



# Managing Vulnerabilities from Non-Profit Organization's Perspective

*Presented by,*

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# OUR NEW PREMISE



**MERCY Malaysia (Society Reg. No. 1155)  
No.4, Jalan Langgak Golf, Off Jalan Tun Razak,  
55000 Kuala Lumpur**

# OUR HISTORY

**“As one of a mere handful of southern-based international organisations, our roots are humble”**



**Humanitarian assistance  
to Kosovo - 1999**



**Humanitarian assistance  
to GAZA - 2014**

# OUR CORE VALUES

- VISION** To be outstanding in delivery of medical and humanitarian aid to all
- MISSION** MERCY Malaysia is an international non-profit organisation focusing on providing medical relief, sustainable health-related development and risk reduction activities for vulnerable communities, in both crisis and non-crisis situation

# OUR CORE VALUES

## **M**MOTIVATION

We are highly motivated and passionate

## **E**XCELLENCE

We do the right things in the right way;  
we are accountable to beneficiaries and donors

## **R**ESPECT

We show trust and respect in all our interactions

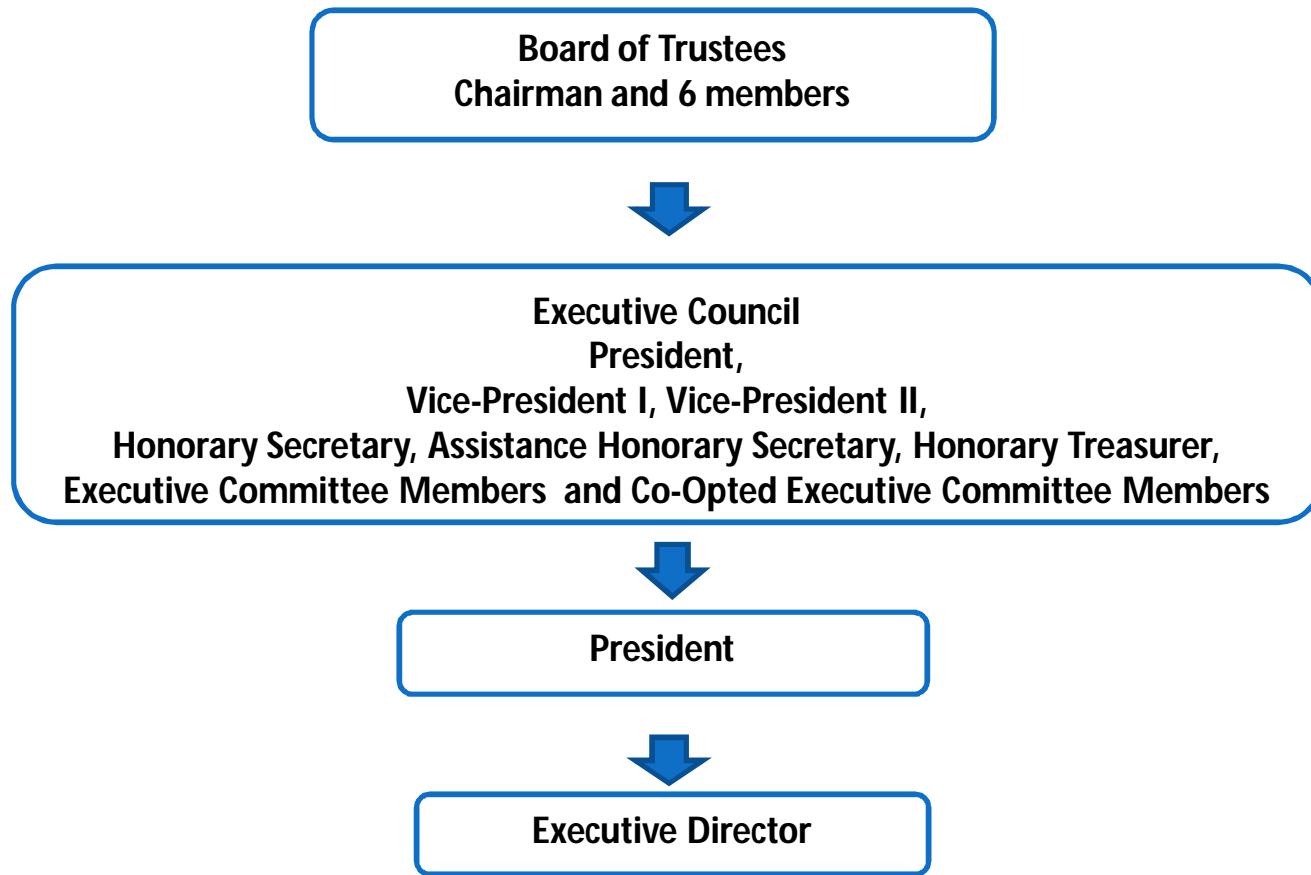
## **C**OLLABORATION

Working with peers, partners and volunteers, build on each other's strengths and enhance the impact of beneficiaries

## **Y**EARN TO SERVE

We will go the extra mile to help those in need

# OUR GOVERNANCE



# OUR SOCIETY

**MERCY Malaysia is a registered society under the Societies Act 1966 (Societies Reg. No. 1155).**

**To date, MERCY Malaysia has over 500 members and is supported by approximately 5,000 registered volunteers in our database.**

**In compliance with the Societies Act, MERCY Malaysia submits its account to an external auditor, publishes its Annual Report for review and holds Annual General Meeting usually in the months of June of every year.**



# OUR ACCOUNTABILITY

The MERCY Malaysia footprint of timely, non-denominational medical relief saw us aid beneficiaries from all around the world. **In 2013, we helped citizens from 15 countries get back on their feet.**

From Afghanistan to Turkey, and Bangladesh to Thailand, **MERCY Malaysia manages to touch the lives of over one million beneficiaries**

**MERCY Malaysia believes the RM 14.5 million spent on humanitarian services in 2013** gave the recipients hope, and the belief that they are no forgotten

Source: Annual Report 2013

# OUR ACCOUNTABILITY

## ANNUAL REPORT

As part of our commitment to the Humanitarian Accountability Partnership, MERCY Malaysia publishes its Annual Report which includes Financial Statement for public review



Source : [www.mercy.org.my](http://www.mercy.org.my)

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# OUR ACCOUNTABILITY

The **Humanitarian Accountability Partnership** was officially registered in Geneva, Switzerland, in March 2003 its purpose of achieving and promoting the highest principles of accountability through self-regulation by members.

In 2007, MERCY Malaysia took a significant step towards allowing itself to be guided and audited in the practice of good governance and transparency by becoming a member of the HAP.

**In 2011, it marks a significant year once again for MERCY Malaysia when it was successful in it's bid to acquire the HAP re-certification**

# OUR ACCOUNTABILITY

1<sup>st</sup> in Asia, 3<sup>rd</sup> International Non-Governmental to be certified by HAP Humanitarian Accountability and Quality Management Standard.

This is the only aid standard developed in this way and which meets the ISO guidelines for designing quality standards.

This marks as an achievement for MERCY Malaysia in its effort to expand humanitarian relief in an accountable and transparent manner.

# OUR ACCOUNTABILITY

## FINANCIAL ACCOUNTABILITY AND TRANSPARENCY

**Accountability and transparency are the core principles** of the organisation. All staff and volunteers must abide by our accountability procedures and processes, which include adherence to the Treasury and Financial Policies.

**MERCY Malaysia is responsible to its stakeholders**, which include beneficiaries, donors, staff, volunteers, partners, governments, local authorities, other organizations and the general public who have places faith in MERCY Malaysia

Source: [www.mercy.org.my](http://www.mercy.org.my)

# OUR ACCOUNTABILITY

To uphold this trust we:

- Refrain from using organisational resources for non-MERCY Malaysia purposes
- Observe and comply with all laws and regulations affecting MERCY Malaysia and the country where we are operating (whenever possible)

Source: [www.mercy.org.my](http://www.mercy.org.my)

# NATURE OF OUR SOCIETY

## FUNDRAISING ACTIVITIES

**The Society being a non-profit organisation will raise fund for its activities with prior approval of the Executive Council**

**Source: Annual Report 2013**

# FUNDRAISING ACTIVITIES

**MERCY Malaysia Extends Help to Survivors Of Typhoon Haiyan in Ormoc Provincial Hospital, Ormoc City By Cash donations:**

**KUALA LUMPUR, 20th of November - MERCY Malaysia's relief team is currently based in Ormoc District Hospital, Ormoc City where they have set up an emergency services to provide out-patient treatment for those who have been affected by Typhoon Haiyan.**

**According to a report by the United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA), 13.2 million have been affected, 4.4 million displaced and 1.1 million houses damaged.**

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# FUNDRAISING ACTIVITIES

**By Cheque** : Attention to MERCY Malaysia (please make sure that the word '**MERCY**' is in all caps) and write the word '**Philippines**' at the back along with their full name and contact on the reverse side of the cheque

**Online:** go to our website ([www.mercy.org.my](http://www.mercy.org.my) ) click on the '**Yes I will Donate** ' button , scroll down the new page and look for '**My donation**' will go to' and then click on the drop down box and choose '**Philippines Relief Fund**'

# FUNDRAISING ACTIVITIES

## By Cash donations:

### **CIMB Bank**

Account name: **Mercy Emergency Relief Fund**

Account number: **1253-0013874-05-0**

For overseas transactions: ABA Swift code: **CIBBMYKL**

### **MAYBANK**

Account name: **Mercy Humanitarian Fund**

Account number: **5621-7950-4126**

For overseas transactions: ABA Swift code: **MBBEMYKLA**

To donate online, please

visit [www.mercy.org.my](http://www.mercy.org.my) or [www.seringgitsehari.org.my](http://www.seringgitsehari.org.my)



providing humanitarian aid



OUR BANK ACCOUNTS:



account name: **MERCY HUMANITARIAN FUND**  
account number: **5621-7950-4126**  
Swift Code: **MBBEMYKL**



account name: **MERCY Malaysia**  
account number: **8000-7929-08**  
Swift Code: **CIBBMYKL**



account name: **Malaysia Medical Relief Society**  
account number: **212273-0000-9257**  
Swift Code: **RHBBMYKL**

Donors also can make an online donation through Maybank2U (via registered biller), CIMBclicks (via CIMB Cares), AmOnline (via registered biller) and iRakyat (via registered biller). Please include proof of transaction for Tax Exemption Receipts which will be issued once the transaction is successful.

More queries, please do not hesitate to contact [fra@mercy.org.my](mailto:fra@mercy.org.my).

Contact no: +603 2142 2007

# HOW TO REACH US



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**Facsimile: +603 2142 1992**

**[www.mercy.org.my](http://www.mercy.org.my)**

**[www.facebook.com/MERCYMalaysia](https://www.facebook.com/MERCYMalaysia)**

**[www.twitter.com/MERCYMalaysia](https://www.twitter.com/MERCYMalaysia)**