program Assistant

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Siti Nor Sahidah Mohit
Head

Khadeejah Mohd Shafie
Senior Communications Officer

Sharifah Farah Hidayah Syed Azahar
Senior Fundraising Officer

Saiful Aimran Saiful Anwar
Communications Officer

Noor Izhar Ghagali
Graphic & Multimedia Designer

Nur Syaq Wanah Mohd Razali
Graphic & Multimedia Designer

Nurul Athirah Abdul Rahman
Fundraising & Events Officer

Siti Fatimah Hassan
Fundraising & Events Officer

Ummi Aqilah Kamarulzaman
Donor Management Analyst

Atisya Qistina Amrul Hazarin
Donor Management Assistant

Volunteers 2024

Volunteers are the backbone of MERCY Malaysia, dedicating their time, skills, and unwavering commitment to humanitarian action. They go beyond the call of duty, bringing passion, expertise, and professionalism to deliver lifesaving aid, relief, and support to vulnerable communities. Their efforts extend across disaster response, healthcare, community outreach, and advocacy, ensuring those in need receive timely assistance and hope. With their dedication and resilience, MERCY Malaysia continues to drive meaningful impact, embodying the spirit of compassion, solidarity, and humanitarian excellence.

Abg. Syaifulzamri Abg Sapini
 A.Noor Farizah
 Aaron Solibun
 Dr. Abilash Kumar
 Dr. Abdul Razak Mohamed
 Abuzar Ghifari Abd Rahman
 Abdudduha Abd Rahman
 Abdul Rashid
 Dr. Achana A/P Premkumar
 Afiq Hafiz Irfan Khairul Anuar
 Ahamady Lian
 Dr. Ahmad Anuar Sofian
 Aiman Emran
 Aiman Hariz Azhar
 Aiman Zaim Zahrullail
 Aina Sofia Ahmad Syahrizal
 Aini Fahriza Ibrahim
 Anita Malik
 Dr. Aishah Suhaimi
 Aishah Faqhieha Ahmad Fauzi
 Aishah Syahidah Abdul Samad
 Ajis Bujang
 Dr. Aivin Liew Yik Yung
 Agnes Khaw Swee Sim
 Ahmad Akhbar Bachoh
 Aimie Betty Sikuat
 Al Amin Mohamad Daud
 Alinasya Ramli
 Alizah Abd Malek
 Dr. Amalina Zafira Sarip
 Amli Musli
 Ameera Zeti Amlee
 Andren Edau
 Anduk Kayok
 Ang Kuan Yu @ Alexander
 Anril Kumar Veerla
 Aqil Hafiz Irfan Khairul Anuar
 Arni Singkak
 Dr. Archana Premkumar
 Ashraf Awang
 Asri, Wan Ahmad Hushairie Wan
 Mansor
 Dr. Ashok Kanan
 Azeril Martin
 Dr. Audrey Wong Ya Fui Robin Wong
 Audrey Goh
 Azihuddin Ariffin
 Datuk Dr. Baba Md Deni
 Bells Gippa @ Pius
 Besree Euen Chua Angakis
 Bradley Douglas
 Dr. Bryant Alyzandyr Eumhyn Chua
 Catherine Asong
 Clarice Duasin
 Dr. Che Mahmud Mohd Nordin
 Dr. Chelsea Khor Wen Ping
 Chee Fook Wah
 Chew Peck Hoon
 Christine Jashrin
 Chin Xin Yi, Joanne
 Chirag Vikram Ramchandani
 Cherye Sim Wun Ling

Chua Chua Ern, Alicia
 Clara Peter Martin
 Dr. Collin Glen Joseph A/L Anthony
 Joseph
 Danish Figri Mohd Nawawi
 Dr. Daeng Mohamad Edham Mokhtar
 Daniel Khoo Wei San
 Dr. Dayang Kamilah
 Dr. Dinesh Rao Muniady
 Dayang Nurhidayah Abg Morshidi
 Diana Tuil
 Diana Anastasia Duah
 Dr. Darshee Subramaniam
 Dr. Dhurghaashini Arsaythamby
 Eileen Chin Siew Man
 Erra Johan
 Farah Aziera Asmawi
 Farezza Hanum Rashid
 Fazhal Hassim
 Fazilah Pitah
 Felona Domadul
 Dr. Ferdaus Isa
 Flora Fedilis
 Gelvin G. Moll
 Dr. Gerry Maxmillan Hou Jen Pang
 Dr. Gan Ye Qian
 Ganesah Rao G.D.P Nages Wara Rao
 Gerald Anthony Sunggin
 Gregory Moll
 Givereen Gimman Robin
 Dr. Grace Chong Syn Yung
 Hafiz Kamarrudin
 Dr. Hanif Ahmad Mazian
 Hairiah Daud
 Dr. Hafsah Jauhariah
 Iskandar
 Halimatul Sa'adiyah Abdul Razak
 Hallida Ramli
 Hamizah Haskalanti
 Hanisah Mohamad
 Harita Mohamed Haris
 Hastria M Salleh
 Haziq Hakimi Mohd Fazli
 Hapis Jamil
 Dr. Hazwina Izdihar Azahar
 Dr. Helen Lasimbang
 Hezron Marcus
 Hilda Entering
 Heng Li Lin
 Dr. Ho Loon Shin
 Ian Shenrong Yeo Roa
 Irine Siritol
 Ilman Mohd Azlan
 Ikhwan Ikhzani Indra Syah Bana
 Dr. Ikhwan Nasir Idris
 Isabella Menon
 Iskandar Zulkurnaan Azman
 Ismail Mohd Zain @ Spencer Cheyne
 Iswandi Irwan Ismail
 Ivony John
 Jaclyn Yahin
 Dr. Jihan Alya Mohd Nordin

Jasorthini Subramaniam
 Jayasilan
 Jeffery Drus
 Jennifer James Amandus
 Jennifer Vennlyn Denggu
 John Burung
 Johnny Lajunip
 Dr. Juliana Tan Yee Choo
 Juhanna Azura Abdul Rahman
 Juhaidah Ag Damit
 Justina Laasayung
 Karttigayen Chandran
 Dr. Kamarrul Al- Haqq Abdul Ghani
 Dr. Kamilah Syazana Abd Kadir
 Kinilius Sadampal
 Kiruna Yee Lyn Li
 Dr. Kkashvin Kaur
 Koh Tzu Wei
 Kyronica Peter
 Laura Justine
 Lau Elaine
 Leornard Achell Suil
 Leslie Julius
 Dr. Li Cheng Wei
 Lim Kuen Sin
 Dr. Lim Zhi Xin
 Dr. Lingheswaran Muniandy
 Liew Hui Yi
 Dr. Liyana Khalisa Kula
 Liza Bosuin
 Dr. Luther Jay Ubu
 Dr. Mafeitzeral Mamat
 Dr. Madziani Ab Majid
 Manish Chauhan
 Mariam Marsidi
 Marsha Douglas
 Martin Jandum
 Mervin George P. Mathew
 Michael Jandum
 Mohamad Hasrizan Hassan
 Mohamad Fazil Mohd Zeen
 Dr. Mohamed Ikram Mohamed Salleh
 Mohamed Noor Suleiman
 Mohammad Adel Mahde Alhamed
 Mohammad Esa Hossen
 Mohammad Tahir Idris
 Mohd Affadil Izmi Roselan
 Mohd Hafidz Abd Rahim
 Mohd Haffieludeen Ahmad
 Mohd Kamal Khalid
 Mohd Nor Muhammad
 Mohd Radzi Jamaludin
 Dr. Mohd Syafwan Adnan
 Mohd Zainoor Annuar Mohd Zain
 Muhammad 'Azim Jamaluddin
 Muhammad Amiroi Arif Zamri
 Muhammad Anaqi Musa
 Muhammad Danish Irsyaduddin
 Muhammad Adib Ahmad

Muhammad Fahmy Md Yusof
 Muhammad Faeq Huzair Mohamad Shuhada
 Muhammad Firdaus Zamri
 Muhammad Haddad Syazili
 Muhamad Romel
 Muhammad Hanif Hakim Mohd Najib
 Muhammad Haziq Asyraf Mohd Yusri
 Muhammad Irsyad Hadi Nor Haizan
 Muhammad Izwan Affendi Isahak
 Muhammad Kamil Najmi Mohamad Anuar
 Dr. Muhammad Lutfi Abdul Rashid
 Muhammad Luqman Hakim Zamri
 Muhammad Mukhriz Zakaria
 Muhammad Nabil Irfan Mohd Adnan
 Muhammad Redho Hanif Ruslan
 Muhammad Syahrul Kadir Ruslan
 Dr. Muhammad Safwan Mustafa Kamil
 Muhammad Uthaibah Zaidi
 Muhd Zaba Rosli
 Mustafa Abdullah
 Nadrasan Kandasamy
 Nabilah Ooi Abdullah
 Dr. Natasha Leslie Kawos
 Dr. Nazatul Azalia Md Najib
 Nereus Musu
 Dr. Ng Ee Leen
 Ng Swee Lee, Sally
 Noor 'Atikah Abu Bakar
 Dr. Noor Farahain Matdiris
 Noor Syafiqah Salleh
 Noorus Sarahaqilah Mohd Yusof
 Norazam Ab Samah
 Norbani Moureen
 Norhayati Paraman
 Normahanim Mohd Nor
 Normah Podok
 Norkamali Ali
 Nohamisah Dollah
 Norsyeila Mohd Kamaruzaman
 Nur Aneesa Shahiera Mohd Annis
 Dr. Nur Syahirah Zalaiqah Ruslan
 Nur Kamaratul Husna Diwarna
 Nur Amni Noor Affendy
 Nur Artika Arbi
 Dr. Nur Fatin Farhana Ag. Damit
 Dr. Nur Farhani Nadia Mat Mazlan
 Nurul Athirah Abd
 Muhamad Fazuri
 Dr. Nur Qarirah Zulkifli
 Olivia Woo Yen Ling
 Owen Ngu Hieng Kiat
 Padma Devi Narayanan
 Parasul Basang
 Ramlah Abdul Rahim
 Rayapan Syaqqeq Ashraf Azlan

Richu Naeh
 Dr. Rishiani A/P Elengovan
 Dr. Rohaman Tasarib
 Rosalia Micheal
 Roseminah Peter
 Robeendhiran Kumar
 Rozawati Hipenie
 Rowena Tan Yee Tieng
 Dr. Rushdi Isnin
 Dr. Sharidan Mohd Fathil
 Saidatul Huda Hamzah
 Samsul Azahar Kasran
 Dr. Samantha Nicole Jerry
 Dr. Saniah Ariffin
 Shangeetha A/P Anbalagan
 Seah Yong Zheng
 Dr. Siti Nurhamidah Fadilah Jusoh
 Dr. Siti Safiah Mat Isa
 Sharifah Athirah
 Sharifah Aziah Wan Alwi
 Sharmine Amyrra Azmi
 Shamsul Hj Kasoma
 Sherley Sharlina Mojilis
 Sim Kwan Jane
 Siti Khadijah Mohammad Hanif
 Siti Syafiqah Kamarudin
 Dr. Soh Yih Harng
 Suhaidal Mohd Daud
 Suhaina Yaakub
 Sunatrah Abdullahyi
 Dr. Suraya Yati Suratmin
 Dr. Sylvia Lim Sze Wei
 Syadzaratunnur Aziz
 Syarifah Izzati Nabihah
 Syazana Abdul Kadir
 Syed Muhsein
 Tan Chia Yang
 Tang Mei Kuan
 Thanussha Jayakumar
 Dr. Tengku Putri Zaharah Tengku Bahanuddin
 Ung Leng Yean
 Uzair Hanafi Hayril Izwan
 Vhinoth Magenthran
 Dr. Wan Faisham Nu'man Wan Ismail
 Wong Kah Kiet, Isaac
 Wong Lee Kiong, David
 Wong Munn Kitt
 Yap Shein Weng
 Dr. Yee Ziyin
 Yi Ying Tay
 Yong Tuck Kei
 Yukentiran Ginasekaran
 Yugeswari Thamuil Selvan
 Zaleha Ahmad
 Zairul Nizam Zainol Fithri
 Dr. Zool Raimy Abdul Ghaffar





Financial Statements

31 December 2024

**Persatuan Bantuan Perubatan Malaysia
(Malaysian Medical Relief Society) (Mercy Malaysia)**

(Registered under the Societies Act, 1966)
(Society No.: PPM 020-14-16091999)

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Persatuan Bantuan Perubatan Malaysia (Malaysian Medical Relief Society) (Mercy Malaysia)

(Registered under the Societies Act, 1956)

(Society No.: PPM-620-14-16991999)

(Incorporated in Malaysia)

Corporate Information

PRESIDENT	Dato' Dr. Ahmad Faizal Bin Mohd Fardaus
VICE PRESIDENT I	Assoc. Prof. Dr. Shalimar Binti Abdullah
VICE PRESIDENT II	Razi Pahlavi Bin Abdul Aziz
VICE PRESIDENT III	Dr. Mohamed Ashraff Bin Mohd Ariff
HONORARY SECRETARY	Prof. Dr. Nazirah Binti Idris
ASSISTANT HONORARY SECRETARY	Dr. Keith Tye Sue Kiat
HONORARY TREASURER	Reza Bin Abdul Rahim
COUNCIL MEMBERS	Dr. Peter Gan Kim Soon Dr. Khamarul Azahari Bin Razak Ts. Dr. Dzulkarnaen Bin Ismail Datin Azura Binti Ibrahim
CO-OPTED MEMBERS	Datuk Dr. Heng Aik Cheng Assoc. Prof. Azlina Wati Binti Nikmat Dr. Soh Yin Harog Dr. Zool Raimy Bin Abdul Ghaffar Sr. Dr. Syed Abdul Haris Bin Syed Mustapa Viveganathan S/O Rajangam Dr. Siti Maisarah Binti Ahmad
AUDITORS	Azuddin & Co. (AF1452) 2766-C, Jalan Changkat Permatu Tamar Permatu 53300 Kuala Lumpur
PRINCIPAL PLACE OF OPERATION	1 st Floor, MCOBA Building 42 Jalan Syed Putra 50460 Kuala Lumpur
BANKERS	CIMB Bank Berhad Malayan Banking Berhad RHB Bank Berhad Bank Islam (M) Berhad

**Independent Auditors' Report to the Members of
Persatuan Bantuan Perubatan Malaysia (Malaysian Medical Relief Society)
(Mercy Malaysia)**

(Registered under the Societies Act, 1966)
(Society No.: PPM-020-14-16C91999)

Report on the Audit of the Financial Statements

Opinion

We have audited the financial statements of Persatuan Bantuan Perubatan Malaysia (Malaysian Medical Relief Society) (Mercy Malaysia) ("the Society"), which comprise the statement of financial position as at 31 December 2024, and the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the financial year then ended, and notes to the financial statements, including material accounting policy information, as set out on the following pages.

In our opinion, the accompanying financial statements give a true and fair view of the financial position of the Society as at 31 December 2024, and of its financial performance and its cash flows for the financial year then ended in accordance with Malaysian Financial Reporting Standard, International Financial Reporting Standards and the requirements of the Societies Act, 1996 in Malaysia.

Basis for Opinion

We conducted our audit in accordance with approved standards on auditing in Malaysia and International Standards on Auditing. Our responsibilities under these standards are further described in the Auditors' Responsibilities for the Audit of the Financial Statements section of our report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence and Other Ethical Responsibilities

We are independent of the Society in accordance with the By-Laws (on Professional Ethics, Conduct and Practice) of the Malaysian Institute of Accountants ("By-Laws") and the International Ethics Standards Board for Accountants' *International Code of Ethics for Professional Accountants (including International Independence Standards)* ("IESBA Code"), and we have fulfilled our other ethical responsibilities in accordance with the By-Laws and the IESBA Code.

Information Other than the Financial Statements and Auditors' Report Thereon

The Executive Council of the Society are responsible for the other information. The other information comprises the information included in the annual report but does not include the financial statements of the Society and our auditors' report thereon.

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

In connection with our audit of the financial statements of the Society, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements of the Society or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of the other information, we are required to report that fact. We have nothing to report in this regard.

**Independent Auditors' Report to the Members of
Persatuan Bantuan Perubatan Malaysia (Malaysian Medical Relief Society)
(Mercy Malaysia)**

(Registered under the Societies Act, 1966)

(Society No.: PPM-020/14/16091999)

Report on the Audit of the Financial Statements (continued)

Responsibilities of the Executive Council for the Financial Statements

The Executive Council of the Society are responsible for the preparation of financial statements of the Society that give a true and fair view in accordance with Malaysian Financial Reporting Standard and the requirements of the Societies Act, 1966 in Malaysia. The executive council are also responsible for such internal control as the executive council determine is necessary to enable the preparation of financial statements of the Society that are free from material misstatement, whether due to fraud or error.

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

Auditors' Responsibilities for the Audit of the Financial Statements

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

As part of an audit in accordance with approved standards on auditing in Malaysia and International Standards on Auditing, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

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

**Independent Auditors' Report to the Members of
Persatuan Bantuan Perubatan Malaysia (Malaysian Medical Relief Society)
(Mercy Malaysia)**

(Registered under the Societies Act, 1966)

(Society No.: PPM-020-14-16091999)

Report on the Audit of the Financial Statements (continued)

Auditors' Responsibilities for the Audit of the Financial Statements (continued)

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

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

Report on Other Legal and Regulatory Requirements

In accordance with the requirements of the Societies Act, 1966 in Malaysia, we also report that in our opinion the accounting and other records and the registers required by the Act to be kept by the Society have been properly kept in accordance with the provisions of the Act.

Other Matters

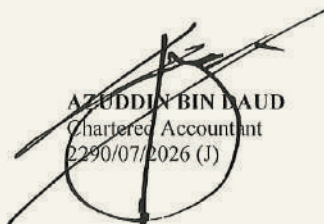
This report is made solely to the members of the Society, as a body, in accordance with the Societies Act, 1966 in Malaysia and for no other purpose. We do not assume responsibility to any other person for the content of this report.

azuddin&co.

AZUDDIN & CO.
AF 1452
Chartered Accountants

Kuala Lumpur,

Date: **30 MAY 2025**


AZUDDIN BIN DAUD
Chartered Accountant
2290/07/2026 (J)

Persatuan Bantuan Perubatan Malaysia (Malaysian Medical Relief Society)
(Mercy Malaysia)
 (Registered under the Societies Act, 1966)
 (Society No.: PPM-020-14-16091999)

EXECUTIVE COUNCIL'S REPORT FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2024

The Executive Council gave pleasure in submitting their report and the audited financial statements of the Society for the financial year ended 31 December 2024.

PRINCIPAL ACTIVITIES

The Society is a non-profit organisation, humanitarian and charitable body registered under the Societies Act, 1966, focusing on providing medical relief, sustainable health related development and disaster risk reduction activities for vulnerable communities.

RESULTS

	RM
Surplus for the financial year	<u>4,892,748</u>

EXECUTIVE COUNCIL OF THE SOCIETY

The Executive Council who served since the date of last report are:

PRESIDENT	Dato' Dr. Ahmad Faizal Bin Mohd Perdaus
VICE PRESIDENT I	Assoc. Prof. Dr. Shalinar Binti Abdallah
VICE PRESIDENT II	Razi Pahlavi Bin Abdul Aziz
VICE PRESIDENT III	Dr. Mohamed Ashraf Bin Mohd Ariff
HONORARY SECRETARY	Prof. Dr. Nazimah Binti Idris
ASSISTANT HONORARY SECRETARY	Dr. Keith Tye Sue Kiat
HONORARY TREASURER	Reza Bin Abdul Rahim
COUNCIL MEMBERS	Dr. Peter Gan Kim Seng Dr. Khamarull Azahari Bin Razak Ts. Dr. Dzulkarnaen Bin Ismail Datin, Azura Binti Ibrahim
CO-OPTED MEMBERS	Datuk Dr. Heng Aik Cheng Assoc. Prof. Azlina Wati Binti Nikmat Dr. Soh Yih Heng Dr. Zool Raimy Bin Abdul Ghaffar Sr. Dr. Syed Abdul Haris Bin Syed Mustapa Vivegananthan S/O Rajangam Dr. Siti Maisarah Binti Ahmad

Persatuan Bantuan Perubatan Malaysia (Malaysian Medical Relief Society)
(Mercy Malaysia)
(Registered under the Societies Act, 1966)
(Society No.: PPM-020-14-16091999)

STATUTORY INFORMATION ON THE FINANCIAL STATEMENTS

Before the financial statements of the Society were prepared, the Executive Council took reasonable steps:

- (a) to ascertain that proper action had been taken in relation to the writing-off of bad debts and the making of allowance for doubtful debts, and have satisfied themselves that all known bad debts had been written-off and that adequate allowance had been made for doubtful debts; and
- (b) to ensure that any current assets which were unlikely to be realised at their book values in the ordinary course of business have been written down to their estimated realisable values

As at the date of this report, the Executive Council are not aware of any circumstances:

- (a) which would render the amount written off for bad debts or the amount of the allowance for doubtful debts inadequate to any substantial extent in the financial statements of the Society; or
- (b) which would render the values attributed to current assets in the financial statements of the Society misleading; or
- (c) which have arisen which render adherence to the existing method of valuation of assets or liabilities of the Society misleading or inappropriate; or
- (d) not otherwise dealt with in this report or financial statements which would render any amount stated in the financial statements of the Society misleading.

As at the date of this report, there does not exist:

- (a) any charge on the assets of the Society which has arisen since the end of the financial year and secures the liability of any other person; or
- (b) any contingent liability of the Society which has arisen since the end of the financial year.

No contingent or other liability has become enforceable, or is likely to become enforceable within the period of twelve months after the end of the financial year which, in the opinion of the Executive Council, will or may substantially affect the ability of the Society to meet its obligations as and when they fall due.

In the opinion of the Executive Council:

- (a) the results of the operations of the Society during the financial year were not substantially affected by any item, transaction or event of a material and unusual nature.
- (b) no item, transaction or event of a material and unusual nature has arisen in the interval between the end of the financial year and the date of this report which is likely to affect substantially the result of operations of the Society for the financial year in which this report is made.

AUDITORS' REMUNERATIONS

The amount of the remunerations of the auditors of the Society comprising remunerations received/receivable from the Society during the financial year is amount to RM 20,300.

**Persatuan Bantuan Perubatan Malaysia (Malaysian Medical Relief Society)
(MERCY Malaysia)**

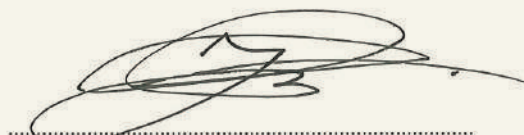
(Registered under the Societies Act, 1966)

(Society No.: PPM-020-14-16091999)

STATEMENT BY EXECUTIVE COUNCIL

We, The President and Honorary Secretary of Persatuan Bantuan Perubatan Malaysia (Malaysian Medical Relief Society) (MERCY Malaysia) state that, in our opinion, the financial statements set out on the following pages are drawn up in accordance with Malaysian Financial Reporting Standard, International Financial Reporting Standard and the requirements of the Societies Act, 1966 in Malaysia so as to give a true and fair view of the state of affairs of the Society as at 31 December 2024 and financial performance and cash flows of the Society for the year ended on that date.

On behalf of the Executive Council:



DATO' DR. AHMAD FAIZAL BIN MOHD
PERDAUS
President



PROF. DR. NAZIMAH BINTI IDRIS
Honorary Secretary

Kuala Lumpur,

Date: **30 MAY 2025**

STATUTORY DECLARATION BY TREASURER

I, REZA BIN ABDUL RAHIM, being the Honorary Treasurer primarily responsible for the financial management of Persatuan Bantuan Perubatan Malaysia (Malaysian Medical Relief Society) (MERCY Malaysia), do solemnly and sincerely declare that the financial statements set out on the following pages are, in my opinion, correct and I make this solemn declaration conscientiously believing the same to be true, and by virtue of the provisions of the Statutory Declarations Act 1960.

Subscribed and solemnly declared by the above-named)
REZA BIN ABDUL RAHIM at Kuala Lumpur)
in the Federal Territory of)

30 MAY 2025



REZA BIN ABDUL RAHIM

Before me,



No. 59, Jalan Telawi
Bangsar Baru
59100 Kuala Lumpur

PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)

(Registered under the Societies Act, 1965)

(Society No.: PPM 020 14 16091999)

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2024**

	Note	2024 RM	2023 RM
INCOME			
Donations	5	31,927,218	35,813,547
Membership fee	6	1,220	3,850
Other income	7	1,525,744	1,278,231
		<u>33,454,182</u>	<u>37,095,628</u>
LESS: EXPENSES			
Charitable expenditure	8	(24,249,307)	(25,641,631)
Communication and fundraising expenses	9	(885,276)	(379,285)
Operating expenses	10	(5,426,851)	(2,560,864)
		<u>(28,561,434)</u>	<u>(28,581,780)</u>
SURPLUS FOR THE FINANCIAL YEAR		<u>4,892,748</u>	<u>8,513,848</u>

The accompanying notes form an integral part of the financial statements.

PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)

(Registered under the Societies Act, 1966)

(Society No.: PPM-02C 14 15091999)

STATEMENT OF FINANCIAL POSITION AS AT 31 DECEMBER 2024

	Note	2024 RM	2023 RM
ASSETS			
NON-CURRENT ASSET			
Property, plant and equipment	11	801,657	703,252
Investments in associate		49	-
		<u>801,706</u>	<u>703,252</u>
CURRENT ASSETS			
Inventories	12	45,546	22,701
Other receivables	13	1,771,974	753,683
Cash and cash equivalents	14	<u>35,821,224</u>	<u>31,346,026</u>
		<u>37,638,844</u>	<u>52,122,410</u>
CURRENT LIABILITY			
Payables	15	<u>3,632,769</u>	<u>2,910,629</u>
		<u>3,632,769</u>	<u>2,910,629</u>
NET CURRENT ASSETS		<u>34,006,075</u>	<u>29,211,781</u>
NET ASSETS		<u>34,807,781</u>	<u>29,915,033</u>
FINANCED BY:			
Charitable funds		34,807,781	29,915,033
		<u>34,807,781</u>	<u>29,915,033</u>

The accompanying notes form an integral part of the financial statements.

PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)
 (Registered under the Societies Act, 1966)
 (Society No.: PPM/020 14 16091999)

**STATEMENT OF CHANGES IN CHARITABLE FUND
 FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2024**

	Note	2024 RM	2023 RM
Balance as at 1 January		29,915,033	21,601,185
Surplus for the year		<u>4,892,748</u>	<u>8,513,818</u>
Balance as at 31 December		<u>34,807,781</u>	<u>29,915,033</u>
Charitable funds consist of:			
Unearmarked funds		9,143,340	8,725,936
Reserved and sustainability fund	16	1,887,010	1,736,309
Earmarked funds:			
Afghanistan		1,853,668	90,261
Bangladesh		29,024	27,917
Iraq		187,294	189,650
Lebanon		-	93,132
Libya		36,017	39,034
Malaysia		5,258,619	1,306,572
Morocco		6,998	22,134
Myanmar		1,144,242	1,558,952
Nepal		-	17,500
Pakistan		100,573	1,623,400
Palestine		9,045,907	7,454,698
Philippines		93,164	-
Syria		4,434,956	4,686,453
Turkiye		1,471,165	2,158,200
Yemen		<u>115,806</u>	<u>184,887</u>
		<u>23,777,431</u>	<u>19,452,790</u>
		<u>34,807,781</u>	<u>29,915,033</u>

The accompanying notes form an integral part of the financial statements

PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)
(Registered under the Societies Act, 1966)
(Society No.: PPM-020-14-16991999)

CASH FLOW STATEMENT
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2024

	Note	2024 RM	2023 RM
CASH FLOWS FROM OPERATING ACTIVITIES			
Surplus for the year		4,892,748	8,513,848
Adjustments for:			
Depreciation of property, plant and equipment		187,941	161,300
Interest income		(555,440)	(384,222)
Written off inventories		3,090	6,379
Written off property, plant and equipment		3,361	1,631
Surplus before working capital changes		4,531,700	8,298,938
Changes in working capital:			
Increase in inventories		(26,035)	(14,331)
(Increase)/Decrease in other receivables		(1,018,340)	164,620
Increase in payables		722,140	1,985,601
Cash from operating activities		4,209,465	10,434,828
Interest received		555,440	384,222
Net cash from operating activities		4,764,905	10,819,050
CASH FLOWS FROM INVESTING ACTIVITY			
Purchase of property, plant and equipment	19	(289,707)	(174,783)
Net cash used in investing activity		(289,707)	(174,783)
Net increase in cash and cash equivalents		4,475,198	10,644,267
Cash and cash equivalents at beginning of the year		31,246,026	20,701,759
Cash and cash equivalents at end of the year	14	35,821,224	31,346,026

The accompanying notes form an integral part of the financial statements.

PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)

(Registered under the Societies Act, 1966)

(Society No.: PPM-020-14-16091999)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2023**

1 GENERAL INFORMATION

The Society is a non-profit organisation, humanitarian and charitable body registered under the Societies Act, 1966, focusing on providing medical relief, sustainable health related development and disaster risk reduction activities for vulnerable communities. The principal objectives of the Society are:

- i) to provide humanitarian aid and in particular medical relief and Water, Sanitation and Hygiene (WASH) programme to vulnerable communities within Malaysia or anywhere throughout the world as and when the need arises;
- ii) to promote the spirit of goodwill, volunteerism, and humanitarianism among members and volunteers of the Society;
- iii) to educate the public on aspects of humanitarian assistance, disaster management and risk reduction; and
- iv) to liaise with various local and international relief organisations, agencies, host governments and or other interested societies to assist in achieving these objectives.

2 ADOPTION OF NEW AND REVISED MALAYSIAN FINANCIAL REPORTING STANDARDS

As at the date authorisation for issue of the financial statements, the following MFRSs applicable to the Society but not yet effective:

Standard	Title	Date
MFRS 101	Non-current Liabilities with Covenants (Amendments to MFRS 101)	1 January 2024
MFRS 121	Lack of Exchangeability (Amendments to MFRS 121)	1 January 2025
MFRS 7 and MFRS 9	Amendments to the Classification and Measurement of Financial Instruments (Amendments to MFRS 9 and MFRS 7)	1 January 2026
MFRS 7	Annual Improvements to MFRS Accounting Standards – Volume 11	1 January 2026
MFRS 9	Annual Improvements to MFRS Accounting Standards – Volume 11	1 January 2026
MFRS 10	Annual Improvements to MFRS Accounting Standards – Volume 11	1 January 2026
MFRS 107	Annual Improvements to MFRS Accounting Standards – Volume 11	1 January 2026
MFRS 18	Presentation and Disclosure in Financial Statements	1 January 2027

The Executive Council are of the opinion that the standards and interpretations above are not related to the Society activities.

3 SIGNIFICANT ACCOUNTING POLICIES

BASIS OF PREPARATION

The financial statements have been prepared on the historical cost basis, except for the revaluation of certain assets and liabilities.

The financial statements of the Society have been prepared in accordance with Malaysian Financial Reporting Standards ("MFRS"), International Financial Reporting Standards and the Societies Act, 1966 in Malaysia.

The financial statements are presented in Ringgit Malaysia ("RM"), which is the functional currency of the Society.

3.1 PROPERTY, PLANT AND EQUIPMENT

All items of plant and equipment are initially recorded at cost. Subsequent costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the Society and the cost of the item can be measured reliably. The carrying amount of the replaced part is derecognised. All other repairs and maintenance are charged to the income statement during the financial period in which they are incurred.

Subsequent to recognition, plant and equipment are stated at cost less accumulated depreciation and any accumulated impairment losses.

Depreciation of plant and equipment is provided for on straight line basis to write off the cost of each asset to its residual value over the estimated useful life.

The principle annual rates of depreciation used are as follows:-

	Rate
Air conditioner	20%
Computer and electronic data processing (EDP)	20%
Equipment	20%
Emergency response unit (ERU) equipment	10%
Furniture and fittings	20%
Medical equipment	15%
Motor vehicle	20%
Office equipment	12%
Renovation	20%
Security equipment	12%

The residual values, useful life and depreciation method are reviewed at each financial period end to ensure that the amount, method and period of depreciation are consistent with previous estimates and the expected pattern of consumption of the future economic benefits embodied in the items of plant and equipment.

An item of plant and equipment is derecognised upon disposal or when no future economic benefits are expected from its use or disposal. The difference between the net disposal proceeds, if any and the net carrying amount is recognised in profit or loss.

3 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

3.2 FINANCIAL INSTRUMENT

3.2.1 Initial Recognition and Measurement

The Society recognises a financial asset or a financial liability (including derivative instruments) in the statement of financial position when, and only when, an entity in the Society becomes a party to the contractual provisions of the instrument.

On initial recognition, all financial assets (including intra-group loans and advances) and financial liabilities (including intra-group payables and government loans at below market interest rates) are measured at fair value plus transaction costs if the financial asset or financial liability is not measured at fair value through profit or loss. For instruments measured at fair value through profit or loss, transaction costs are expensed to profit or loss when incurred.

3.2.2 Derecognition of Financial Instruments

For derecognition purposes, the Society first determines whether a financial asset or a financial liability should be derecognised in its entirety as a single item or derecognised part-by-part of a single item or of a group of similar items.

A financial asset, whether as a single item or as a part, is derecognised when, and only when, the contractual rights to receive the cash flows from the financial asset expire, or when the Society transfers the contractual rights to receive cash flows of the financial asset, including circumstances when the Society acts only as a collecting agent of the transferee, and retains no significant risks and rewards of ownership of the financial asset or no continuing involvement in the control of the financial asset transferred.

A financial liability is derecognised when, and only when, it is legally extinguished, which is either when the obligation specified in the contract is discharged or cancelled or expires. A substantial modification of the terms of an existing financial liability is accounted for as an extinguishment of the original financial liability and the recognition of a new financial liability. For this purpose, the Society considers a modification as substantial if the present value of the revised cash flows of the modified terms discounted at the original effective interest rate is different by 10% or more when compared with the carrying amount of the original liability.

3.2.3 Financial Assets

For the purpose of subsequent measurement, the Society classifies financial assets into three measurement categories, namely

- i) Financial assets at amortised cost (AC);
- ii) Financial assets at fair value through other comprehensive income (FVOCI); and
- iii) Financial assets at fair value through profit or loss (FVPL).

3 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

3.2 FINANCIAL INSTRUMENT (CONTINUED)

3.2.3 Financial Assets (Continued)

The classification is based on the Society's business model objective for managing the financial assets and the contractual cash flow characteristics of the financial instruments.

After initial recognition, the Society measures financial assets, as follows:

- i) Financial assets at amortised cost - A financial asset is measured at amortised cost if:
 - a) it is held within the Society's business objective to hold the asset only to collect contractual cash flows, and
 - b) the contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principle and interest in principal outstanding.
- ii) Financial assets at FVOCI - A financial asset is measured at FVOCI if:
 - a) it is held within the Society's business objective to hold the asset both to collect contractual cash flows and selling the financial asset, and
 - b) the contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principle and interest in principal outstanding.
- iii) Financial assets at FVPL - A financial asset is measured at FVPL if it is an equity investment, held for trading (including derivative assets) or if it does not meet any of the condition specified for the AC or FVOCI model.

Other than financial assets measured at fair value through profit or loss, all other financial assets are subject to review for impairment.

PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)

(Registered under the Societies Act, 1966)

(Society No., PPM 020 14 16091999)

3 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

3.3 FINANCIAL LIABILITIES

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

Financial liabilities, within the scope of FRS 139, are recognised in the statement of financial position when, and only when, the Society become a party to the contractual provisions of the financial instrument. Financial liabilities are classified as either financial liabilities at fair value through profit or loss or other financial liabilities.

3.3.1 Financial liabilities at fair value through profit or loss

Financial liabilities at fair value through profit or loss include financial liabilities held for trading and financial liabilities designated upon initial recognition as at fair value through profit or loss.

Financial liabilities held for trading include derivatives entered into by the Society that do not meet the hedge accounting criteria. Derivative liabilities are initially measured at fair value and subsequently stated at fair value, with any resultant gain or losses recognised in profit or loss. Net gains or losses on derivatives include exchange differences.

The Society has not designated any financial liabilities as at fair value through profit or loss.

3.3.2 Financial Assets At Fair Value Through Profit Or Loss

The Society other financial liabilities include trade payables and other payables.

Trade and other payables are recognised initially at fair value plus directly attributable transaction costs and subsequently measured at amortised cost using the effective interest method.

For other financial liabilities, gains or losses are recognised in profit or loss when the liabilities are derecognised, and through the amortisation process.

A financial liability is derecognised when the obligation under the liability is extinguished. When an existing financial liability is replaced by another from the same lender on substantially different terms, or the terms of an existing liability are substantially modified, such an exchange or modification is treated as a derecognition of the original liability and the recognition of a new liability, and the difference in the respective carrying amounts is recognised in profit or loss.

3 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

3.4 IMPAIRMENT OF FINANCIAL ASSETS

The Society assess at each reporting date whether there is any objective evidence that a financial asset is impaired.

Trade receivable, other receivables and other financial assets carried at amortised cost

To determine whether there is objective evidence that an impairment loss on financial assets has been incurred, the Society consider factors such as the probability of insolvency or significant financial difficulties of the debtor and default or significant delay in payments. For certain categories of financial assets, such as trade receivables, assets that are assessed not to be impaired individually are subsequently assessed for impairment on a collective basis based on similar risk characteristics. Objective evidence of impairment for a portfolio of receivables could include the Society's past experience of collecting payments, an increase in the number of delayed payments in the portfolio past the average credit period and observable changes in national or local economic conditions that correlate with default on receivables.

If any such evidence exists, the amount of impairment loss is measured as the difference between the asset's carrying amount and the present value of estimated future cash flows discounted at the financial asset's original effective interest rate. The impairment loss is recognised in profit or losses.

The carrying amount of the financial asset is reduced by the impairment loss directly for all financial assets with the exception of trade receivables, where the carrying amount is reduced through the use of an allowance account. When a trade receivable becomes uncollectible, it is written off against the allowance account.

If in a subsequent period, the amount of the impairment loss decreases and the decrease can be related objectively to an event occurring after the impairment was recognised, the previously recognised impairment loss is reversed to the extent that the carrying amount of the asset does not exceed its amortised cost at the reversal date. The amount of reversal is recognised in profit or losses.

3.5 INVENTORIES

Inventories are measured at the lower of cost and net realisable value. The cost of inventories is based on the weighted average cost and includes expenditure incurred in acquiring the inventories and bringing them to their existing location and condition. In the case of work-in-progress, cost includes an appropriate share of production overheads based on normal operating capacity. Net realisable value is the estimated selling price in the ordinary course of business, less the estimated costs of completion and the estimated costs necessary to make the sale.

3 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

3.6 CASH AND CASH EQUIVALENTS

Cash and cash equivalents consist of cash in hand, balances and fixed deposits with banks that are readily convertible to known amount of cash and which are subject to an insignificant risk of changes in value.

3.7 INCOME RECOGNITION

Revenue is recognised when it is probable that the economic benefits associates with the transaction will flow to the society and the amount of the revenue can be measured reliably.

3.7.1 *Donation*

Donation is recognised in profit and loss on the date when the Society's right to received payment is established.

3.7.2 *Interest income*

Interest is recognised on a time proportion basis that reflects the effective yield on the asset.

3.8 SUSTAINABILITY RESERVE FUND

The sustainability reserve fund is a designated fund set aside to support the organization's day to day operations in the event of unforeseen shortfalls that could impair Mercy Malaysia ability in managing the operations.

The fund will be build-up to an adequate level, ensuring that it is sufficient to sustain certain operating components of Mercy Malaysia towards a certain period.

The sustainability reserve fund is not intended to replace a permanent loss of funds or to support an ongoing budget gap.

The sustainability reserve fund serves as a dynamic role and will be viewed and adjusted in response to internal and external changes, subject to the review and approval by the Executive Council overseeing and administering the fund.

PERSATUAN BANTUAN PERUBATAN MALAYSIA (MALAYSIAN MEDICAL RELIEF SOCIETY) (MERCY MALAYSIA)

(Registered under the Societies Act, 1966)

(Society No.: PPM-620-14-16091999)

3 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

3.9 MEMBERSHIP SUBSCRIPTION AND ADMISSION FEE

Ordinary membership subscription is payable annually before the accounting financial year. Only that subscription which is attributable to the current financial year is recognised as income. Subscription relating to periods beyond the current financial year is taken up in the statement of financial position as subscription in advance under the heading of current liabilities. Subscription is payable in full irrespective of the date of resignation of members during the financial year. Life membership fee is recognised upon admission.

3.10 CHARITABLE FUNDS

Charitable funds consist of Unearmarked Fund and Earmarked Funds. Unearmarked Fund is a general fund that is available for use at the Executive Council's discretion in furtherance to the objectives of the Society. Earmarked Funds are subject to particular purposes imposed by the donor or by nature of appeal. They are not available for use in other Society's activities or purposes.

3.11 FOREIGN EXCHANGE

Transactions in foreign currency during the period are converted into Ringgit Malaysia at rates of exchange approximating those prevailing at the transaction dates.

Monetary assets and liabilities in foreign currency at statement of financial position date are translated into Ringgit Malaysia at rates of exchange approximating those ruling on that date.

Exchange gains and losses are charged to the statement of profit and loss and comprehensive income.

The principal closing rate used (expressed on the basis of one unit of foreign currency to RM equivalents) for the translation of foreign currency balances at the statement of financial position date are as follows:

	31 December 2024 RM	31 December 2023 RM
Foreign currency:		
1 US Dollar	4.4600	4.5995
1 Sri Lanka Rupee	0.0153	0.0156
1 Australian Dollar	2.7732	3.1428
1 Euro	4.6402	5.0949
100 Myanmar	0.2130	0.2109
1 Japanese Yen	0.0285	0.0325
100 Indonesian Rupiah	0.0276	0.0298
1 Philippine Peso	0.0771	0.0827
1 Singapore Dollar	3.2810	3.4862
1 Swiss Franc	4.9385	5.4577
1 Pound Sterling	5.5962	5.8593
1 Thai Baht	0.1310	0.1346
1 India Rupee	0.0522	0.0553
1 Bangladesh Taka	0.0352	0.0401

3 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

3.12 EMPLOYEE BENEFITS

3.12.1 Short term benefits

Short term employee benefit obligations in respect of salaries, annual bonuses, paid annual leave and sick leave are measured on an undiscounted basis and are expensed as the related service is rendered.

A provision is recognised for amounts expected to be paid under short-term cash bonuses or ex-gratia payments if the Society has a legal or constructive obligation to make such payments based on past service provided by the employee, and the amount can be estimated reliably. In particular, ex-gratia payments are determined based on actual performance outcomes and are only recognised when a present obligation exists.

3.12.2 Defined contribution plans

The Society's contribution to the Employee's Provident Fund is charged to statement of comprehensive income in the year to which they relate. Once the contributions have been paid, the Society has no further payment obligations.

4 CRITICAL ACCOUNTING JUDGEMENTS AND KEY SOURCES OF ESTIMATION UNCERTAINTY

4.1 CRITICAL JUDGEMENTS IN APPLYING THE ACCOUNTING POLICIES

There are no significant areas of critical judgement in applying accounting policies that have any significant effect on the amount recognised in the financial statements.

4.2 KEY SOURCES OF ESTIMATION UNCERTAINTY

The key assumptions concerning the future, and other key sources of estimation uncertainty at the reporting date, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year, other than those disclosed in the Notes, are as follows:

4.2.1 Depreciation of property, plant and equipment

The cost of an item of property, plant and equipment is depreciated on the straight-line method or another systematic method that reflects the consumption of the economic benefits of the assets over its useful life. Estimates are applied in the selection of the depreciation method, the useful life and the residual values. The actual consumption of the economic benefits of the property, plant and equipment may differ from the estimated applied and this may lead to a gain or loss on an eventual disposal of an item of property, plant and equipment.

5 DONATIONS

	2024	2023
	RM	RM
Un earmarked funds:		
General Donation	4,879,758	4,695,565
Islamic Social Fund	352,256	937,929
Yasmin Ahmad fund	42	28
	<u>5,232,056</u>	<u>5,633,522</u>
Earmarked funds:-		
Afghanistan	2,410,855	29,858
Bangladesh	31,322	27,587
Cambodia	44,000	26,250
Iraq	-	400,000
Lebanon	51,535	-
Libya	914	164,799
Pakistan	9,070	2,554,661
Palestine	9,038,439	5,404,747
Philippines	25,200	20
Malaysia	11,707,357	5,845,885
Morocco	1,361	78,245
Myanmar	3,046,619	5,000,997
Nepal	1,000	77,500
Syria	7,259	4,649,807
Turkiye	165,598	6,018,482
Yemen	7,932	4,832
	<u>26,546,461</u>	<u>30,023,670</u>
Sustainability Reserve Fund	150,701	156,355
	<u>31,927,218</u>	<u>35,813,547</u>

6 MEMBERSHIP FEE

	2024	2023
	RM	RM
Entrance fee	100	350
Life membership	1,000	3,500
Ordinary membership	120	-
	<u>1,220</u>	<u>3,850</u>

7 OTHER INCOME

	2024 RM	2023 RM
Gain on foreign exchange	330,723	355,651
Internal project	4,180	23,916
Interest received	555,440	384,222
QFED clinic registration fee	574,081	462,589
Sale of merchandise	5,052	3,461
Other	56,268	51,401
	<u>1,525,744</u>	<u>1,278,231</u>

8 CHARITABLE EXPENDITURE

	2024 RM	2023 RM
Afghanistan	647,448	208,335
Bangladesh	41,878	175,681
Cambodia	48,580	37,922
Indonesia	60,290	-
Iraq	2,356	210,350
Lebanon	389,625	-
Libya	3,930	125,764
Malaysia	8,539,514	13,773,589
Morocco	38,866	56,111
Myanmar	3,937,353	4,441,718
Nepal	18,500	-
Pakistan	1,531,897	421,871
Palestine	7,447,231	1,698,417
Philippines	107,435	53,034
Syria	253,758	392,329
Turkiye	853,633	3,860,282
Yemen	327,013	186,258
	<u>24,249,307</u>	<u>25,641,631</u>

9 COMMUNICATION AND FUND RAISING EXPENSES

	Note	2024 RM	2023 RM
Accommodation		52,769	3,486
Advertisement and promotion		-	1,335
Air fare		94,912	2,567
Allowance	18	15,162	629
Bank charges		59,736	50,604
Depreciation of property, plant and equipment		6,042	5,328
FFP	18	30,011	24,819
Equipment		22,963	-
Food and beverages		68,012	4,181
Gift and souvenir		17,734	1,141
Hotel ballroom/Venue expense		4,537	3,940
Insurances		117	-
Loss on foreign exchange		697	-
Medical	18	6,188	5,036
Mission volunteer pack		6,843	-
Postage and courier		1,016	37
Printing and stationeries		38,310	26,587
Professional fee		47,260	8,680
Publication expenses		84,965	7,096
Rental of item		848	-
Repair and maintenance - IT maintenance		18,810	6,975
Salaries, allowances and wages	18	287,327	213,922
SOC(SO)	18	4,271	3,334
Small equipment		938	478
Sales and service tax		34	313
Travelling and transportation		11,768	1,818
Visa		916	-
Written off inventories		3,090	6,379
		<u>885,276</u>	<u>379,285</u>

10 OPERATING EXPENSES

	Note	2024 RM	2023 RM
Accommodation		43,782	67,574
Advertisement and promotion		3,354	4,534
Air fare		76,765	75,344
Audience remunerations		20,000	20,000
Allowance	18	15,706	25,913
Bank charges		8,286	6,717
Depreciation of property, plant and equipment		124,067	92,950
EPF	18	174,263	114,964
Equipment		29,646	1,174
Food and beverages		32,730	27,271
Gift and souvenir		3,001	3,357
Hotel ballroom/Venue expense		8,970	40,706
Insurances		163,519	142,562
Loss on foreign exchange		415,558	98,544
Medical	18	51,856	24,641
Membership fee		57,682	103,948
Mission volunteer pack		(3,878)	37
Office rental		151,577	76,453
Photocopy machine rental		6,840	7,445
Postage and courier		357	589
Printing and stationeries		19,488	18,527
Professional fee		91,433	30,563
Rental of item		4,115	-
Repair and maintenance - IT maintenance		58,167	114,757
Repair and maintenance - motor vehicle		44,106	2,515
Repair and maintenance - office		55,606	53,743
Repair and maintenance - office equipment		-	47
Road tax and insurance		9,652	1,834
Small equipment		2,179	3,367
Salaries, allowances and wages	18	1,586,712	1,167,001
SOCSSO	18	19,788	13,195
Sales and service tax		16,194	25,879
Staff uniform		5,447	4,550
Staff welfare		2,264	5,100
Telephone, fax and internet		47,061	49,995
Training		10,284	52,654
Travelling and transportation		17,385	13,286
Other expenses		-	15,723
Utilities		41,577	47,485
Visa		11,263	4,293
Written off property, plant and equipment		49	1,633
		<u>3,426,851</u>	<u>2,560,864</u>

11 PROPERTY, PLANT AND EQUIPMENT

	As at 1 January 2024 RM	Additions RM	Written off RM	As at 31 December 2024 RM
Cost				
Air conditioner	18,395	3,300	(3,080)	18,615
Computer and EDP	903,758	4,090	(540,984)	266,864
Equipment	22,310	12,846	(8,000)	27,156
ERU - Asset equipment	603,192	2,500	(5,580)	600,112
Furniture and fittings	37,296	4,000	(32,874)	8,422
Medical equipment	75,045	-	-	75,045
Motor vehicle	554,182	108,516	-	662,698
Office equipment	50,776	-	(1,900)	48,876
Renovation	254,667	154,455	-	409,122
Security equipment	9,000	-	(9,000)	-
	<u>2,528,621</u>	<u>289,707</u>	<u>(791,418)</u>	<u>2,116,910</u>

	As at 1 January 2024 RM	Charges for the financial year RM	Written off RM	As at 31 December 2024 RM
<u>Accumulated Depreciation</u>				
Air conditioner	12,245	4,002	(3,078)	13,169
Computer and EDP	789,881	42,713	(640,968)	191,626
Equipment	11,946	4,249	(7,998)	8,197
ERU - Asset equipment	195,747	47,993	(2,271)	241,469
Furniture and fittings	37,250	115	(32,845)	4,521
Medical equipment	68,818	2,399	-	71,217
Motor vehicle	554,175	18,267	-	572,442
Office equipment	33,531	4,123	(1,899)	35,755
Renovation	112,778	64,079	-	176,857
Security equipment	8,998	-	(8,998)	-
	<u>1,825,369</u>	<u>187,941</u>	<u>(698,057)</u>	<u>1,315,253</u>

11 PROPERTY, PLANT AND EQUIPMENT (CONTINUED)

	2024	2023	Depreciation charge
	RM	RM	2023 RM
Carrying Amounts			
Air conditioner	5,446	6,150	1,820
Computer and EDP	75,238	113,877	41,367
Equipment	18,959	10,364	2,862
ERL - Asset equipment	558,643	407,445	56,157
Furniture and fittings	3,901	46	-
Medical equipment	3,828	6,227	2,400
Motor vehicle	90,256	7	-
Office equipment	13,121	17,245	7,937
Renovation	232,265	141,889	48,757
Security equipment	-	2	-
	<u>801,657</u>	<u>703,252</u>	<u>161,300</u>

Cost of net book value assets RM 1 still in use at year end:

	2024 RM	2023 RM
Air conditioner	5,215	9,295
Computer and EDP	49,389	690,372
Equipment	-	8,000
Furniture and fittings	4,422	37,296
Medical equipment	59,045	59,045
Motor vehicle	554,182	554,182
Office equipment	8,541	9,631
Renovation	10,884	10,884
Security equipment	-	9,000
	<u>692,678</u>	<u>1,387,705</u>

12 INVENTORIES

	2024 RM	2023 RM
At cost:		
Merchandise	40,411	17,466
Mobile clinic	<u>5,235</u>	<u>5,235</u>
	<u>45,646</u>	<u>22,701</u>

13 OTHER RECEIVABLES

	2024 RM	2023 RM
Other receivables	996,872	67,980
Deposit	200,904	199,944
Prepayment	174,562	214,438
Advance to mission members and basecamp	216,239	268,141
Amount due from associate	<u>183,397</u>	<u>3,180</u>
	<u>1,771,974</u>	<u>753,683</u>

14 CASH AND CASH EQUIVALENTS

	2024 RM	2023 RM
Cash in hand	646,579	436,001
Cash at bank	28,494,403	18,187,056
Deposits with licensed banks	<u>6,680,242</u>	<u>12,722,969</u>
	<u>35,821,224</u>	<u>31,346,026</u>

The foreign currency exposure profile at the year ended are as follows:

Cash and bank balance:

Euro	236,126	-
Kyat	371,971	381,950
US dollar	<u>4,172,379</u>	<u>3,262,883</u>

Deposits with licensed banks:

Euro	385,180	408,762
US dollar	<u>1,230,476</u>	<u>1,261,641</u>

The effective interest rate of the fixed deposits of the Society at year end date range 2.45% to 5.00% (2023:2.60% to 6.00%).

15 PAYABLES

	2024 RM	2023 RM
Other payables	1,078,889	337,591
Accruals	<u>2,553,880</u>	<u>2,573,038</u>
	<u>3,632,769</u>	<u>2,910,629</u>

15 PAYABLES (CONTINUED)

	2024 RM	2023 RM
The foreign currency exposure profile of this payables:		
US dollar	<u>1,821,325</u>	<u>1,976,472</u>

16 SUSTAINABILITY RESERVE FUND

	2024 RM	2023 RM
Balance as at 1 January	1,736,309	1,579,954
Addition during the year	<u>150,701</u>	<u>156,355</u>
Balance as at 31 December	<u>1,887,010</u>	<u>1,736,309</u>

17 INCOME TAX EXPENSE

The Society has been granted approval for tax exemption under Section 44(6) of the Income Tax Act, 1967.

18 STAFF COSTS (NOTE 9 & 10)

	2024 RM	2023 RM
EPF and SOCSO	228,333	156,312
Medical	58,044	29,677
Salaries, allowances and wages	<u>1,904,907</u>	<u>1,407,465</u>
	<u>2,191,284</u>	<u>1,593,454</u>
Number of employees (excluding Executive Council) at the end of financial year	<u>71</u>	<u>72</u>

19 PURCHASE OF PROPERTY, PLANT AND EQUIPMENT

	2024 RM	2023 RM
Purchases of property, plant and equipment by cash	<u>289,707</u>	<u>174,783</u>

20 FINANCIAL INSTRUMENTS**20.1 FINANCIAL RISKS MANAGEMENT OBJECTIVES AND POLICIES**

The Society has exposure to financial risks as the following:

- a) Credit risks arising from its other receivables and bank balances;
- b) Interest rate risks from deposits with licensed bank.

20.2 NET GAINS AND LOSSES ARISING FROM FINANCIAL INSTRUMENT

	2024 RM	2023 RM
Deposits placed at licensed bank	<u>555,440</u>	<u>384,222</u>

The Society measured its financial assets and financial liabilities at amortised cost ("AC").

	Carrying amount RM	AC RM
2024		
Financial assets		
Other receivables	1,597,412	1,597,412
Cash and bank balances	29,140,982	29,140,982
Fixed deposit	<u>6,680,242</u>	<u>6,680,242</u>
	<u>37,418,636</u>	<u>37,418,636</u>
Financial liabilities		
Payables	<u>3,632,769</u>	<u>3,632,769</u>
2023		
Financial assets		
Other receivables	539,245	539,245
Cash and bank balances	18,623,057	18,623,057
Fixed deposit	<u>12,722,969</u>	<u>12,722,969</u>
	<u>31,885,271</u>	<u>31,885,271</u>
Financial liabilities		
Payables	<u>2,910,629</u>	<u>2,910,629</u>

21 FINANCIAL RISK MANAGEMENT OBJECTIVES AND POLICIES

The financial risk management is integral to the development of the Society's operation. The Society has in place the financial risk management policies to manage its exposure to a variety of risks to an acceptable level.

21 FINANCIAL RISK MANAGEMENT OBJECTIVES AND POLICIES (CONTINUED)

The Society's principal financial risk management policies are as follows:

21.1 CREDIT RISK

Cash and bank balances are placed with reputable financial institutions based on rating agencies' ratings. The Society placed funds in respect of other financial assets by reference to the investment evaluation procedures to ensure that the credit risk is kept at minimum level.

Receivables presented in the statement of financial position are net of allowances for impairment losses, estimated by management based on prior experience and the current economic environment.

The carrying amounts of the financial assets recorded on the statement of financial position at the reporting date represent the Society's maximum exposure to credit risk in relation to financial assets. No financial assets carry a significant exposure to credit risk other than those disclosed in the notes.

The Society does not hold any collateral and thus, the credit exposure is continuously monitored by the management.

21.2 LIQUIDITY AND CASH FLOW RISK

Liquidity risk is the risk that an enterprise will encounter difficulty in raising funds to meet commitments associated with financial statements.

Cash flow risk is the risk that future cash flows associated with a financial instrument will fluctuate. In the case of a floating rate debt instrument, such fluctuations result in a change in the effective interest rate of the financial instrument, usually without a corresponding change in its fair value.

In the short term, the Society focuses on liquidity, gearing of financial position, funds resources for charitable and operating activities. Prudent liquidity risk management implies maintaining sufficient cash flow and the availability of continuous funding from corporate and public according to the Society's charitable projects. Due to the dynamic nature of the underlying operation, the Society aims at maintaining sufficient unearmarked funds.

	Note later than 1 year or on demand RM	1 - 5 year RM	Over 5 year RM	Total RM
2024				
Payables	<u>3,632,769</u>	<u>-</u>	<u>-</u>	<u>3,632,769</u>
2023				
Payables	<u>2,910,629</u>	<u>-</u>	<u>-</u>	<u>2,910,629</u>

21 FINANCIAL RISK MANAGEMENT OBJECTIVES AND POLICIES (CONTINUED)

21.3 MARKET PRICE RISK

Market price risk is the risk that the fair value or future cash flows of the Society's financial instruments will fluctuate because of changes in market prices (other than interest or exchanges rates)

Fair Value

The following are classes of financial instruments that are not carried at fair value and whose carrying amounts are reasonable approximations of fair values:

	Note
Other receivables	13
Payables	15

The carrying amounts of these financial assets and liabilities are reasonable approximations of fair values, either due to their short-term nature or that they are floating rate instruments that are re-priced to market interest rates up or near the reporting date.

21.4 INTEREST RATE RISK

Interest rate risk arises when the future cash flows or fair value will fluctuate due to the changes in interest rates related to financial assets and financial liabilities with floating interest rates.

The Society's financial instruments that are exposed to interest rate risk and the applicable weighted average effective interest rates are disclosed in the respective notes.

21.5 FOREIGN CURRENCY RISK

The Society is exposed to foreign currency risk on transactions and balances that are primarily denominated in Euro, US dollar and Kyat.

Foreign currency risk is monitored closely ongoing basis to ensure that the net exposure is at an acceptable level.

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Support Our Cause

MERCY Malaysia provides critical medical aid, disaster relief, and long-term recovery programs to communities in crisis. We focus on practical solutions that help people rebuild their lives—whether through emergency healthcare, sustainable development initiatives, or disaster preparedness efforts.

Your support ensures that we can deliver assistance where it's needed most, improve healthcare access, and help communities recover with dignity. Every contribution directly strengthens our ability to respond to crises efficiently and effectively, ensuring long-term impact. Whether through funding, volunteering, or advocacy, you can play a vital role in shaping a stronger, more resilient future for vulnerable communities worldwide.

Join us in making a real impact today.



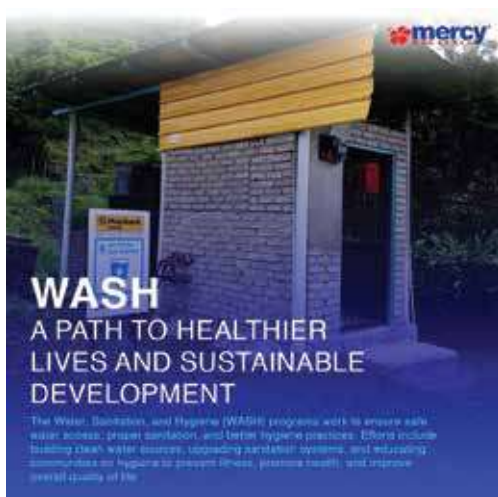
Essential Healthcare in Humanitarian Relief

MERCY Malaysia provides lifesaving healthcare through mobile clinics, outreach, and emergency response, ensuring medical access, treatment, and health education for vulnerable communities.



Community Resilience

MERCY Malaysia's DRRM and climate resilience programs enhance preparedness, risk reduction, and capacity-building, empowering communities to navigate crises and rebuild stronger.



WASH for Healthier Lives

MERCY Malaysia's WASH programs ensure clean water, sanitation, and hygiene education, preventing disease and improving community health and resilience.

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MALAYSIA

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Malaysia Flood Relief Fund

MERCY Malaysia mobilizes critical aid and recovery efforts, ensuring swift, effective support for disaster-affected communities nationwide.

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END THE VIOLENCE

Support MERCY Malaysia's humanitarian relief support

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MERCY Malaysia
CIMB: 8000 7929 08
Ref: GAZA




Palestine Relief Fund

MERCY Malaysia mobilizes aid for Palestinians in Gaza, providing essential relief, healthcare, and support amid ongoing humanitarian crisis.



**SERINGGIT
SEHARI**

a donation drive by MERCY Malaysia



Seringgit Sehari

With just RM1 a day can help MERCY Malaysia deliver lifesaving medical aid, disaster relief, and essential support to vulnerable communities.

seringgitsehari@mercy.org.my



LZNK
LEMBAGA ZAKAT NEGERI KEDAH



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MERCY Malaysia is officially appointed by Lembaga Zakat Negeri Kedah (LZNK) as a trusted Zakat Collection and Distribution Agent. All Zakat payment receipts will be issued directly by LZNK.



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Public Service Announcement



HMPV

Human Metapneumovirus



[What You Need to Know >](#)




Current Situation

Recent reports indicate that HMPV cases are increasing globally.


In Malaysia, the Ministry of Health recorded 327 cases in 2024, as significant rise compared to 102 cases in 2023.

This upward trend highlights the need for vigilance and preventive measures to mitigate the virus's impact on vulnerable populations.





Getting To Know Mpox



Stay informed and protect yourself from the recent Mpox outbreak. Here's what you need to know.



Traveling Across Borders?

Take Extra Precautions



- Increased Risk: Traveling to different regions can expose you to varying levels of Mpox risk.
- Stay Informed: Check travel advisories and health updates for your destination.
- Pack Smart: Bring personal hygiene items like hand sanitizer and avoid sharing personal belongings.
- Monitor Symptoms: Be vigilant for symptoms during and after your trip, and seek medical advice if needed.



Tindakan Pantas bagi Golongan OKU semasa evakuasi bencana





ASET KESIAPSIAGAAN AWAL BENCANA KOMUNITI





Get to know Polio

Polio is a serious illness caused by a virus that primarily attacks the nerves in the spinal cord or brain stem. In severe cases, polio can lead to paralysis, affecting movement in certain limbs, breathing difficulties, and sometimes death.

In Gaza, the polio virus was detected in wastewater samples—an alarming yet unsurprising development given the dismantled state of the territory's health systems after nine relentless months of war.



Why Children of Gaza are at risk of Polio


Children trapped in Gaza face the threat with nowhere to turn. Prior to the conflict, vaccination coverage was at 99%. Now, that rate has dropped to 86%, creating dangerous pockets of unvaccinated children where the virus can circulate.

Polio is a virus that spreads easily from person to person, through contaminated water and food, as well as coughing or sneezing.



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SIGN THE PETITION



GAZA


Frequently Asked Questions

On MERCY Malaysia's Gaza Operation – A Way Forward



WORLD REFUGEE DAY

May this World Refugee Day bring awareness, compassion, and action to support refugees worldwide. Your bravery and resilience inspire us to be better.



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World Humanitarian Day



Transparent Aid: Building Accountability in Humanitarian Funding

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Colophon

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