



**ANNUAL REPORT FOR  
FINANCIAL YEAR ENDING 31<sup>st</sup> DECEMBER 2023**

**Social Health Growth Ltd**

**社会健康成长学会**



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## **About Us**

Our logo depicts a child in her mother's embrace. Shaped like a heart, the logo represents our dedication to helping the underprivileged families. The letters, S, H and G represent Social, Health, and Growth respectively. The vines and flowers extending from the G expresses the organization's strength to reach beyond our values and capacity. The three flower buds signify us exercising our values through our minds, hearts and physical actions:

Commitment, Teamwork and Cooperation, Improvement, Trust & Care

### **OUR VISION**

To support parents and disadvantaged families raise healthy children into contributing members of society.

### **OUR MISSION**

#### **SOCIAL**

To understand social inclusion and emphasize the significance of social belongingness. Our aim is to help all communities, race and creed in Singapore.

#### **HEALTH**

To support and promote the physical and emotional health of individuals. Our aim is to provide for the physical, emotional and mental well-being for the single, unwed mothers and that of their children.

#### **GROWTH**

To provide financial literacy services. Our aim to provide for uplifting and supporting the mothers to grow as individuals and have financial independence and create a better future for themselves and their families.

## SHG MANIFESTO

To build a sustainable ECO Social Community within the social service space.

To provide quality education to disadvantaged families and children by demonstrating what can be changed to achieve quality education.

1. Physical and mental space for **learning** and **experimentation** is a mandatory requirement.
2. We require **alternative** and **diverse ECO Social Community**.
3. **Innovation** and **creativity** transformation from old sharping to new working environment.
4. We need to experiment with alternative **social relations** and **social values**.
5. To build a sustainable financing with the Social, Environment and Government.
6. Transformative change requires **hybrid combinations** of civil society, state and market.
7. Social innovation to create and develop an impact in the social community.
8. **Woman empowerment** is a promising response to the challenges of globalisation by adopting Sustainable Development Goals ("SDGs").
9. Social innovation is about fostering a sense of **belonging** and **competence**.
10. **Transparent** and **inclusive** decision-making is a necessary condition for change.

## Overview of Charity

Social Health Growth Ltd (“SHG”) was established on 16 February 2012 following extensive research by Chairman Mr. Alson Boo. His sole purpose is to improve the socio-economic conditions of unwed and/or single mothers in our community who were mostly left alone to fight their daily battles. SHG was formally registered as a Charity under the Charities Act (Chapter 37) in 2017.

Block 91 Henderson Resident Committee (RC) Centre was the first venue that SHG launched its pilot programs. With strong demand from unwed and/or single mothers in other areas, SHG has expanded to 9 centres across Singapore including Pipit Road RC Zone E, Jalan Bukit Merah, Bedok, Nee Soon South, Commonwealth, and Sengkang/Jalan Kayu, Aljunied Crescent zone 2 and Wisma Geylang Serai.

### **Organization Milestones**

- **Mid 2017** - Registered as a full-fledged Charity Organisation
- **Aug 2017** - Obtained NCSS membership
- **Jun 2018** - Registered as an Institute of Public Character (“IPC”)
- **Feb 2019** - President’s Challenge 2019 award
- **Jan 2020** - Best Single Parent & Elder Care Support by APAC Insider
- **Nov 2020** - President’s Volunteerism & Philanthropy awards Special Edition 2020
- **Mar 2020** - President’s Challenge 2020 award
- **Mar 2021** - President’s Challenge 2021 award

**Unique Registration Number (UEN):** 201203801G

### **Registered Address:**

200 Jln Sultan, #03-17B Textile Centre,  
Singapore 199018

Welcome  
Message from  
Chairman

SHG completed 13 years in February this year. I am pleased with the organisational growth and its contribution to the society. In initial years, we faced a lot of financial hardships to sustain and grow our volunteers and beneficiary programs. SHG received the President Award from 2019 to 2021 which was a key milestone for SHG. In 2023, we will create financial sustainability, coaching, mentoring programs and new partnership with SMEs and developing impact within the social community which impacts their ESG.

SHG continues to build a strong foundation along with COC and NCSS as its guiding principles to provide strong support to our beneficiaries.



Since its establishment, SHG has always strived to reach out to more beneficiaries by expanding its centres and provide stronger support to the beneficiaries by adding new programs in line with the beneficiary's requirement. Since its start with centre at Henderson Road, SHG has expanded to 9 centres to-date.

In 2019, we introduced Computer Literacy as a new program. SHG collaborated with Government Investment Corporation ("GIC") where GIC's volunteers assist and guide single parent and/or unwed mothers, including underprivileged children. The mothers were taught the technical know-how of operating MS Word, MS Excel and etc. while the children attended tuition classes taught by our professional tutors. GIC also sponsored SHG with MS surface book tablets for learning. GIC's program sessions benefited our beneficiaries tremendously leading to impressive progress in their computer literacy knowledge. Some SMEs have also employed our beneficiaries' mothers to work from home - thanks to the computer literacy program session conducted by GIC. Further, GIC was also awarded the MDIC award for making great contribution and social impact to the community. SHG aims to establish more Corporate Social Responsibility Partnership with Small Medium Enterprises and Multi-national Corporations to establish an Ecosystem and optimize the welfare for its beneficiaries.

In April 2023, Traveloka Indonesia and Singapore co-created the cybersecurity basic program. This program greatly benefited more than 600 beneficiaries. St James Place and St James Foundation, PAG Advisor Hong Kong and Singapore also donated to support our programs. Further, two new centres were created; Geylang Serai CC and Aljunied Crescent. In December 2023, South East CDC sponsored fruits, vegetables, diapers and milk powder for our beneficiaries. We also engaged 3<sup>rd</sup> party to develop our fundraiser policy to have a new donation management system and volunteer management system to better engage our volunteers for the fundraiser campaign. In 2024, we will continue to create more jobs for our beneficiaries. We will continue to provide training for our staff and volunteers such as PDPC and other professional training. Our beneficiaries will in turn assist to teach the new beneficiaries. There will be peer and group discussion and sharing session during the training sessions.

Some of our other programs launched include Coaching and Mentoring. These programs help our beneficiaries to create more impact for themselves and other companies. Our social enterprise with job creation has shown great record of more than 15 SMEs employing our beneficiaries since 2017. They're industries including F&B, import & export (foods), Fashion, retailers, office administration and etc.

SHG has supported more than 8500 beneficiaries since 2012. With continued support since Covid-19 in 2020, we saw significant increase of beneficiaries (single parent and unwed mother) especially in areas of Bukit Merah, Sengkang and Bedok. In 2024, we are expecting a significant increase in beneficiaries from 50% to 60%

Children has always been one of our key focus areas. Our volunteer engagement program has shown great increase as well. Individual volunteers are joining us to teach our beneficiaries and equip them with relevant skill sets and knowledge to enable them to get a better paying job. Our volunteer engagement helps our volunteer to learn problem solving skills and critical thinking skills. We saw a significant increase in the demand for volunteer tutors, especially for online teaching. We hope to engage more volunteers to join us to teach the children, single parent, unwed mothers and elderly. Some of the students from junior colleges, polytechnics and Singapore Management University join our children tutoring volunteer program and other programs.

During 2023, SHG received strong support from government in the form of grants to improve our online learning management and digital transformation program. We would like to extend sincere thanks to Singapore Government for its support during the difficult pandemic period. We also received donation from St James, Nomura Singapore Limited, NVPC, NCSS, Toteboard, PAG, GIC, MindChamps, Traveloka whos supported our programs. Their CSR and donation drive will greatly benefit our beneficiaries. SHG created sustainable reporting for St James, PAG and Traveloka. They used it for their company integration financial reporting, which includes GRI, SDG and IFRS S1 and S2.

In addition, in 2024 we will have new refresher Patron – Ms Tin Pei Ling (Member of Parliament for Macpherson SMC) and new board members joining our board.

It has been my privilege to serve as Chairman of SHG for the past 13 years. Looking ahead, I hope more donors and volunteers can come forward to support our cause of caring for the communities. No donation is too small with a willing heart. Let's journey together to better years.

**Yours sincerely,**



**Mr Alson Boo,  
Chairman, SHG**

## Leadership

### Governing Board Members/Management

| Name           | Designation  | Date of Appointment |
|----------------|--------------|---------------------|
| Mr Alson Boo   | Chairman     | 16 Feb 2012         |
| Ms Nellie Chua | Board Member | 16 Feb 2016         |
| Ong Peow       | Board Member | 30 Apr 2021         |

### Advisory Council

| Name          | Designation          | Date of Appointment |
|---------------|----------------------|---------------------|
| Pratap Kishan | Advisor to the Board | 16 Feb 2016         |
| Halim         | Patron to the org    | 16 Feb 2015         |

Alson Boo has been a Chairman and served the Board since 2012. He helps to oversee the daily operations in the charity. He's working for a Wealth and Asset Management company in Singapore since 2009. He also volunteers in teaching financial literacy, woman empowerment leadership management and computer literacy program.

Alson does not hold any relevant offices in any other charity except SHG.

Nellie Chua has been a Vice Chairman and served the Board since 2012. Nellie is a Legal Manager in a local law firm. She is managing the finance, admin and account for the charity organization. She also manages the children enrichment program operation. She is also the Secretary and Treasurer.

Nellie does not hold any relevant offices in any other charity except SHG. She holds a Master degree in Human Resource.

Ong Peow has served the Board since 2020. He has been a wealth advisor for more than 15 years. He is presently working at Republic Polytechnic as an adult educator. He also teaches financial literacy, woman empowerment leadership management and computer literacy.

Ong Peow does not hold any relevant offices in any other charity except SHG.

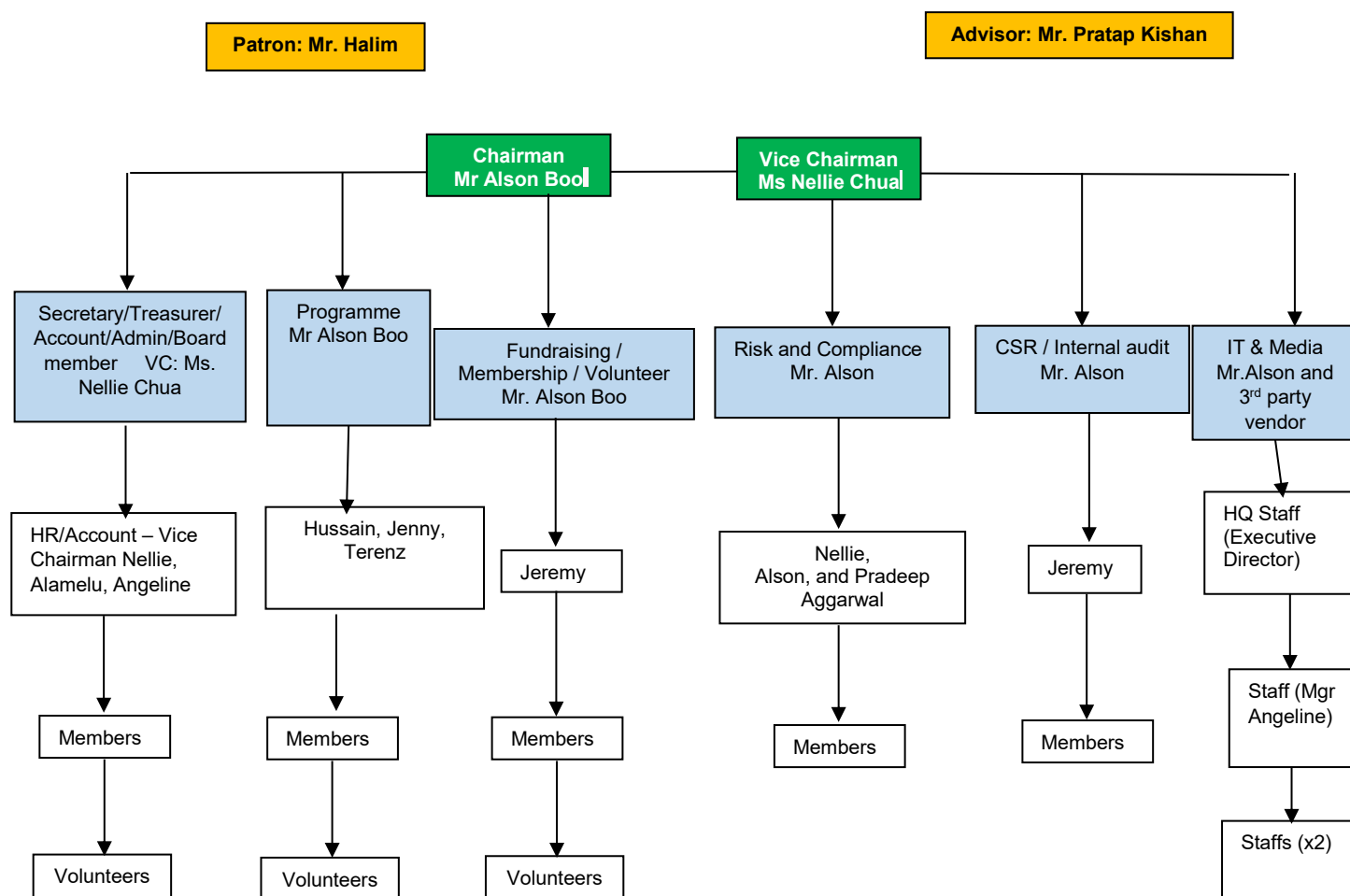
### Terms of Reference

Chairman has served the board for more than 3 terms

Vice Chairman has served the board for more than 3 terms.



## Organizational Structure



## Social Health Growth bank account

### Bank details

Bank Name: Oversea-Chinese Banking Corporation Limited

Account Number: 641794177001

Currency: SGD

Type of Account: Current

Account Name: Social Health Growth Ltd

Bank Name: Oversea-Chinese Banking Corporation Limited

Swift Code: OCBGSGSG

Bank's Code: 7339

Branch Code: 641

Branch Name: North Branch

Address: 65 Chulia St, OCBC Centre, Singapore 049513

Registered Number: 201203801G

If you wish to make a donation to us, please make your cheque payable to "Social Health Growth Ltd", and mail it to the below address. All donation will be tax deductible with 250%.

**Information for Receipt**

Name: Social Health Growth Ltd

Mailing address : 200 Jln Sultan, #03-17B Textile Centre, Singapore 199018

Attention To : Ms Nellie Chua

Email: Nellie.chua@socialhealthgrowth.org

**Declaration**

SHG staff's salary does not exceed \$50,000 per annum.

**Related Party's donation contributions**

12 April 2023 – Mideast Capital Pte Ltd - \$84,500 for food rations program

14 April 2023 – Mideast Capital Pte Ltd - \$84,000 for Women Empowerment Leadership Management program

21 April 2023 - Pathways To Better Life - \$10,000 for computer literacy program

24 April 2023 – Mideast Capital Pte Ltd - \$95,000 for computer literacy program

02 May 2023 – Mideast Capital Pte Ltd - \$150,500 for financial literacy program

23 May 2023 – Mideast Capital Pte Ltd - \$95,000 for gala dinner to funds SHG programs

23 June 2023 - SHG Academy – \$115,000 - Social Enterprise contributing gala dinner for SHG programs

21 Aug 2023 - SHG Academy - \$100,000 - for Woman Empowerment Leadership Management

30 Aug 2023 - Pathways To Better Life - \$50,000 - for Food Ration Sustainability program

8 Sep 2023 - Pathways To Better Life Ltd - \$40,000 - for Woman Empowerment Leadership Management

21 Sep 2023 - SHG Academy - \$100,000 - for Computer Literacy

28 Nov 2023 - \$16,000 - Wealth Growth Consultancy Pte Ltd - for Woman Empowerment Leadership Management

## Summary Financial Performance

|                     | 2023      | 2022     | Change    | Change% |
|---------------------|-----------|----------|-----------|---------|
| Total Revenue       | 1,564,093 | 535,727  | 1,028,366 | 192%    |
| Total Expenditure   | 1,583,345 | 698,813  | 884,532   | 127%    |
| Surplus / (Deficit) | -19,079   | -141,883 | 122,804   | -87%    |

- We are pleased to report a strong 190% growth in total revenue, much stronger than 80% growth mentioned in last year, driven by donation. The strong growth was result of our engagement and support from corporates, which are coming forward to make donation particularly for impact and sustainable program.
- We have significantly expanded its program so that more beneficiaries can benefit from them including opening of 2 new centres. Consequently, we remaining in deficit of SGD 19,079 despite a robust revenue growth in 2023. There are still more than SGD 500,000 of grants yet to be received from our donors.
- We are now streamlining our expenses to have more online and volunteer which will reduce our expenses. We are expecting accumulated fund to build to support more beneficiaries through volunteers specialize courses and sponsorships for the courses.

## 2024 new program

- ✓ Therapy coaching
- ✓ Team coaching
- ✓ Team supervision
- ✓ Team Facilitation
- ✓ Team Mentoring
- ✓ Online Learning Management system
- ✓ Job Creation - Selling of T-shirt and Totebags online
- ✓ Sustainability program with companies
- ✓ Empower Women Leaders

## Major Financial Transactions

The following list is non-exhaustive:

- Beneficiaries' support of SGD 1,225,909 comprising among others coaching, consultancy and mentoring for the beneficiaries and volunteer.
- Staff Salaries at SGD 96,090
- Rental at SGD 30,854

## Reserve Policy

Social Health Growth Ltd maintains a justifiable reserve policy for sustainability for the following:

- 1) Must not be distracted from its core charitable purposes;
- 2) Take into full account the potential risks and returns, and not expose SHG assets to significant risk;
- 3) Have SHG investment policy approved by the Board;

- 4) Have SHG Board ensure transparency in our investments, and
- 5) Obtain advice from qualified professional advisors if deemed necessary by SHG Board.
- 6) Reserve policy of 1: (0.02) In view of 2022 and 2023, our expenses have been reduced. We will be expecting our expenditures reduces further by 2024 financial year end as we reduce 60% of our operational costs.

Noted: In view of 2024, our operation expenses shall reduced further by 60% as compare to financial year 2023, we streamline our expenses to engaged more online program with new volunteers involvement.

Starting from Jan 2024, we have had streamline program and had it online. Therefore, 2 centre will be face to face and 7 centre will be online. Teaching and tutoring will be delivered online by our trainer, teacher and volunteer. We will deploy our online learning management system. Therefore, it helps us reduced our manpower and paper works by 60%.

We will also be employing a new executive director to oversee our organization and this will help our program running smoothly. About 70% of our donation come from external fundraising from individuals and company donors. We will continue to raise funds from 3<sup>rd</sup> party fundraiser example gala dinner, business network fundraiser and digital fundraiser.

## **Our Work: Programmes and Activities**

### **SHG Ongoing Programmes**

- 1) Financial Literacy
- 2) Children Enrichment
- 3) Women Empowerment Leadership Management
- 4) Computer Literacy
- 5) Job Creation
- 6) Diaper and Milk Powder Rationing
- 7) Youth Leadership financial literacy with SMU
- 8) Elderly Health Dance Exercise
- 9) English Language
- 10) Food Rationing
- 11) Health Worker program
- 12) Coaching program
- 13) Mobile Literacy
- 14) Cyber Security program
- 15) Chinese program

The above programmes have achieved a breakthrough for online program between 85% to 90%. KPI of the success factor for each program are above our expected focus.

Our financial literacy, woman empowerment, computer and mobile and children enrichment program has 90% success factor based on online test and assignment conducted by independent trainers, tutors/volunteers and CSR partners.

SMEs company has shared great computer and IT media knowledge to SHG's beneficiaries via its Computer Literacy and Mobile Programs. Beneficiaries have also shown significant improvement since its inception.

Our partnership with SMU's youth leadership program in financial literacy is one key program that will allow SHG to identify, train and groom potential youth leaders who will continue SHG's legacy and future goals.

Some notable highlights include the significant increase in Homebase and Job Placement within Small Medium Enterprises where numerous mothers were able to get a job. SHG will reach out to more SMEs to optimize beneficiary's opportunity for new job placements.

Other SHG's activities and donation platform include: Benevity, SimplyGiving, give2asia, globalgiving, give.asia and giving.sg

- **Saturday house visit** – once every 2 months
- **Bi-annual social networking night** – ad hoc planning
- **Yearly fund-raising event** – 2 or 3 planned events per year
- **Fund raising** on social media sites like Giving.sg, SHG's website, other online social media platform and collaboration with Singapore Buddhist Welfare Services, SANA, and Thye Hua Kwan (Tanjong Pagar).

### **Board Meetings**

Number of Board meetings in the year 12 times

Individual Board member's attendance 12 times once every monthly.

Auditor name: Prime Accountants LLP

Address: 21 Merchant Road, #07-02, Singapore 058267

Website: [www.primeac.com.sg](http://www.primeac.com.sg)

## **Governance**

### **Policies**

SHG is governed by its Memorandum and Articles of Association dated 16th Feb'2012.

Board has also established various policies including Code of Conduct, Beneficiary policy, Reserve Policy etc.

### **Board Meetings and Attendance**

A total of 12 Board meetings were held in this financial year. Most board meetings were attended by the individual Board Members and its respective Committee Members.

### **Disclosure of Remuneration and Benefits received by Board Members**

No Board members were remunerated for their Board services in the financial year.

## Governance Evaluation Checklist (requirement of Article 7A of Charities Act Chapter 37)

| S.N.                    | Description                                                                                                                                                                                                                                                                                                                                                            | Response                                                                                                                                                                     |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Board Governance</b> |                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                              |
| <b>1</b>                | <b>Induction</b> and <b>orientation</b> are provided to incoming Board members on joining the Board.                                                                                                                                                                                                                                                                   | <input checked="" type="radio"/> Complied<br><input type="radio"/> Not Complied<br>Proper induction done before new board member joining the board                           |
|                         | <b>Are there Board members also holding staff<sup>1</sup> appointments? (Skip items 2 and 3 if “No”)</b>                                                                                                                                                                                                                                                               | <input type="radio"/> Yes<br><input checked="" type="radio"/> No                                                                                                             |
| <b>2</b>                | Staff does <b>not chair</b> the Board and does <b>not comprise more than one-third</b> of the Board.                                                                                                                                                                                                                                                                   | <input type="radio"/> Complied<br><input type="radio"/> Not Complied                                                                                                         |
| <b>3</b>                | There are written job descriptions for their executive functions and operational duties which are <b>distinct from their Board roles</b> .                                                                                                                                                                                                                             | <input type="radio"/> Complied<br><input type="radio"/> Not Complied                                                                                                         |
| <b>4</b>                | <p>There is a <b>maximum limit of four consecutive years</b> for the Treasurer position (or equivalent, e.g. Finance Committee Chairman or person on Board responsible for overseeing the finances of the charity).</p> <p>Should the charity not have an appointed Board member for overseeing finances, it will be taken that the Chairman oversees the finances</p> | <input type="radio"/> Complied<br><input type="radio"/> Not Complied<br><br>We have put in place succession planning to train committee member to be the successor for 2025. |
| <b>5</b>                | All Board members submit themselves for <b>re-nomination and re-appointment</b> , at least once every three years.                                                                                                                                                                                                                                                     | Complied<br><input type="radio"/> Not Complied<br>Fully complied.<br>Done yearly                                                                                             |
| <b>6</b>                | The Board conducts regular <b>self-evaluation</b> to assess its performance and effectiveness once per term or every three years, whichever is shorter.                                                                                                                                                                                                                | Complied,<br><input type="radio"/> Not Complied<br><br>We have a board performance report yearly                                                                             |
|                         | <b>Are there Board member(s) who have served for more than 10 consecutive years? (Skip item 7 if “No”)</b>                                                                                                                                                                                                                                                             | <input type="radio"/> Yes<br><input checked="" type="radio"/> No                                                                                                             |
| <b>7</b>                | The charity discloses in its annual report the <b>reasons for retaining Board member(s) who have served for more than 10 consecutive years</b> .                                                                                                                                                                                                                       | <input type="radio"/> Complied<br><input type="radio"/> Not Complied                                                                                                         |
| <b>8</b>                | There are <b>documented terms of reference</b> for the Board and each of its Board committees.                                                                                                                                                                                                                                                                         | Complied<br><input type="radio"/> Not Complied                                                                                                                               |

<sup>1</sup> Staff: Paid or unpaid individuals who are involved in the day-to-day operations of the charity, e.g. an Executive Director or Administrative personnel.

|                                                             |                                                                                                                                                                  |                                                                                                                                                                   |
|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                             |                                                                                                                                                                  | <p>Documented Chairman have serve the board for more then 3 terms</p> <p>Vice Chairman have serve the board more then 3 terms.</p>                                |
| <b>Conflict of Interest</b>                                 |                                                                                                                                                                  |                                                                                                                                                                   |
| <b>9</b>                                                    | There are documented procedures for Board members and staff to declare actual or potential <b>conflicts of interest</b> to the Board at the earliest opportunity | <p>Complied</p> <ul style="list-style-type: none"> <li>○ Not Complied</li> </ul> <p>Our new board member signed declaration conflicts of interest every year.</p> |
| <b>10</b>                                                   | Board members <b>do not vote or participate</b> in decision-making on matters where they have a conflict of interest                                             | <p>Complied</p> <ul style="list-style-type: none"> <li>○ Not Complied</li> </ul> <p>Fully complied and documented</p>                                             |
| <b>Strategic Planning</b>                                   |                                                                                                                                                                  |                                                                                                                                                                   |
| <b>11</b>                                                   | The Board <b>periodically reviews and approves the strategic plan</b> for the charity to ensure that the activities are in line with its objectives.             | <p>Complied ,</p> <ul style="list-style-type: none"> <li>○ Not Complied</li> </ul> <p>The board will review yearly its strategic plan</p>                         |
| <b>Human Resource and Volunteers<sup>2</sup> Management</b> |                                                                                                                                                                  |                                                                                                                                                                   |
| <b>12</b>                                                   | The Board approves <b>documented human resource policies</b> for staff                                                                                           | <p>Complied</p> <ul style="list-style-type: none"> <li>○ Not Complied</li> </ul> <p>Fully complied and documented</p>                                             |
| <b>13</b>                                                   | There is a <b>documented Code of Conduct</b> for Board members, staff, members and volunteers (where applicable) which is approved by the Board.                 | <p>Complied</p> <ul style="list-style-type: none"> <li>○ Not Complied</li> </ul> <p>Fully Complied and documented</p>                                             |
| <b>14</b>                                                   | There are processes for regular supervision, appraisal and professional development of staff                                                                     | <p>Complied ,</p> <ul style="list-style-type: none"> <li>○ Not Complied</li> </ul> <p>Yearly staff</p>                                                            |

<sup>2</sup> Volunteer: Persons who willingly give up time for charitable purposes, without expectation of any remuneration. For volunteers who are involved in the day-to-day operations of the charity, they should also abide by the best practices set out in the Code applicable to 'staff'.



|                                                   |                                                                                                                                        |                                                                                                                                                                   |
|---------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                   |                                                                                                                                        | appraisal done every financial year end                                                                                                                           |
|                                                   | <b>Are there volunteers serving in the charity? (Skip item 15 if “No”)</b>                                                             | <input checked="" type="radio"/> Yes<br><input type="radio"/> No                                                                                                  |
| 15                                                | There are <b>volunteer management policies</b> in place for volunteers                                                                 | <input type="radio"/> Complied<br><input type="radio"/> Not Complied<br><br>We have had a volunteer management framework in place and all volunteers acknowledged |
| <b>Financial Management and Internal Controls</b> |                                                                                                                                        |                                                                                                                                                                   |
| 16                                                | There is a documented policy to seek Board’s approval for any loans, donations, grants or financial assistance provided by the charity | <input type="radio"/> Complied<br><input type="radio"/> Not Complied<br>Fully complied and documented                                                             |
| 17                                                | The Board ensures <b>internal controls for financial matters</b> in key areas are in place with <b>documented procedures</b> .         | <input type="radio"/> Complied<br><input type="radio"/> Not Complied<br>Fully complied and documented                                                             |
| 18                                                | The Board ensures reviews on the charity’s internal controls, processes, key programs and events are regularly conducted               | <input type="radio"/> Complied<br><input type="radio"/> Not Complied<br><br>The board review all program every six months                                         |
| 19                                                | The Board ensures that there is a process to <b>identify, regularly monitor and review</b> the charity’s <b>key risks</b> .            | <input type="radio"/> Complied<br><input type="radio"/> Not Complied<br><br>The board review every three months                                                   |
| 20                                                | The Board approves an <b>annual budget</b> for the charity’s plans and regularly monitors its expenditure.                             | <input type="radio"/> Complied<br><input type="radio"/> Not Complied<br><br>The board plan and review it budget yearly                                            |
|                                                   | <b>Does the charity invest its reserves, including in fixed deposit? (Skip item 21 if “No”)</b>                                        | <input type="radio"/> Yes<br><input type="radio"/> No                                                                                                             |
| 21                                                | The charity has a <b>documented investment policy</b> approved by the Board.                                                           | <input type="radio"/> Complied<br><input type="radio"/> Not Complied                                                                                              |
| <b>Fundraising Practices</b>                      |                                                                                                                                        |                                                                                                                                                                   |

|                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                      |
|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                    | Did the charity receive cash donations (solicited or unsolicited) during the year? (Skip item 22 if “No”)                                                                                                                                                                                                                                                                                                                                                                                                    | <input type="radio"/> Yes<br><input type="radio"/> No                                                                                                |
| 22                                 | All collections received (solicited or unsolicited) are <b>properly accounted for</b> and <b>promptly deposited</b> by the charity.                                                                                                                                                                                                                                                                                                                                                                          | <input type="radio"/> Complied<br><input type="radio"/> Not Complied<br><br>We have created proper fundraising documentation, control and monitoring |
|                                    | <b>Did the charity receive donations-in-kind during the year? (Skip item 23 if “No”)</b>                                                                                                                                                                                                                                                                                                                                                                                                                     | <input type="radio"/> Yes<br><input type="radio"/> No                                                                                                |
| 23                                 | All donations-in-kind received are <b>properly recorded</b> and <b>accounted for</b> by the charity                                                                                                                                                                                                                                                                                                                                                                                                          | <input type="radio"/> Complied<br><input type="radio"/> Not Complied                                                                                 |
| <b>Disclosure and Transparency</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                      |
| 24                                 | The charity discloses in its annual report:<br>i) Number of Board meetings in the year; and<br>ii) Individual Board member’s attendance                                                                                                                                                                                                                                                                                                                                                                      | <input type="radio"/> Complied ,<br><input type="radio"/> Not Complied                                                                               |
|                                    | <b>Are Board members remunerated for their Board services? (Skip items 25 and 26 if “No”)</b>                                                                                                                                                                                                                                                                                                                                                                                                                | <input type="radio"/> Yes<br><input type="radio"/> No                                                                                                |
| 25                                 | No Board member is involved in setting his or her own remuneration.                                                                                                                                                                                                                                                                                                                                                                                                                                          | <input type="radio"/> Complied<br><input type="radio"/> Not Complied                                                                                 |
| 26                                 | The charity discloses the <b>exact</b> remuneration and benefits received by each Board member in its annual report.<br><u>OR</u><br>The charity discloses that no Board members are remunerated.                                                                                                                                                                                                                                                                                                            | <input type="radio"/> Complied<br><input type="radio"/> Not Complied                                                                                 |
|                                    | <b>Does the charity employ paid staff? (Skip items 27,28 and 29 if “No”)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                 | <input type="radio"/> No<br><input type="radio"/> Yes                                                                                                |
| 27                                 | No staff is involved in setting his or her own remuneration.                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <input type="radio"/> Complied<br><input type="radio"/> Not Complied                                                                                 |
| 28                                 | The charity discloses in its annual report:<br>i. The total annual remuneration (including any remuneration received in its subsidiaries), for <b>each of its three highest paid staff</b> , who each receives remuneration <b>exceeding \$100,000</b> , in bands of \$100,000; and<br>ii. If any of the three highest paid staff also serves on the Board of the charity.<br><br><u>OR</u><br>The charity discloses that <b>none</b> of its staff receives more than \$100,000 in annual remuneration each. | <input type="radio"/> Complied<br><input type="radio"/> Not Complied<br><br>No staffs are serve in the board or paid more then \$100,000             |
| 29                                 | The charity discloses the number of paid staff who are close members of the family of the Executive Head or Board Members, who each receives remuneration <b>exceeding \$50,000</b> during the year, in bands of \$100,000.                                                                                                                                                                                                                                                                                  | <input type="radio"/> Complied<br><input type="radio"/> Not Complied<br><br>All board member are not                                                 |

|           |                                                                                                                                                                                                                    |                                                                                                                      |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
|           | <u>OR</u><br><br>The charity discloses that there is <b>no</b> paid staff who are close members of the family <sup>3</sup> of the Executive Head or Board Member, who receives more than \$50,000 during the year. | remunerated and their not staff.                                                                                     |
| <b>30</b> | The charity has a <b>documented communication policy</b> on the release of information about the charity and its activities across all media platforms.                                                            | Complied<br>○ Not Complied<br>All board members communicated by whatsapp, emails, telephone and face to face meeting |

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<sup>3</sup> Close members of the family: Those family members who may be expected to influence, or be influenced by, that person in their dealings with the charity. In most cases, they would include:

- That person's children and spouse;
- Children of that person's spouse; and
- Dependants of that person or that person's spouse.

## **Fundraising 2024 forecast**

### **May 2024**

**Fundraising event – online and face to face – To create social impact and job creation for financial sustainability**

Purpose: Job creation for low income families, ensure their able to learn relevant skillsets.

To raise \$200,000

### **Aug 2024**

**Digital online fundraising – Using all social media and platforms. – Empowerment to stay competitive in the workforce**

Purpose: Provide quality education to single mother and children so that they could be employ in their relevant industries sector.

To raise \$200,000

## Audited Annual Accounts

### SOCIAL HEALTH GROWTH LTD.

#### STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2023

|                                                                                                         | Note | 2023<br>\$         | 2022<br>\$       |
|---------------------------------------------------------------------------------------------------------|------|--------------------|------------------|
| <b>INCOME</b>                                                                                           |      |                    |                  |
| <b>Voluntary income</b>                                                                                 |      |                    |                  |
| Donations                                                                                               | 4    | 1,045,408          | 209,783          |
| Membership fee                                                                                          |      | 2,349              | 3,199            |
| Event income                                                                                            |      | 126,895            | -                |
| Grant income                                                                                            | 5    | 238,326            | 288,374          |
| Toteboard fund receipts                                                                                 |      | 151,115            | 34,371           |
|                                                                                                         |      | <u>1,564,093</u>   | <u>535,727</u>   |
| <b>Other income</b>                                                                                     |      |                    |                  |
| Government grant                                                                                        |      | 159                | 12,827           |
| Miscellaneous income                                                                                    |      | 14                 | 8,376            |
|                                                                                                         | 6    | <u>173</u>         | <u>21,203</u>    |
| <b>Total Income</b>                                                                                     |      | <u>1,564,266</u>   | <u>556,930</u>   |
| <b>EXPENDITURE</b>                                                                                      |      |                    |                  |
| <b>Cost of charitable activities</b>                                                                    |      |                    |                  |
| Beneficiary support                                                                                     |      | (1,225,909)        | (415,001)        |
| Donations                                                                                               |      | (347)              | -                |
| Event expenses                                                                                          |      | (51,949)           | -                |
|                                                                                                         |      | <u>(1,278,205)</u> | <u>(415,001)</u> |
| Employee benefits expenses                                                                              | 7    | (116,476)          | (96,658)         |
| Depreciation expense                                                                                    |      | (14,068)           | (13,569)         |
| Other expenses                                                                                          | 8    | (174,596)          | (173,585)        |
| <b>TOTAL EXPENSES</b>                                                                                   |      | <u>(1,583,345)</u> | <u>(698,813)</u> |
| <b>Net expenditure before income tax</b>                                                                |      | (19,079)           | (141,883)        |
| Income tax                                                                                              | 9    | <u>-</u>           | <u>-</u>         |
| <b>Net movement in funds the financial year, representing the total comprehensive loss for the year</b> |      | <u>(19,079)</u>    | <u>(141,883)</u> |

*The accompanying notes form an integral part of these financial statements.*

**SOCIAL HEALTH GROWTH LTD.**

**STATEMENT OF FINANCIAL POSITION  
AS AT 31 DECEMBER 2023**

|                                   | <b>Note</b> | <b>2023<br/>\$</b> | <b>2022<br/>\$</b> |
|-----------------------------------|-------------|--------------------|--------------------|
| <b>ASSETS</b>                     |             |                    |                    |
| <b>Non-current assets</b>         |             |                    |                    |
| Plant and equipment               | 10          | 96,390             | 104,460            |
| <b>Current assets</b>             |             |                    |                    |
| Other receivables                 | 11          | 6,120              | 10,335             |
| Cash and cash equivalents         | 12          | 33,702             | 41,996             |
|                                   |             | 39,822             | 52,331             |
| <b>TOTAL ASSETS</b>               |             | <b>136,212</b>     | <b>156,791</b>     |
| <b>FUND AND LIABILITIES</b>       |             |                    |                    |
| <b>Fund</b>                       |             |                    |                    |
| Accumulated funds                 |             | 133,212            | 152,291            |
| <b>Liabilities</b>                |             |                    |                    |
| <b>Current liabilities</b>        |             |                    |                    |
| Other payables                    | 13          | 3,000              | 4,500              |
| <b>TOTAL LIABILITIES</b>          |             | <b>3,000</b>       | <b>4,500</b>       |
| <b>TOTAL FUND AND LIABILITIES</b> |             | <b>136,212</b>     | <b>156,791</b>     |

*The accompanying notes form an integral part of these financial statements.*

**SOCIAL HEALTH GROWTH LTD.**

**STATEMENT OF CHANGES IN FUNDS  
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2023**

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|                                       | <b>Total<br/>\$</b> |
|---------------------------------------|---------------------|
| <b>At 1 January 2022</b>              | 294,174             |
| Total comprehensive loss for the year | (141,883)           |
| <b>At 31 December 2022</b>            | <u>152,291</u>      |
| <b>At 1 January 2023</b>              | 152,291             |
| Total comprehensive loss for the year | (19,079)            |
| <b>At 31 December 2023</b>            | <u>133,212</u>      |

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*The accompanying notes form an integral part of these financial statements.*

**SOCIAL HEALTH GROWTH LTD.**

**STATEMENT OF CASH FLOWS  
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2023**

|                                                     | <b>Note</b> | <b>2023<br/>\$</b> | <b>2022<br/>\$</b> |
|-----------------------------------------------------|-------------|--------------------|--------------------|
| <b>Cash flows from operating activities</b>         |             |                    |                    |
| Net expenditure before income tax                   |             | (19,079)           | (141,883)          |
| Adjustments for:                                    |             |                    |                    |
| Depreciation for plant and equipment                | 10          | 14,068             | 13,569             |
|                                                     |             | (5,011)            | (128,314)          |
| Changes in working capital:                         |             |                    |                    |
| Other receivables                                   |             | 4,215              | 840                |
| Deferred income                                     |             | -                  | (1,912)            |
| Other payables                                      |             | (1,500)            | (16,708)           |
| <b>Net cash used in operating activities</b>        |             | <b>(2,296)</b>     | <b>(146,094)</b>   |
| <b>Cash flows from investing activities</b>         |             |                    |                    |
| Purchase of plant and equipment                     | 10          | (5,998)            | -                  |
| <b>Net cash used in investing activities</b>        |             | <b>(5,998)</b>     | <b>-</b>           |
| <b>Net decrease in cash and cash equivalents</b>    |             | <b>(8,294)</b>     | <b>(146,094)</b>   |
| Cash and cash equivalents at the beginning of year  |             | 41,996             | 188,090            |
| <b>Cash and cash equivalents at the end of year</b> | 12          | <b>33,702</b>      | <b>41,996</b>      |

*The accompanying notes form an integral part of these financial statements.*



**SOCIAL HEALTH GROWTH LTD.****NOTES TO THE FINANCIAL STATEMENTS  
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2023****4. Donations**

The Company is registered as a charity under the Charities Act, Chapter 37, and as approved institution at Public Character ("IPC"). The Company has been conferred the Institution of a Public Character ("IPC") status for the period from 19 December 2022 to 18 January 2024 and has been renew from 19 January 2024 to 18 September 2024.

As an IPC, the Company enjoys a concessionary tax treatment whereby qualifying donors are granted 2.5 times tax deduction for the donations made to the Company. The tax-exempt receipts for donations collected during the year are as follows:

|                            | <b>2023</b>      | <b>2022</b>    |
|----------------------------|------------------|----------------|
|                            | <b>\$</b>        | <b>\$</b>      |
| Tax-exempt receipts issued | 116,165          | 54,747         |
| Non-tax-exempt receipts    | 929,243          | 155,036        |
|                            | <u>1,045,408</u> | <u>209,783</u> |

**5. Grant income**

|                                | <b>2023</b>    | <b>2022</b>    |
|--------------------------------|----------------|----------------|
|                                | <b>\$</b>      | <b>\$</b>      |
| NCSS Trust Fund                | -              | 250,000        |
| President's Challenge          | 175,000        | -              |
| Silver Volunteer Fund          | 22,205         | 4,268          |
| NCSS The Courage Fund          | -              | 4,700          |
| NCSS Tech and Co               | 27,121         | 29,406         |
| VWOs_Charities Capability Fund | 14,000         | -              |
|                                | <u>238,326</u> | <u>288,374</u> |

**6. Other income**

|                       | <b>2023</b> | <b>2022</b>   |
|-----------------------|-------------|---------------|
|                       | <b>\$</b>   | <b>\$</b>     |
| Jobs Growth Incentive | -           | 9,033         |
| Government grant      | 159         | 3,794         |
| Miscellaneous income  | 14          | 8,376         |
|                       | <u>173</u>  | <u>21,203</u> |

**7. Employee benefits expenses**

|                            | <b>2023</b>    | <b>2022</b>   |
|----------------------------|----------------|---------------|
|                            | <b>\$</b>      | <b>\$</b>     |
| Staff salaries and bonuses | 96,090         | 72,130        |
| Staff Allowance            | 6,271          | 13,260        |
| CPF Contribution           | 14,115         | 11,268        |
|                            | <u>116,476</u> | <u>96,658</u> |

**SOCIAL HEALTH GROWTH LTD.**

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

**8. Other expenses**

The major components and other selected components include the following:

|                                | 2023<br>\$ | 2022<br>\$ |
|--------------------------------|------------|------------|
| Ecommerce Development          | 554        | 82,004     |
| Grant Application Drafting Exp | 25,500     | -          |
| Membership & Subscriptions     | 12,858     | 15,248     |
| Members Training Expenses      | 16,390     | 214        |
| Other Admin Expenses           | 16,752     | 492        |
| Transportation/Conveyance      | 8,556      | 12,047     |
| Website Hosting Expenses       | 7,248      | -          |
| Accounting Fee                 | 7,200      | 7,200      |
| Licence Fee - software         | 18,358     | -          |
| Rental                         | 30,854     | 25,463     |
| Others                         | 30,326     | 30,917     |
|                                | 174,596    | 173,585    |

**9. Income tax expense**

The Company is registered as a charity organisation under Charities Act, Chapter 37 and is exempted from income tax under Section 13(1) of the provision of the Income Tax Act.

**10. Plant and equipment**

|                                                                 | <u>Computer and<br/>software</u> | <u>Furniture<br/>&amp; Fittings</u> | <u>Office<br/>equipment</u> | <u>Motor<br/>Vehicle</u> | <u>Total</u> |
|-----------------------------------------------------------------|----------------------------------|-------------------------------------|-----------------------------|--------------------------|--------------|
|                                                                 | \$                               | \$                                  | \$                          | \$                       | \$           |
| <b>Cost</b>                                                     |                                  |                                     |                             |                          |              |
| At 1 January 2022, at<br>31 December 2022<br>and 1 January 2023 | 62,723                           | 6,683                               | 11,043                      | 60,677                   | 141,126      |
| Additions                                                       | 5,998                            | -                                   | -                           | -                        | 5,998        |
| At 31 December 2023                                             | 68,721                           | 6,683                               | 11,043                      | 60,677                   | 147,124      |
| <b>Accumulated<br/>depreciation</b>                             |                                  |                                     |                             |                          |              |
| At 1 January 2022                                               | 13,923                           | 5,562                               | 579                         | 3,033                    | 23,097       |
| Depreciation                                                    | 6,272                            | 125                                 | 1,104                       | 6,068                    | 13,569       |
| At 31 December 2022                                             | 20,195                           | 5,687                               | 1,683                       | 9,101                    | 36,666       |
| Depreciation                                                    | 6,772                            | 124                                 | 1,104                       | 6,068                    | 14,068       |
| At 31 December 2023                                             | 26,967                           | 5,811                               | 2,787                       | 15,169                   | 50,734       |
| <b>Carrying amount</b>                                          |                                  |                                     |                             |                          |              |
| At 31 December 2023                                             | 41,754                           | 872                                 | 8,256                       | 45,508                   | 96,390       |
| At 31 December 2022                                             | 42,528                           | 996                                 | 9,360                       | 51,576                   | 104,460      |

**SOCIAL HEALTH GROWTH LTD.****NOTES TO THE FINANCIAL STATEMENTS  
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2023****11. Other receivables**

|              | <b>2023</b>  | <b>2022</b>   |
|--------------|--------------|---------------|
|              | <b>\$</b>    | <b>\$</b>     |
| NTUC voucher | 2,080        | 6,475         |
| Deposits     | 4,040        | 3,860         |
|              | <u>6,120</u> | <u>10,335</u> |

Other receivables are denominated Singapore Dollar.

**12. Cash and cash equivalents**

|               | <b>2023</b>   | <b>2022</b>   |
|---------------|---------------|---------------|
|               | <b>\$</b>     | <b>\$</b>     |
| Cash at banks | 32,807        | 41,101        |
| Cash in hand  | 895           | 895           |
|               | <u>33,702</u> | <u>41,996</u> |

Cash and cash equivalents are denominated in Singapore Dollar.

**13. Other payables**

|                  | <b>2023</b>  | <b>2022</b>  |
|------------------|--------------|--------------|
|                  | <b>\$</b>    | <b>\$</b>    |
| Accrued expenses | <u>3,000</u> | <u>4,500</u> |

**14. Lease**Company as a lessee

The Company has certain leases of premises with lease terms of 12 months or less. The Company applies the 'short-term lease' recognition exemptions for these leases..

Company as a lessee (Continued)**(a) Amount recognised in profit or loss**

|                                                            | <b>2023</b>   | <b>2022</b>   |
|------------------------------------------------------------|---------------|---------------|
|                                                            | <b>\$</b>     | <b>\$</b>     |
| Lease expenses not capitalized in lease liabilities:       |               |               |
| Expenses relating to short-term leases (In other expenses) | 30,854        | 25,463        |
| Total amount recognised in profit or loss                  | <u>30,854</u> | <u>25,463</u> |

**(b) Total cash outflow**

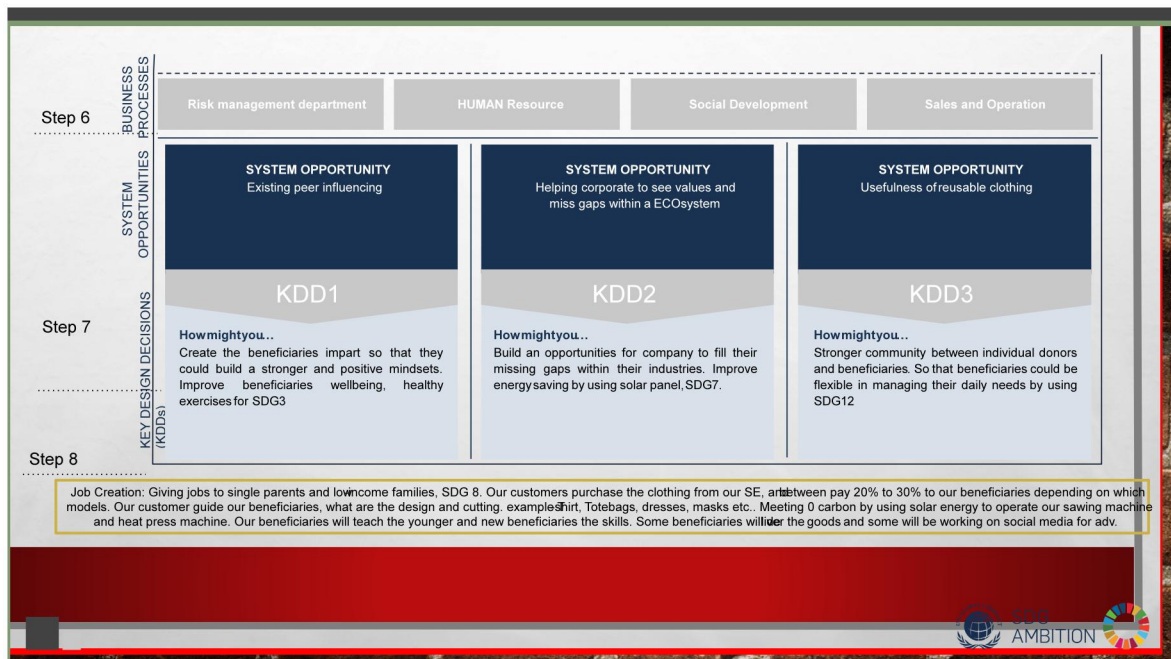
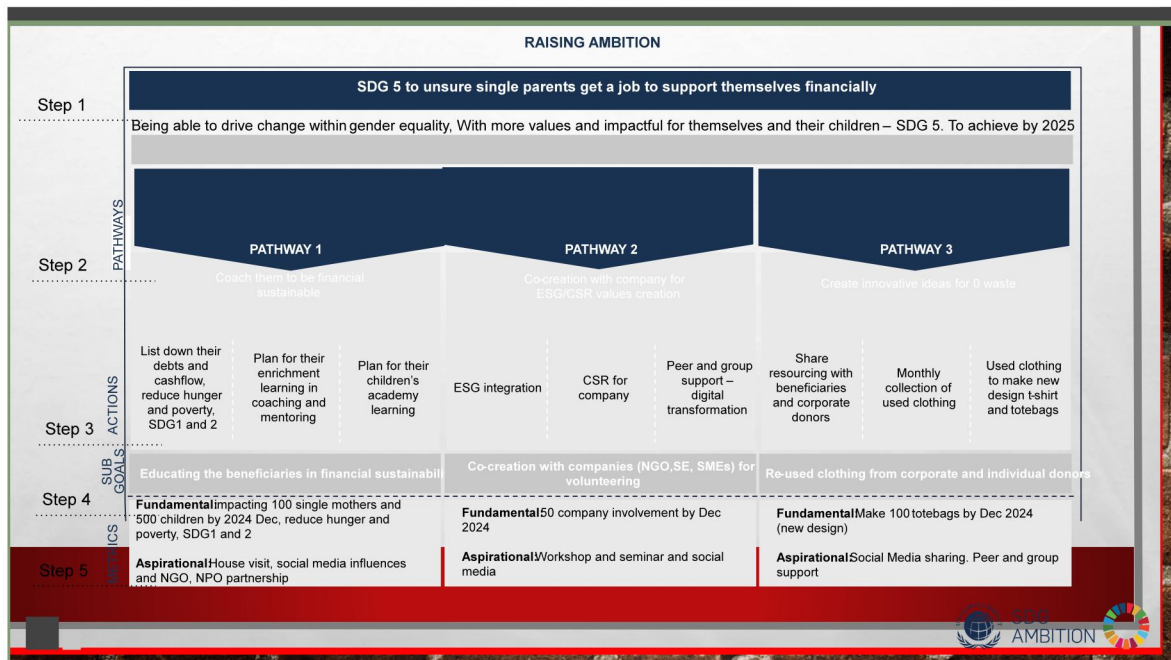
The Company had total cash outflows for leases of \$30,854 (2022: \$25,463).

## GRI G4 NGO Sector Disclosures

| Category                                              | Social                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                     |                   |                                                |
|-------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-------------------|------------------------------------------------|
| Sub-Categories                                        | <b>Labor Practices and Decent Work</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Human Rights</b> | <b>Society</b>    | <b>Product Responsibility</b>                  |
| Aspects                                               | Employment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Non-Discrimination  | Local Communities | Customer Health and Safety                     |
|                                                       | Labour/Management Relations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                     | Public Policy     | Marketing communications                       |
|                                                       | Occupational Health and Safety                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                     | Compliance        | Beneficiaries and donors and volunteer privacy |
|                                                       | Training and Education                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                     |                   | Affected Stakeholder Engagement                |
|                                                       | Diversity and Equal Opportunity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                     |                   | Feedback, Complaints and Action                |
|                                                       | Equal Remuneration for Women and Men                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                     |                   | Monitoring, Evaluation and Learning            |
|                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                     |                   | Gender and Diversity                           |
|                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                     |                   | Public Awareness and Advocacy                  |
|                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                     |                   | Coordination                                   |
| <b>Section</b>                                        | <b>Sector Disclosures</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                     |                   |                                                |
| <b>Strategy and Analysis</b>                          | In view of 2023, we have had slight drop in individual volunteer and donation. Volunteer decreased by 10% and individual donations drop by 30%. However, corporate volunteer have shown increased by 80% and corporate donation have shown increased by 200%.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                     |                   |                                                |
| <b>Organizational Profile</b>                         | <p>Objective: In 2024, we hope to increased both individual volunteer and donations by 40%. With more committed and regular volunteer and donations. Create financial sustainability for our beneficiaries. Being able to drive change within gender equality, with more values and impactful for themselves and their children, with SDG 5 to be achieve by 2025. Please refer to page 30 to 31 of annual report.</p> <p>G4-4 We hope to achieve continuous growth in advocacy with our program and new educational programs SDG 4. To improve gender equality for low income families .</p> <p>G4-8 Improve and plan strategic goals for poverty reduction (single mother and single parents, children and elderly) SDG 1 and SDG 2, improve the environment for our job creation by implementing solar panels with 0 waste and 0 carbon, SDG 7 and 12.</p> <p>G4-9 As of Dec 2023, we have about 45 paid members and 250 individual volunteers and 7 corporate members.</p> <p>G4-10 <b>Compilation</b> - Full-time: volunteers who work a minimum of 4 hours per week</p> <p>Part-time: Volunteers who work less than 2 hours per week; and occasionally mobilized volunteers activated for fruits and vegetable and house visit tasks on a non-regular basis. Activities program include financial literacy, women empowerment leadership management, computer literacy, health dance, health care, children enrichment, coaching and mentoring.</p> <p>G4-16 NCSS full membership. Attended 3 times a year for its events. Relevant updates about program and volunteer engagement.</p> <p>United Nations Global Compact full membership. Attended online event 4 times a year. Relevant updates about sustainability activities and programs</p> |                     |                   |                                                |
| <b>Stakeholder Engagement</b>                         | <p>Funders meeting to create sustainability projects for beneficiaries and volunteer management.</p> <p>Members meeting to explore enhancement for volunteer and program engagement</p> <p>Volunteers meeting engagement about beneficiaries learning</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                     |                   |                                                |
| <b>Governance</b>                                     | <p>Board member and committee member attending NCSS and MSF talked and events for building stronger engagement for volunteer, donation, fundraiser and risk &amp; compliance.</p> <p>G4-45 Social Health Growth board members adherence or compliance with singapore charity and IPC standards, codes of conduct and principles.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                     |                   |                                                |
| <b>Economic Disclosures for the SHG sector</b>        | <b>Sector Disclosures</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                     |                   |                                                |
| <b>Aspects</b>                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                     |                   |                                                |
| <b>G4 Aspects</b>                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                     |                   |                                                |
| <b>Economic Performance</b>                           | <p><b>Sector Additions To G4 Indicators</b></p> <p>Direct Economic Value Generated and Distributed</p> <p><b>Relevance</b></p> <p>SHG helps donors to create values for their impact investing and shown some traction by influencing corporate and individual donors created wealth for affected stakeholders (beneficiaries)</p> <p><b>Compilation</b></p> <p>Donation from corporate donors and NCSS</p> <p>Community investment from corporate donors to support the Social Health Growth core goals.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                     |                   |                                                |
| <b>Occupational Health and Safety</b>                 | <p><b>Sector Specific Guidance for DMA</b></p> <p>G4-DMA Health dance and Health Care - assisting beneficiaries and volunteers regarding serious health problems, which improve SDG 3, such programs involve healthy exercises, education, training, counseling, prevention and risk control measures and treatment.</p> <p>G4-LA6 - Relevance - SHG has a duty of care toward our volunteers including full-time and part-time volunteers. No injury of 2023</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                     |                   |                                                |
| <b>Training and Education</b>                         | <p><b>G4-LA9 - Average hours of training per year per employee by gender, and by employee category</b></p> <p>SHG's volunteers have undertaken during the reporting period by:</p> <p><b>Gender:</b> Male 1578 hours , Female 2288 hours</p> <p><b>Volunteer:</b> Full-time 122 volunteers and Part-time 157 volunteers</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                     |                   |                                                |
| <b>Anti-corruption</b>                                | <p>G4-S03 - Total number and percentage of operations assessed for risks related to corruption and the significant risks identified</p> <p>One program identify for board and committee member, risk and compliance program</p> <p>Corruption, to be defined beyond the material act and impact of fraud and theft, is a significant risk to the integrity of Social Health Growth, to its opportunities to realize its mission, to its social, economic and political relations with, within and outside its key constituencies and to the wider field of civil society action. It contributes to shortage and misallocation of resources, poverty, environmental damage, and abuse of human rights (including rights to political participation), in addition to undermining the rule of singapore law. Increasingly, social health growth are expected to live up to voluntary and statutory rules, both at national and international level, to demonstrate adherence to principles of good practice and standards of governance. Reporting on instances of corruption helps to demonstrate the capacity of social health growth to uphold standards of governance and social integrity, limit exposure to and risk of repeated material and reputational damage, both to its own work and the wellbeing of its constituents, and practice in response to such threats.</p>                                                                                                                                                                                                                                                                                                                                                                         |                     |                   |                                                |
| <b>Marketing Communications</b>                       | <p>G4-DMA - Social Health Growth has maintain ethical fundraising, including with reference to respect for rights of affected stakeholders and donors.</p> <p>Social Health Growth have had created and implemented proper recording and documentation for volunteer fundraising standards relating to fundraising and marketing communication applied across the Social Health Growth</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                     |                   |                                                |
| <b>Donors and volunteer and beneficiaries Privacy</b> | Social Health Growth ensure fully compliance with all stakeholder's particulars and safe keep all data and informations at all times                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                     |                   |                                                |



## SDG Ambition and Goals setting



|                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>3-6-9 Month Plan</b><br><br><b>Instructions</b><br><br>Key actions identify - to achieve our SDG Ambition Benchmark. Below factors:<br><br><ul style="list-style-type: none"> <li>• Actions</li> <li>• Owners</li> <li>• Timeframe</li> <li>• Milestones</li> <li>• Blockers</li> <li>• Catalysts</li> </ul> | Improve gender equality for low-income families                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                          |
|                                                                                                                                                                                                                                                                                                                 | Create financial sustainability for our beneficiaries                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                          |
|                                                                                                                                                                                                                                                                                                                 | <b>3 MONTHS</b><br><br><ul style="list-style-type: none"> <li>• Guide them and facilitate the coaching and mentoring session. In addition, looking into the missing gaps for any risk assessment.</li> <li>• By Dec 2024</li> <li>• Follow the regulation guidelines strictly till we meet our goal settings. And follows create a sustainable policy to drive change for 3 to 9 months.</li> </ul> <div>Policy setting for sustainable reporting for all SMEs. Beneficiaries got a job. Improve from 20% to 30%</div> | <b>6 MONTHS</b><br><br><ul style="list-style-type: none"> <li>• Bring new beneficiaries and by inviting existing beneficiaries to co-create the guiding principles together. Drive action plan and meet stakeholders expectation.</li> <li>• By June 2025</li> <li>• Build policy internally and externally. For corporate partners</li> </ul> | <b>9 MONTHS</b><br><br><ul style="list-style-type: none"> <li>• Create events and talks for beneficiaries to show case their works. Example Sharing sessions. Review goals settings and objectives so to being in alignment with beneficiaries and partners.</li> <li>• By Dec 2025</li> <li>• Train them for public speaking</li> </ul> |

**Commitment Cards**  
  
 SDG Ambition progress

We, Social Health Growth Ltd, commit to the following:

1. To improve gender equality folow incomefamilies

2. Reduce 0 waste management with corporate and individual partnership

3. Reduce 0 carbon with corporate partnership

To ensure we meet the followings: Giving jobs to single parents and lowincome families, SDG 8. Our customers purchase the clothg from our SE, and between pay 20% to 30% to our beneficiaries depending on which models. Our customer guide our beneficiaries, what are the des and cutting, example T-shirt, Totebags, dresses, masks etc., Meeting 0 carbon by using solar energy to operate our saving machine and heat press machine, SDG12. Our beneficiaries will teach the younger and new beneficiaries the educational skills, SDG 4. Some beneficiaries will delivthe goods and some will be working on social media for adv.

## **IFRS S1 General Requirements for Disclosure of Sustainability-related Financial Information**

### **Objective**

1. The objective of IFRS S1 General Requirements for Disclosure of Sustainability-related Financial Information is to require Social Health Growth to disclose information about its sustainability-related risks and opportunities that is useful to primary donors, beneficiaries, volunteer, members, trainer, staffs and board member of general purpose financial reports in making decisions relating to providing resources to the Social Health Growth. SDG pages 29 to 30.
2. Information about sustainability-related risks and opportunities is useful to primary users because Social Health Growth's ability to generate cash flows over the short, medium and long term is inextricably linked to the interactions between the Social Health Growth and its stakeholders, society, the economy and the natural environment throughout the Social Health Growth's value chain. Together, the Social Health Growth and the resources and relationships throughout its value chain form an interdependent system in which the Social Health Growth operates. The Social Health Growth's dependencies on those resources and relationships and its impacts on those resources and relationships give rise to sustainability-related risks and opportunities for the Social Health Growth. Refer to page 28, GRI G4 NGO Sector Disclosures
3. This Standard requires Social Health Growth to disclose information about all sustainability-related risks and opportunities that could reasonably be expected to affect the Social Health Growth's cash flows, its access to finance or cost of capital over the short, medium or long term. For the purposes of this Standard, these risks and opportunities are collectively referred to as 'sustainability-related risks and opportunities that could reasonably be expected to affect the Social Health Growth's prospects'.
4. This Standard also prescribes how Social Health Growth prepares and reports its sustainability-related financial disclosures. It sets out general requirements for the content and presentation of those disclosures so that the information disclosed is useful to primary users in making decisions relating to providing resources to the Social Health Growth.

### **Scope**

5. Social Health Growth shall apply this Standard in preparing and reporting sustainability-related financial disclosures in accordance with IFRS Sustainability Disclosure Standards.

6. Sustainability-related risks and opportunities that could not reasonably be expected to affect Social Health Growth's prospects are outside the scope of this Standard.
7. Other IFRS Sustainability Disclosure Standards specify information Social Health Growth is required to disclose about specific sustainability-related risks and opportunities.
8. Social Health Growth may apply IFRS Sustainability Disclosure Standards irrespective of whether the Social Health Growth's related general purpose financial statements (referred to as 'financial statements') are prepared in accordance with IFRS Accounting Standards or other generally accepted accounting principles or practices (GAAP).

### **Conceptual Organization**

9. For sustainability-related financial information to be useful, it must be relevant and faithfully represent what it purports to represent. These are fundamental qualitative characteristics of useful sustainability-related financial information. The usefulness of sustainability-related financial information is enhanced if the information is comparable, verifiable, timely and understandable. These are enhancing qualitative characteristics of useful sustainability-related financial information

### **Fair presentation**

10. A complete set of sustainability-related financial disclosures shall present fairly all sustainability-related risks and opportunities that could reasonably be expected to affect an Social Health Growth's prospects.
11. To identify sustainability-related risks and opportunities that could reasonably be expected to affect an Social Health Growth's prospects.
12. Fair presentation requires disclosure of relevant information about sustainability-related risks and opportunities that could reasonably be expected to affect the Social Health Growth's prospects, and its faithful representation in accordance with the principles set out in this Standard. To achieve faithful representation, Social Health Growth shall provide a complete, neutral and accurate depiction of those sustainability-related risks and opportunities.
13. Materiality is an entity-specific aspect of relevance based on the nature or magnitude, or both, of the items to which the information relates, in the context of the Social Health Growth's sustainability-related financial disclosures.

Fair presentation also requires an Social Health Growth:



14. A) to disclose information that is comparable, verifiable, timely and understandable; and

b) to disclose additional information if compliance with the specifically applicable requirements in IFRS Sustainability Disclosure Standards is insufficient to enable users of general purpose financial reports to understand the effects of sustainability-related risks and opportunities on the Social Health Growth's cash flows, its access to finance and cost of capital over the short, medium and long term.

15. Applying IFRS Sustainability Disclosure Standards, with additional information disclosed when necessary, is presumed to result in sustainability-related financial disclosures that achieve fair presentation.

### **Materiality**

16. Social Health Growth shall disclose material information about the sustainability-related risks and opportunities that could reasonably be expected to affect the Social Health Growth's prospects.

17. In the context of sustainability-related financial disclosures, information is material if omitting, misstating or obscuring that information could reasonably be expected to influence decisions that primary users of general purpose financial reports make on the basis of those reports, which include financial statements and sustainability-related financial disclosures and which provide information about a specific reporting Social Health Growth.

### **Reporting entity**

18. Social Health Growth's sustainability-related financial disclosures shall be for the same reporting Social Health Growth as the related financial statements

### **Connected information**

19. Social Health Growth shall provide information in a manner that enables users of general purpose financial reports to understand the following types of connections:

- a) the connections between the items to which the information relates such as connections between various sustainability-related risks and opportunities that could reasonably be expected to affect the Social Health Growth's prospects; and
- b) the connections between disclosures provided by the Social Health Growth:
  - i) within its sustainability-related financial disclosures—such as connections between disclosures on governance, strategy, risk management and metrics and targets; and

- ii) across its sustainability-related financial disclosures and other general purpose financial reports published by the Social Health Growth — such as its related financial statements.
- 20. Social Health Growth shall identify the financial statements to which the sustainability related financial disclosures relate.
- 21. Social Health Growth shall identify the financial statements to which the sustainability related financial disclosures relate.
- 22. When currency is specified as the unit of measure in the sustainability related financial disclosures, the Social Health Growth shall use the presentation currency of its related financial statements.

## **Core content**

- 23. Unless another IFRS Sustainability Disclosure Standard permits or requires otherwise in specified circumstances, Social Health Growth shall provide disclosures about:
  - a. Unless another IFRS Sustainability Disclosure Standard permits or requires otherwise in specified circumstances, Social Health Growth shall provide disclosures about:
  - b. strategy—the approach the entity uses to manage sustainability related risks and opportunities
  - c. strategy—the approach the Social Health Growth uses to manage sustainability related risks and opportunities
  - d. metrics and targets—the Social Health Growth's performance in relation to sustainability-related risks and opportunities, including progress towards any targets the Social Health Growth has set or is required to meet by law or regulation

## **Governance**

- 24. The objective of sustainability-related financial disclosures on governance is to enable users of general purpose financial reports to understand the governance processes, controls and procedures Social Health Growth uses to monitor, manage and oversee sustainability-related risks and opportunities.
- 25. To achieve this objective, Social Health Growth shall disclose information about:
  - a. the governance body(s) (which can include a board, committee or equivalent body charged with governance) or individual(s) responsible for oversight of sustainability-related risks and opportunities. Specifically, the Social Health Growth shall identify that body(s) or individual(s) and disclose information about:
    - i) how responsibilities for sustainability-related risks and opportunities are reflected in the

- terms of reference, mandates, role descriptions and other related policies applicable to that body(s) or individual(s);
  - ii) how the body(s) or individual(s) determines whether appropriate skills and competencies are available or will be developed to oversee strategies designed to respond to sustainability-related risks and opportunities;
  - iii) how and how often the body(s) or individual(s) is informed about sustainability-related risks and opportunities;
  - iv) how the body(s) or individual(s) takes into account sustainability-related risks and opportunities when overseeing the Social Health Growth's strategy, its decisions on major transactions and its risk management processes and related policies, including whether the body(s) or individual(s) has considered trade-offs associated with those risks and opportunities; and
  - v) how the body(s) or individual(s) oversees the setting of targets related to sustainability-related risks and opportunities, and monitors progress towards those targets, including whether and how related performance metrics are included in remuneration policies.
- b. how the body(s) or individual(s) oversees the setting of targets related to sustainability-related risks and opportunities, and monitors progress towards those targets, including whether and how related performance metrics are included in remuneration policies.
- i) whether the role is delegated to a specific management-level position or management-level committee and how oversight is exercised over that position or committee; and
  - ii) whether management uses controls and procedures to support the oversight of sustainability-related risks and opportunities and, if so, how these controls and procedures are integrated with other internal functions.

## Strategy

26. The objective of sustainability-related financial disclosures on strategy is to enable users of general purpose financial reports to understand Social Health Growth's strategy for managing sustainability-related risks and opportunities.
27. Specifically, Social Health Growth shall disclose information to enable users of general purpose financial reports to understand:
- a. the sustainability-related risks and opportunities that could reasonably be expected to affect the Social Health Growth's prospects
  - b. the current and anticipated effects of those sustainability-related risks and opportunities on the Social Health Growth's business model and value chain
  - c. the effects of those sustainability-related risks and opportunities on the Social Health Growth's strategy and decision-making
  - d. the effects of those sustainability-related risks and opportunities on the Social Health Growth's financial position, financial performance and cash flows for the reporting period, and their anticipated effects on the Social Health Growth's financial position, financial performance and cash flows over the short, medium and long term, taking into consideration how those sustainability-related risks and opportunities have been factored into the Social Health Growth's financial planning and
  - e. the resilience of the Social Health Growth's strategy and its business model to those sustainability-related risks

### **Sustainability-related risks and opportunities**

28. Social Health Growth shall disclose information that enables users of general purpose financial reports to understand the sustainability-related risks and opportunities that could reasonably be expected to affect the Social Health Growth's prospects. Specifically, the Social Health Growth shall:
- a. describe sustainability-related risks and opportunities that could reasonably be expected to affect the Social Health Growth's prospects;
  - b. specify the time horizons—short, medium or long term—over which the effects of each of those sustainability-related risks and opportunities could reasonably be expected to occur; and
  - c. explain how the Social Health Growth defines 'short term', 'medium term' and 'long term' and how these definitions are linked to the planning horizons used

by the Social Health Growth for strategic decision-making.

29. Short-, medium- and long- term time horizons can vary between entities and depend on many factors, including industry-specific characteristics, such as cash flow, investment and business cycles, the planning horizons typically used in an entity's industry for strategic decision-making and capital allocation plans, and the time horizons over which users of general purpose financial reports conduct the assessments of Social Health Growth in that social industry.

### **Social model and value chain**

30. Social Health Growth shall disclose information that enables users of general purpose financial reports to understand the current and anticipated effects of sustainability-related risks and opportunities on the Social Health Growth's social model and value chain. Specifically, the Social Health Growth shall disclose:
- a. a description of the current and anticipated effects of sustainability-related risks and opportunities on the Social Health Growth's social model and value chain, GRI and SDG ref. page 28 to 30; and
  - b. a description of where in the Social Health Growth's social model and value chain sustainability-related risks and opportunities are concentrated (for example, geographical areas, facilities and types of assets).

### **Financial position, financial performance and cash flows**

31. Social Health Growth shall disclose information that enables users of general purpose financial reports to understand:
- a. the effects of sustainability-related risks and opportunities on the Social Health Growth's financial position, financial performance and cash flows for the reporting period (current financial effects); and
  - b. the anticipated effects of sustainability-related risks and opportunities on the Social Health Growth's financial position, financial performance and cash flows over the short, medium and long term, taking into consideration how sustainability-related risks and opportunities are included in the Social Health Growth's financial planning (anticipated financial effects).
32. Specifically, Social Health Growth shall disclose quantitative and qualitative information about:

- a. how sustainability-related risks and opportunities have affected its financial position, financial performance and cash flows for the reporting period;
- b. the sustainability-related risks and opportunities identified in paragraph 34(a) for which there is a significant risk of a material adjustment within the next annual reporting period to the carrying amounts of assets and liabilities reported in the related financial statements;
- c. how the Social Health Growth expects its financial position to change over the short, medium and long term, given its strategy to manage sustainability related risks and opportunities, taking into consideration:
  - i. its investment and disposal plans (for example, plans for capital expenditure, major acquisitions and divestments, joint ventures, social transformation, innovation, new social areas, and asset retirements), including plans the Social Health Growth is not contractually committed to; and
  - ii. its planned sources of funding to implement its strategy; and
- d. how the Social Health Growth expects its financial performance and cash flows to change over the short, medium and long term, given its strategy to manage sustainability-related risks and opportunities.

33. In providing quantitative information, Social Health Growth may disclose a single amount or a range.

34. In preparing disclosures about the anticipated financial effects of a sustainability-related risk or opportunity, Social Health Growth shall:

- a. use all reasonable and supportable information that is available to the Social Health Growth at the reporting date without undue cost or effort and
- b. use an approach that is commensurate with the skills, capabilities and resources that are available to the Social Health Growth for preparing those disclosures.

35. Social Health Growth need not provide quantitative information about the current or anticipated financial effects of a sustainability-related risk or opportunity if the Social Health Growth determines that:

- a. those effects are not separately identifiable; or

- b. the level of measurement uncertainty involved in estimating those effects is so high that the resulting quantitative information would not be useful.

36. In addition, Social Health Growth need not provide quantitative information about the anticipated financial effects of a sustainability-related risk or opportunity if the Social Health Growth does not have the skills, capabilities or resources to provide that quantitative information.

37. If Social Health Growth determines that it need not provide quantitative information about the current or anticipated financial effects of a sustainability-related risk or opportunity applying the criteria set the Social Health Growth shall:

- a. explain why it has not provided quantitative information;
- b. provide qualitative information about those financial effects, including identifying line items, totals and subtotals within the related financial statements that are likely to be affected, or have been affected, by that sustainability-related risk or opportunity; and
- c. provide quantitative information about the combined financial effects of that sustainability-related risk or opportunity with other sustainability-related risks or opportunities and other factors unless the entity determines that quantitative information about the combined financial effects would not be useful.

# Whistleblowing Policy

## Key Points

The Whistleblowing Procedure sets out the framework for dealing with allegations of illegal and improper conduct.

The SHG is committed to the highest standards of transparency, probity, integrity and accountability.

This procedure is intended to provide a means of making serious allegations about standards, conduct, financial irregularity or possible unlawful action in a way that will ensure confidentiality and protect those making such allegations in the reasonable belief that it is in the public interest to do so from being victimised, discriminated against or disadvantaged.

This procedure does not replace other policies and procedures such as the complaints procedure, the Grievance and Harassment and Bullying Policies and other specifically laid down statutory reporting procedures.

This procedure is intended to ensure that the SHG complies with its duty under the November 2014 Whistleblowing in the Public Sector.

## **Scope**

This procedure applies to all SHG employees, including Associates and contractors.

This procedure does not replace other SHG policies or procedures. For example, if an employee has a grievance about their working conditions they should use the SHG Grievance Policy or, if they felt that their manager or a colleague was treating them unfavourably, they should use the SHG Harassment and Bullying Policy. Similarly if an employee has a concern about the conduct of a fellow employee in the working environment (e.g. that they are not treating colleagues with respect) they should raise these with their line manager.

This procedure applies to, but is not limited to, allegations about any of the following:

- Conduct which is an offence or breach of the law
- Alleged miscarriage of justice
- Serious Health and Safety risks
- The unauthorised use of public funds
- Possible fraud and corruption

Sexual, physical or verbal abuse, or bullying or intimidation of employees, customers or service users



- Abuse of authority
- Other unethical conduct

## **Reporting**

Contact Details for Reporting: (in writing) SHG

The SHG recognises that the decision to make an allegation can be a difficult one to make. However, whistleblowers who make serious allegations in the reasonable belief that it is in the public interest to do so have nothing to fear because they are doing their duty either to the SHG and/or to those for whom the SHG or they are providing a service.

The SHG will take appropriate action to protect a whistleblower who makes a serious allegation in the reasonable belief that it is in the public interest to do so from any reprisals, harassment or victimisation.

## **Confidentiality**

All allegations will be treated in confidence and every effort will be made not to reveal a whistleblower's identity unless the whistleblower otherwise requests. However, if the matter is subsequently dealt with through other SHG procedures such as the Disciplinary Procedure.

Similarly, if the allegation results in court proceedings then the whistleblower may have to give evidence in open court if the case is to be successful.

The SHG will not, without the whistleblower's consent, disclose the identity of a whistleblower to anyone other than a person involved in the investigation/allegation.

## **Anonymous Allegations**

This procedure encourages whistleblowers to put their name to an allegation wherever possible as anonymous allegations may often be difficult to substantiate/prove. Allegations made anonymously are much less powerful but anonymous allegations will be considered at the discretion of the Chairman/Vice Chairman.

In exercising discretion to accept an anonymous allegation the factors to be taken into account:

- The seriousness of the issue raised
- The credibility of the allegation; and
- Whether the allegation can realistically be investigated from factors or sources other than the complainant

## **Untrue Allegations**

No disciplinary or other action will be taken against a whistleblower who makes an allegation in the reasonable belief that it is in the public interest to do so even if the allegation is not substantiated by an investigation. However, disciplinary action may be taken against a whistleblower who makes an allegation without reasonable belief that it is in the public interest to do so (e.g. making an allegation frivolously, maliciously or for personal gain where there is no element of public interest).

### ***Procedure for Making an Allegation***

It is preferable for allegations to be made to an employee's immediate manager to whom they report. However, this may depend on the seriousness and sensitivity of the issues involved and who is suspected of malpractice. For example, if the whistleblower believes that management is involved it would be inappropriate to raise it directly with them. The whistleblower may then make an allegation direct to any of the following:

- The Chairman
- Vice-Chairman

If either of the above receive an allegation he/she will consider the allegation and may discuss with either the Chairman or Executive Director. The line manager (or either/or both) of the above, after consideration, will discuss with the whistleblower and if they wish to proceed with the allegation will be investigated.

### ***Allegation***

Whether a written or oral report is made it is important that relevant information is provided including:

- The name of the person making the allegation and a contact point.
- The background and history of the allegation (giving relevant dates and names and positions of those who may be in a position to have contributed to the allegation);
- The specific reason for the allegation. Although someone making an allegation will not be expected to prove the truth of any allegations, they will need to provide information to the person they have reported to, to establish that there are reasonable grounds for the allegation.

Someone making an allegation may be accompanied by another person of their choosing during any meetings or interviews in connection with the allegation. However, if the matter is subsequently dealt with through another procedure the right to be accompanied will at that stage be in accordance with the relevant procedure.

### ***Action on receipt of an Allegation***

The line manager will record details of the allegation gathering as much information as possible, (within 5 working days of receipt of the allegation) including:

- The record of the allegation;
- The acknowledgement of the allegation;
- Any documents supplied by the whistleblower.

The investigator will ask the whistleblower for his/her preferred means of communication and contact details and use these for all communications with the whistleblower in order to preserve confidentiality.

If the allegation relates to fraud, potential fraud or other financial irregularity the Treasurer will be informed within 5 working days of receipt of the allegation. The Treasurer will determine whether the allegation should be investigated and the method of investigation.

If the allegation discloses evidence of a criminal offence it will immediately be reported to the Board of Directors and a decision will be made as to whether to inform the Police. If the allegation concerns suspected harm to children the appropriate authorities will be informed immediately.

### **Timetable**

- An acknowledge the allegation in writing within 10 working days with
  - An indication of how the SHG propose to deal with the matter
  - An estimate of how long it will take to provide a final response
  - An indication of whether any initial enquiries have been made
  - Information on whistleblower support mechanisms
  - Indication whether further investigations will take place and if not, why not

Where the allegation has been made internally and anonymously, obviously the SHG will be unable to communicate what action has been taken.

### **Support**

The SHG will take steps to minimise any difficulties which may be experienced as a result of making an allegation. For instance, if a whistleblower is required to give evidence in criminal or disciplinary proceedings the SHG will arrange for them to receive advice about the procedure and advise on the support mechanisms that are available.

The SHG accepts that whistleblowers need to be assured that the matter has been properly addressed. Thus, subject to legal constraints, we will inform those making allegations of the outcome of any investigation.

### **Responsibility for the Procedure**

The Chairman and Vice Chairman have overall responsibility for the operation of this Procedure and for determining the administrative processes to be followed and the format of the records to be kept.

### **Monitoring**

A Register will record the following details:

- The name and status (e.g. employee) of the whistleblower
- The date on which the allegation was received
- The nature of the allegation
- Details of the person who received the allegation
- Whether the allegation is to be investigated and, if yes, by whom
- The outcome of the investigation

- Any other relevant details

The Register will be confidential and only available for inspection by the Board of Trustees.

The Executive will report annually to the Board of Director on the operation of the Procedure and on the whistleblowing allegations made during the period covered by the report. The report will be in a form which does not identify whistleblowers.

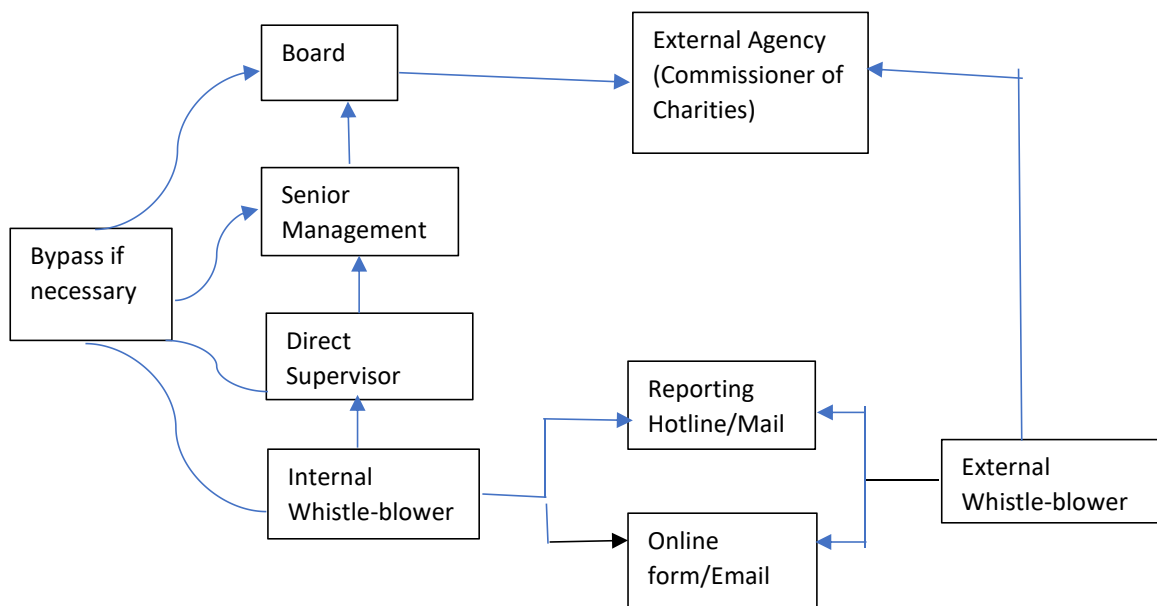


Diagram 1: Ways to Raise Concerns for Employees and Other Stakeholders

The decision on the contents and details of a policy to suit the needs of the SHG requires judgements. Seven Key components are commonly included in the policy are as followings:

**Component : Policy Objectives**

|                      |                                          |
|----------------------|------------------------------------------|
| 1. Policy Objectives | Set the tone and what it aims to achieve |
|----------------------|------------------------------------------|

| What to include                                                             |                               |                      |
|-----------------------------------------------------------------------------|-------------------------------|----------------------|
| Define whistle-blowing concern                                              | Importance of whistle-blowing | Objectives of policy |
| Illustration                                                                |                               |                      |
| To whistle-blow is to report concerns by employees or other stakeholders in |                               |                      |

good faith on misconduct or malpractice that may be detrimental to the charity and/or public interest. Whistle-blowing is an essential part of sound governance.

The policy addresses the Board's commitment to proper ethical behaviour where employees and other stakeholders are encouraged to report concerns without fear of reprisal or unfair treatment.

The objectives of the policy are:

- To provide a formal process to raise and handle whistle-blowing concerns and a framework to support the process.
- To encourage employees and other stakeholders to report improper, unethical and inappropriate behaviour.
- To provide assurance that all reports will be properly addressed, treated with confidentiality and there are adequate whistle-blower safeguards from reprisal in any form.
- To promote and develop a culture of accountability, integrity and transparency.

## **Component 2: Policy Scope**

|                 |                                          |
|-----------------|------------------------------------------|
| 2. Policy Scope | Set the tone and what it aims to achieve |
|-----------------|------------------------------------------|

| What to include?                                                                                                                                       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| Extent of policy coverage                                                                                                                              |
| <b>Illustration</b>                                                                                                                                    |
| This policy is designed to enable employees and other relevant stakeholders to report any alleged concerns in good faith on misconduct or malpractice. |

## **Component 3: Roles and Responsibilities**

|                               |                                                |
|-------------------------------|------------------------------------------------|
| 3. Roles and Responsibilities | Structure of accountability and responsibility |
|-------------------------------|------------------------------------------------|

| What to include                                                                                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Whistle-blowing structure                                                                                                                                                                                |
| Roles and Responsibility                                                                                                                                                                                 |
| <b>Illustration</b>                                                                                                                                                                                      |
| The Board oversees whistle-blowing practices in the charity. This oversight responsibility requires the establishment of a whistle-blowing policy that is relevant to the context of the charity.        |
| The Board is usually assisted by a staff in charge (or Whistle-blowing Governance Officer) of the whistle-blowing process who ensures that the procedures are carried out in accordance with the policy. |
| In essence, there are many stakeholders involved in the whistle-blowing                                                                                                                                  |

process. These include the Board, whistle-blower, alleged party, staff receiving the report, investigator, Whistle-blowing Governance Officer and Head of Internal Audit.

#### **Component 4: Confidentiality & Protection**

|                                            |                                                |
|--------------------------------------------|------------------------------------------------|
| <b>4. Confidentiality &amp; Protection</b> | Underpinning ethos of whistle-blowing practice |
|--------------------------------------------|------------------------------------------------|

| 4(a) Confidentiality: What to include                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                     |                                               |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------------------------------|
| Commitment to confidentiality                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Anonymous reporting | Special circumstances for identity disclosure |
| <p style="text-align: center;"><b>Illustration</b></p> <p>The charity respects the confidentiality of the whistle-blower and is committed to preserving confidentiality by keeping the report and case information secure and accessible only to designated persons. Aligned with the spirit of confidentiality, the charity allows anonymous reporting.</p> <p>Confidentiality has two sides. Concurrently, the Whistle-blowing Governance Officer should ensure proper confidentiality safeguards of the filed report, while maintaining the confidentiality of those involved in the case.</p> <p>If necessary or lawful circumstances dictate the disclosure of the whistle-blower's identity, the charity must seek the whistle-blower's consent.</p> |                     |                                               |

| 4(b) Protection: What to include                                                                                                                                                                                                                                                                                                                                                                                              |                     |           |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------|
| Commitment to protection                                                                                                                                                                                                                                                                                                                                                                                                      | Types of protection | Sanctions |
| <p style="text-align: center;"><b>Illustration</b></p> <p>The charity does not condone any reprisal, discrimination or harassment against whistle-blowers who report in good faith. It is committed to protecting whistle-blowers from threats to employment and any other threats of retaliatory action. Disciplinary actions will be taken against those who retaliate, harass or discriminate against whistle-blowers.</p> |                     |           |

#### **Component 5: Whistle-blowing Process**

|                                   |                                          |
|-----------------------------------|------------------------------------------|
| <b>5. Whistle-blowing process</b> | Key steps in the whistle-blowing process |
|-----------------------------------|------------------------------------------|

| 5(a). Whistle-blowing process: Initiation                           |  |
|---------------------------------------------------------------------|--|
| <b>Purpose:</b> 1 <sup>st</sup> step in the whistle-blowing process |  |
| <b>What to include?</b>                                             |  |

|                        |                      |                     |
|------------------------|----------------------|---------------------|
| Proper report contents | Authorised personnel | Method of reporting |
| <b>Illustration</b>    |                      |                     |

The ambit of reporting covers whistle-blowing concerns made in good faith either internally or externally. Disciplinary action will be taken against employees for any false report made for personal gain or malicious motive.

The report can be made verbally or in writing using the standard “Form to Report a Whistle-Blowing Concern” (see page 17) which contains information on what to report. For all reports, including those raised anonymously, the charity will maintain a proper register of all concerns received. It will send an acknowledgment of receipt to the whistle-blower, if the identity is provided, and all reported concerns will be assessed by the charity. The whistle-blower should also be provided with subsequent information on the follow-up processes (e.g. assessment, investigation and action) as appropriate.

Where the identity of the alleged person is known, the guidance should include reasonable timeframes for: (a) the escalation of alleged concern to the Whistle-Blowing Governance Officer (or any designated person) (e.g. within 24 hours); (b) the formal acknowledgment of receipt, (e.g. within two weeks); (c) any updates; and (d) the closure of the inquiry. More specifically, (a) and (d) are considered in relation to anonymous alleged concern.

Typically, an employee is expected to raise the concerns with their immediate superior, who will escalate the matter to the Whistle-Blowing Governance Officer (or the staff in charge of whistle-blowing).

In cases where the immediate superior is reluctant to raise the concern or is the subject of the concern, the whistle-blower can raise the concern directly to the Whistle-Blowing Governance Officer. In cases where key management is involved or the concern is exceptionally serious, the whistle-blower can report to the chairman of the Board or designated Board member (e.g. chairman of the Audit committee).

The whistle-blower can bypass the internal reporting mechanism and report the concern to the relevant external agency (e.g. Office of the Commissioner of Charities). Safeguards to protect confidentiality must be in place to protect the whistle-blower from reprisal, discrimination and other adverse consequences.

| 5(b) Whistle-blowing process: Assessment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                         |             |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-------------|
| <b>Purpose:</b> 2 <sup>nd</sup> step in the whistle-blowing process.                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                         |             |
| <b>What to include?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                         |             |
| Assessment Personnel                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | The assessment criteria | The outcome |
| <b>Illustration</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                         |             |
| <p>The Whistle-blowing Governance Officer (or a designated staff) is responsible for the assessment of all the concerns raised, including those which are anonymous in nature. The assessment examines whether the concerns raised are appropriate (i.e. they are not grievances), information provided is adequate to facilitate in the assessment and the nature of concerns (e.g. threats to health and safety, breach of laws, ethical code and fraud) to establish their severity and implication to the charity.</p> |                         |             |

When the alleged person's identity is not known, attention should be made in relation to the likelihood of substantiating the allegation from the information provided and any relevant sources.

All assessments and analysis are to be consistent and properly documented, with decisions and outcomes clearly communicated to the appropriate parties on a timely basis.

Inappropriate concerns will not be investigated and the responsible staff may be subject to disciplinary action. Except for anonymous reports, the whistle-blowers may be contacted for clarification or further details on the information provided in the "Form to Report a Whistle-Blowing Concern".

| 5(c) Whistle-blowing process: Investigation                                                                                                                                                                                                                                                                                                                                                                        |                        |                            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|----------------------------|
| <b>Purpose:</b> 3 <sup>rd</sup> step in the whistle-blowing process.                                                                                                                                                                                                                                                                                                                                               |                        |                            |
| <b>What to include?</b>                                                                                                                                                                                                                                                                                                                                                                                            |                        |                            |
| The investigator                                                                                                                                                                                                                                                                                                                                                                                                   | The investigation team | All other parties involved |
| The investigation process                                                                                                                                                                                                                                                                                                                                                                                          | The outcome            | Recourse availability      |
| <b>Illustration</b>                                                                                                                                                                                                                                                                                                                                                                                                |                        |                            |
| <p>The Whistle-blowing Governance Officer (or a designated staff) is responsible for the appointment of the investigator and members of the investigation team, where appropriate. If required, the Board or the Audit Committee should endorse the recommendation before formal appointment.</p>                                                                                                                  |                        |                            |
| <p>The charity will assure the independence of the investigator in the performance of the investigation. The investigation team is empowered with the appropriate authority and must have the integrity and competency to gather and document facts, while preventing leakage of information. The charity will provide adequate support, co-operation and access of information to the investigator.</p>           |                        |                            |
| <p>The parties involved in the investigation would be determined by the investigator depending on the nature, extent, timeline and complexity of the case. Some possible parties may include the whistle-blower, alleged party, witnesses, key staff, management, Board members and external parties. Further information may be sought from the whistle-blower and the relevant parties in the investigation.</p> |                        |                            |
| <p>The charity's investigation process comprises establishing the investigation objective, gathering of evidence, reporting on the findings and providing recommendations. The duration of the investigation is dependent on the nature of the concern, evidence availability and complexity of the case. The whistle-blower will be informed as soon as the investigation outcome is available.</p>               |                        |                            |
| <p>The investigation report will be reviewed by the Board or Audit Committee or a designated committee (e.g, comprising Head of Human Resources, Chief Internal Auditor and other key personnel). Where appropriate, external advice may be sought to assist in the investigation and review of the investigation report (including the findings and recommendations).</p>                                         |                        |                            |



The possible outcomes include:

- i. There are no grounds for the concern. Hence, there are no further actions required.
- ii. There are grounds for the concern. Disciplinary action will be taken in accordance with the charity's disciplinary policies (e.g. reprimand, suspension and termination of employment). In addition, remedial measures will be taken to minimise recurrence; and
- iii. There may be grounds for a possible criminal offence. The Board of Audit Committee should be informed and legal advice may be sought on whether the matter should be referred to the relevant authority for the appropriate action. In all these circumstances, the whistle-blower will be notified of the outcome accordingly.

When the whistle-blower is not satisfied with the outcome of the investigation, he/she can raise the matter with adequate explanation to the Whistle-blowing Governance Officer (or designated staff). If there are reasonable grounds, the charity will examine the concern. The whistle-blower can also raise this concern to an external party.

| 5(d) Whistle-blowing process: Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                |                      |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|----------------------|
| <b>Purpose:</b> 4 <sup>th</sup> step in the whistle-blowing process.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                |                      |
| <b>What to include?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                |                      |
| Timeline for recommended course of action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Proper closure | Review and follow-up |
| <p style="text-align: center;"><b>Illustration</b></p> <p>In cases where there are no grounds for the concern, the Whistle-blowing Governance Officer (or a designated staff) will inform the whistle-blower of the outcome and close the case. Where there is ground for the concern, the Whistle-blowing Governance Officer must ensure that there is a person responsible for disciplinary matters (e.g. Head of Human Resources) and another person responsible for designing and implementing the remedial measures, which should be both practical and feasible.</p> <p>When the matter has to be escalated to an external party, there should be an acknowledgment of the receipt of the referral. The timeline for the implementation of the recommendation should be established to provide an indication on the closure of each case.</p> <p>There should be a review and a follow-up by the Whistle-blowing Governance Officer (or a designated staff) with support provided by the Board or Audit Committee to ensure the proper closure of the case.</p> |                |                      |

## **Component 6: Communications & Training**

|                                         |                                           |
|-----------------------------------------|-------------------------------------------|
| <b>6. Communications &amp; Training</b> | Update and equip with proper competencies |
|-----------------------------------------|-------------------------------------------|

| What to include?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                           |                         |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|-------------------------|
| Access to the policy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Avenues for clarification | Training and assistance |
| <p style="text-align: center;"><b>Illustration</b></p> <p>The whistle-blowing policy is provided to employees by the Head of Human Resources, whistle-blowing Governance Officer or a designated staff. It is also accessible to all interested parties in the charity's website.</p> <p>The whistle-blowing policy is communicated to all staff when they join the charity and they are briefed on any updates as appropriate. For assistance on whistle-blowing matters, employees should approach the Head of Human Resources, Whistle-blowing Governance Officer or the designated staff.</p> <p>The charity supports the training of staff involved in whistle-blowing to stay abreast of developments and to be properly equipped to handle whistle-blowing matters.</p> |                           |                         |

### **Component 7: Monitor & Review**

|                                |                                                               |
|--------------------------------|---------------------------------------------------------------|
| <b>7. Monitor &amp; Review</b> | Ensure the whistle-blowing practice is relevant and effective |
|--------------------------------|---------------------------------------------------------------|

| What to include?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| Effective monitoring methods                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Periodic review interval |
| <p style="text-align: center;"><b>Illustration</b></p> <p>The Whistle-blowing Governance Officer or a designated staff monitors the status of the whistle-blowing process to ensure that it is operating as designed. Some examples include the trend of concerns raised compared to previous years, the number of concerns that failed to meet the established timeline, to record and report to the Whistle-blowing Governance Officer, and the number of cases where the investigation process is behind schedule. The monitored results should be reported to the Board of Audit Committee.</p> <p>Internal audit or an independent party will review the whistle-blowing policy for design effectiveness and will check that the procedures are operationally effective. The review is conducted annually or as directed by the Board or Audit Committee.</p> |                          |

A policy is an important governance document. Some attributes of an effective policy are:

- It is easily understood.
- It has clearly defined objectives and is aligned with the charity's goals and strategy.
- It is relevant to the changing charity contexts.
- The key stakeholders are appropriately consulted in its development and update.

- It is easily accessible and clearly communicated to the relevant stakeholders.

The contents and details in the sample below may be adapted by charities to develop a whistle-blowing policy to suit their contexts and needs. It is drawn up from a selection of Singapore charities.

|                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Policy objectives and scope    | The organisation is committed to a high standard of transparency, integrity, compliance and accountability. The whistle-blowing policy aims to provide a means through which employees or members of the public could, in good faith, report any activity that infringes on the organisation's code of conduct or violates the law so that the organisation may take the relevant action.                                                                                  |
| 2. Whistle-blowing concerns       | The policy covers serious concerns that could have a significant impact on the organisation. These include (a) fraudulent activity; (b) incorrect financial reporting; (c) unlawful activities; (d) misconduct or unethical conduct.                                                                                                                                                                                                                                       |
| 3. Confidentiality and protection | Reports of whistle-blowing concerns are kept confidential to the extent possible to meet the needs of the investigation. The organisation is committed to protect a person who reports in good faith from intimidation, retaliation or adverse employment consequence.                                                                                                                                                                                                     |
| 4. Reporting channels             | If employees or members of the public have cause to suspect serious concerns, a report should be made through telephone, by e-mail or by postal mail. All reports will be channelled to the Board Chairman and members of the Audit Committee. Alternatively, the report may be lodged directly with any of these individuals.                                                                                                                                             |
| 5. Assessment of concerns raised  | Assessment of the concern is based on the nature and severity of the concern raised and the credibility of the information, including the resources. The Audit Committee or a designated staff shall decide whether an investigation is required to examine the issues raised. For a serious concern (e.g. alleged criminal offence), the matter should be reported to an external agency.                                                                                 |
| 6. Investigation                  | On receiving a report, the Board or the Audit Committee shall decide on the severity and authenticity of the concern. When there are issues to be further examined, the Board or the Audit Committee will set up an investigation team, comprising at least three independent members (i.e. those who are not connected to the concern reported). The whistle-blower will be kept informed of the progress of the investigation and, if appropriate, of the final outcome. |

## An illustration of roles and responsibilities

| Key Stakeholders                                                      | Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Board                                                                 | <ul style="list-style-type: none"> <li>To ensure the effective establishment, review and management (e.g. reporting, investigation and follow-up) of the whistle-blowing policy and arrangements.</li> <li>Should regularly review and discuss all whistle-blowing concerns.</li> <li>The chairman of the Board or designated director(s) may serve as the Whistle-blower Governance Officer for concerns raised on key management (e.g. head of the organisation). In practice, the above roles may be delegated to the Audit Committee.</li> </ul>           |
| Whistle-blower                                                        | <ul style="list-style-type: none"> <li>Expected to act in good faith and should refrain from making false accusations when reporting his/her concern(s).</li> <li>They should also contribute to the investigation efforts (e.g. by providing further information/evidence).</li> </ul>                                                                                                                                                                                                                                                                        |
| Alleged Party<br>(The person of interest in the whistle-blowing case) | <ul style="list-style-type: none"> <li>Have a duty to cooperate with the investigator, including the provision of relevant information, documents or other materials as may be required by the investigator.</li> </ul>                                                                                                                                                                                                                                                                                                                                        |
| Point of Contact/Staff receiving the report                           | <ul style="list-style-type: none"> <li>To receive, record and report the whistle-blowing incident to the person in-charge of whistle-blowing or the appropriately assigned individual.</li> <li>At all times, confidentiality of the case must be maintained.</li> </ul>                                                                                                                                                                                                                                                                                       |
| Investigator                                                          | <ul style="list-style-type: none"> <li>To ensure investigations are conducted in an independent, diligent and unbiased manner.</li> <li>To regularly report findings to the Whistle-blowing Governance Officer, Board or Audit Committee (as appropriate).</li> <li>The investigator and team (if required) must be independent, competent and refrain from discussing or disclosing confidential information under investigation. The investigation may include external parties with the appropriate competencies to assist in the investigation.</li> </ul> |
| Whistle-blowing Governance Officer                                    | The Whistle-blowing Governance Office is in charge of the whistle-blowing process. Where the concerns reported involve key management, the Board will appoint one or two members of the Board (e.g. Audit Committee chair and other director(s) to assume this role.                                                                                                                                                                                                                                                                                           |

|                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                        | <p>Some of the responsibilities include:</p> <ul style="list-style-type: none"> <li>• To ensure that sufficient inquiry is conducted into every concern received.</li> <li>• The case is investigated by a qualified investigator who is independent of the area/function where the concern is alleged to have taken place.</li> <li>• To recommend whether an external qualified investigator independent of the organisation is required.</li> <li>• The action taken in response to the assessment/investigation is appropriate to the circumstances.</li> <li>• There are adequate safeguards to protect the whistle-blower from reprisal, discrimination or harassment. A whistle-blower Protection Officer may be appointed to the task.</li> <li>• To ensure the adequate measures are in place to protect the confidentiality of the whistle-blower and information about the case.</li> </ul> |
| Head of Internal Audit | <ul style="list-style-type: none"> <li>• Where the charities or IPCs have an internal audit function, the internal audit provides assurance to the Board on the design and operative effectiveness of the whistle-blowing policy and arrangements. The other roles that internal audit can assume may include the handling of whistle-blowing concerns, whistle-blowing investigation as well as providing advice on the relevant internal controls in the whistle-blowing process.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                         |

### A sample form to report a whistle-blowing concern

| Whistle-Blower Report Form                                                                                          |
|---------------------------------------------------------------------------------------------------------------------|
| <b>Whistle-blower's details</b><br>This section may be left blank if the whistle-blower wishes to remain anonymous. |
| Name, Designation/Charity, Contact number and E-mail address                                                        |
| Can you be contacted for more information?                                                                          |
| <b>Alleged Party's details</b><br>Name, Designation, Department, Contact number and E-mail address                  |
| <b>Witness' details (if any)</b><br>Name, Designation, Department/Charity, Contact number and E-mail address        |
| <b>Concern/Complaint</b><br>Describe the misconduct and how you have come to know about it.                         |

|                                                                                                                       |           |
|-----------------------------------------------------------------------------------------------------------------------|-----------|
| 1. What misconduct occurred?                                                                                          |           |
| 2. Who committed the misconduct?                                                                                      |           |
| 3. When did it happen and when did you notice it?                                                                     |           |
| 4. Where did it happen?                                                                                               |           |
| 5. Have you approached the person? If yes, what did he say?                                                           |           |
| 6. Is there any evidence that you could provide to us?                                                                |           |
| 7. Were other people involved? If yes, who are they?                                                                  |           |
| 8. Do you have any other details or information which could assist us in the investigation?                           |           |
| 9. Have you reported the incident internally or through any other channels? If yes, to whom have you made the report? |           |
| Date:                                                                                                                 | Signature |

|                                                                                  |                                                                                                          |                                                                                                         |
|----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| Who to submit the form to? E.g. Staff name, address and contact.                 |                                                                                                          |                                                                                                         |
| How to submit the form?                                                          |                                                                                                          |                                                                                                         |
| (a) Electronic form via charity's website (to also include the website address). | (b) Email (to include the name of contact person, telephone number, handphone number and email address). | (c) Mail (to include the name of contact person, telephone number, handphone number and email address). |

## **Conflict of Interest Policy**

### **1. Purpose**

- 1.1 As members of the Charity, we have an obligation to act in the best interest of the Charity. Hence, we need to avoid situations where there may be real , potential or perceived conflicts of interest, which may arise where a member's personal or family interest conflicts with those of the Charity.
- 1.2 Such conflicts may create problems that may result in the following:
  - a. Cause Damage to the Charity's reputation which may lead to its inability to sustain operations;
  - b. Influence the member's judgment and compromise objectivity when conducting the Charity's affairs;
  - c. Restrict free discussion, thus resulting in decisions or actions that are not in the interest of the Charity; and
  - d. Risk the impression that the charity has acted improperly.
- 1.3 This Policy aims to protect both Charity and its members from any appearance of impropriety.

### **2. Definitions**

- 2.1 Charity refers to the charity named as the issuer of this document.
- 2.2 Member refers to a board member or management member or staff member or volunteer member of Charity.
- 2.3 Policy refers to the Conflict of Interest Policy.
- 2.4 Interest means any commitment, investment, relationship, obligation, or involvement, financial or otherwise that may influence a person's judgement. This would include:
  - a. Direct interest- ownership in the name of the member/staff;

- b. Indirect interest - ownership beneficially held through another investment, estate, trust or other intermediary;
  - c. Vested interest - personal stake or involvement, which may or may not include an expectation of financial gain; and
  - d. Deemed interest - a member/staff is deemed to have an interest which he/her spouse/domestic partner holds interest.
- 2.5. A conflict of interest arises when the personal interests of the member / staff may potentially interfere with the performance of his/her duties in the charity. When actual, potential or perceived conflict of interest arises, integrity, fairness and accountability of the person may be affected, which could impede the best interest of the charity.
- 3. **Declaration of Interest**
  - 3.1 Given the stated purpose of this Policy, we are asking:
    - a. Board and management members to declare their interests, and any gifts or hospitality received in connection with their role in Charity; and
    - b. Staff and volunteer members to declare when the transaction to be affected may result in a conflict of interest.
  - 3.2 A declaration of interest's form is provided for this purpose. The types of interest to be declared will include, but not limited to the following:
    - a. Members who have friends or other personal or business relationships must carefully consider whether those relationships create conflicts of interest with their entrusted role in the Charity. Examples include:
      - i. hiring a relative or friend as an employee or vendor,
      - ii. buying or selling goods or services from / to a family business for which others might compete,
      - iii. having a personal relationship where there is an immediate reporting relationship,
      - iv. volunteering and/ or having memberships in any other charities, or
      - v. receiving goods/services as beneficiaries.
    - b. Members must disclose any outside activities, financial interest or relationship that may pose a real, potential or perceived conflict of interest. Disclosures are to be made to the Board/senior management supervisors and head of the Human Resources Department, with the required approval obtained before accepting any position as an officer or director of an outside business.
  - 3.3 To be effective, the declaration of interests needs to be updated in written form at least annually and also when any changes occur.
  - 3.4 In any situations where members are not sure what to declare, or whether/when your declaration needs to be updated, they are strongly



encouraged to err on the side of caution or seek advice from the Board/ senior management supervisors.

- 3.5 All disclosure of interest made by members and decisions made by Board/ senior management of the charity on such matters must be recorded, updated and filed with the head of the Human Resources Department (or his/her designee).
- 3.6 A register of interests shall also be used to record gifts of a value over S\$100 received by members.

#### **4. Operating Procedures**

- 4.1 If the Board needs to make a decision on an issue where the Board members(s) has/have interest, it is the responsibility of the Board member(s) to:
  - a. Identify the potential conflict of interest;
  - b. Not to participate in discussion of the program or motion being considered; and
  - c. Not to vote on the issue
- 4.2 If the Board needs to make a decision on an issue where the Board member(s) has/have an interest, it is the responsibility of the Board to ensure that
  - a. All decisions are made by vote, with a two-thirds majority required based on the presence of a quorum; and
  - b. Interested board members must not vote on matters affecting their own interests.
- 4.3 It is the responsibility of the Board to:
  - a. Only decide to hire or contract with any vendor if they are qualified individuals available, and willing to provide the goods or services needed at the best price. The Board's decision shall not be influenced in any way by the fact that Board member has an interest in the contract.
  - b. Record in the minutes of the Board Meeting the potential conflict of interest, and the use of the procedures and criteria of this policy.
- 4.4 It is the sole responsibility of any member of the Charity to report any possible real, potential or perceived conflict of interest. If it is an oversight of the Charity, the member shall promptly inform the Charity that he/ she has been put in such a position of conflict of interest.
- 4.5 No member of the Charity shall derive any personal profit or gain, directly or indirectly, by reason of his or her participation with the Charity. Each individual shall disclose to the Charity any personal interest which he or she may have in any matter pending before the organisation and shall refrain from participation on such matter.

- 4.6 Any member of the Charity or of a client or organisation or organisation or vendor of the Charity shall identify his or her affiliation with such agency or agencies; further, he shall not participate in the decision affecting that agency.
- 4.7 Any member of the Charity or its Consultants / Business Partners shall refrain from obtaining any list of clients for personal or private solicitation purposes at any time during the term of their affiliation.
- 4.8 Any member who is also a user of the Charity's services, or the carer of someone who uses the Charity's services shall not be involved in decisions that directly affect the service received by the person he / she cares for. He / She shall declare his / her interest at the earliest opportunity and withdraw from any subsequent discussion. The same applies if the conflict concerns any other reason(s).
- 4.9 A member of the Charity may, however, participate in discussions from which he /she may indirectly benefit, for example where the benefits are universal to all users.
- 4.10 The Board of the Charity shall have the right to suspend any involvement of any member/ staff when it has come to their attention that a potential actual or perceived conflict has arose, but has not been voluntarily disclosed by the relevant member.

## **5. Violations**

- 5.1 Any violation will result in discipline, up to and including termination from employment or removal from the board, or expulsion from being a volunteer member of the Charity.

## SOCIAL HEALTH GROWTH

With regard to my service as [board/ management / staff/ volunteer] member of SOCIAL HEALTH GROWTH, this is to declare that I, except as described below, am not now nor at any time during the past year have been:

1. A participant, directly or indirectly, in any arrangement, agreement, investment, or other activity with any vendor, supplier, or other party doing business with SOCIAL HEALTH GROWTH which has resulted, or could result in personal benefit to me.
2. A recipient, directly or indirectly, of any salary payments or loans or gifts of any kind or any free service or discounts or other fees from or on behalf of any person or organisation engaged in any transactions with SOCIAL HEALTH GROWTH.

Any exceptions to (1) or (2) are stated below with a full description of the transactions and of the interest, whether direct or indirect, which I have (or had during the past year) in the persons or organisations having transactions with SOCIAL HEALTH GROWTH.

I would like to report the following potential conflict of interest:  
(please elaborate on the potential conflict arising from the above situation with regard to the transaction concerned (e.g. nature of service / transaction involving the affiliated person, the identity of the affiliated person and your relationship with that person).

| Area of Conflict                                                                                                                                                                                         | Details |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| I am affiliated* to another charity                                                                                                                                                                      |         |
| I am affiliated* to any vendor, supplier, or any other party providing or bidding for providing services, having a direct or indirect interest in any business transaction(s), agreement, or investment. |         |
| I am affiliated to someone who is a party to                                                                                                                                                             |         |

|                                                                                                                       |  |
|-----------------------------------------------------------------------------------------------------------------------|--|
| or has an interest in any pending legal proceedings involving SOCIAL HEALTH GROWTH                                    |  |
| I am interested in purchasing services from SOCIAL HEALTH GROWTH                                                      |  |
| I am affiliated to person(s) who is/are interested in purchasing services from SOCIAL HEALTH GROWTH                   |  |
| I have business dealings or transactions with a vendor, supplier or any other party which could result in benefit me. |  |
| I am affiliated to any staff involved in SOCIAL HEALTH GROWTH                                                         |  |
| Others:                                                                                                               |  |

\* Affiliated refers to being connected to another party who could be one of the following:

Spouse, domestic partner, child, mother, father, brother or sister or close associates; any corporation, business or non-profit organisation of which you serve as staff, officer, board member, partner, participate in management or are employed by; any trust or other estate in which you have a substantial interest or as to which you serve as a trustee or in a similar capacity.

I hereby confirm that the disclosure made above are complete and correct to the best of my information and belief.

I shall not participate in the discussion and decision-making of matter in question.

I will notify [the board chair or vice-chair] immediately if i come to know that this disclosure is inaccurate or that I have not complied with the conflict of interest policy.

| Signature | Name and Designation | Date |
|-----------|----------------------|------|
|           |                      |      |

## **SHG@WORK**

### **Sustainable reporting for St James Foundation and St James Wealth**

#### **Jan 2023 to Dec 2023 – ESG/CSR**

This is a projects based on the United Nation framework Sustainability - SDG 2, 3, 4, 5, 7, 8 and12.

Financial Literacy basic and intermediate program managed to help the beneficiaries to understand the importance of saving. Through the programs, our beneficiaries gained the know-how and techniques about saving, calculating their cashflow and managing a better planned budgeting for their families.

The companies created impact investing, by making a donation and assigning volunteer to drive these projects. Company created impact investing with Social Health Growth with Financial Literacy, Cybersecurity, Food rationing and Job creation. It provided stronger awareness by identifying new phishing attacks. Increases their experiences and knowledge in the latest digital technology tools and equipped them with relevant skillsets in the cyberspace which helped them to plan their online traveling and online shopping purchases.

Food ration allows them to have access to healthy food. Reduce their daily expenses which directly helped them to save more money to meet their daily needs. Achieve cost effectiveness in purchasing of fruits, vegetables and many others.

Using Heat press making T-shirt and Totebag, helps them to learnt a new skillsets. They're able to used what they learned such as digital skills to market their t-shirt and totebags. Learning new design and made new tote bags to sell it to end-user so that they can earn some income to feed their families and children. This actually helps them in terms of decarbonization which is sustainable for clean energy using solar panel. It created 0 carbon and 0 wasted for SMEs so that their company could achieve sustainability commitment.



Below are the following programs:

### **Financial Literacy**

15 beneficiaries benefited from online and face to face program. Below is the quantitative outcome of the program.

- 5 beneficiaries benefit face to face per week,
- reduction in carbonization for online 8km x 15 beneficiaries, 480 km per month,
- reduction in decarbonization for face-to-face 8km x 5 beneficiaries, 160 km per month,

For 6 months 20 beneficiaries, 3840 km for 6 months reduction of carbon emissions.

### **Cybersecurity**

15 beneficiaries benefited from online and face to face program. Below is the quantitative outcome of the program.

- 5 beneficiaries benefit face to face per week,
- reduction in carbonization for online 8km x 15 beneficiaries, 480 km per month,
- reduction in decarbonization for face-to-face 8km x 5 beneficiaries, 160 km per month,

For 6 months 20 beneficiaries, 3840 km for 6 months reduction of carbon emissions.

### **Food ration**

20 beneficiaries \* 30 days = 600 beneficiaries per month

Per day save \$2 for each beneficiary = \$1200 per month

\$2 \* 30 days = \$60 each beneficiary save per month

6 months = 600 \* \$60 = \$36,000 total savings for 600 beneficiaries for 6 months

### **Making of T-shirt and Totebags**

Making of T-Shirt and Tote bag, using solar panels saving 5 **kWh** per day 60 days reduce carbon

30 days = 150 **kWh** energy saving per month

150 \* 6 months = 900 **kWh** watts of saving for 6 months

Note: Benefiting environmentally. Decarbonization using solar panel energy. Which is enough to generate power a small house lights, fans, a refrigerator, a TV, and a computer.



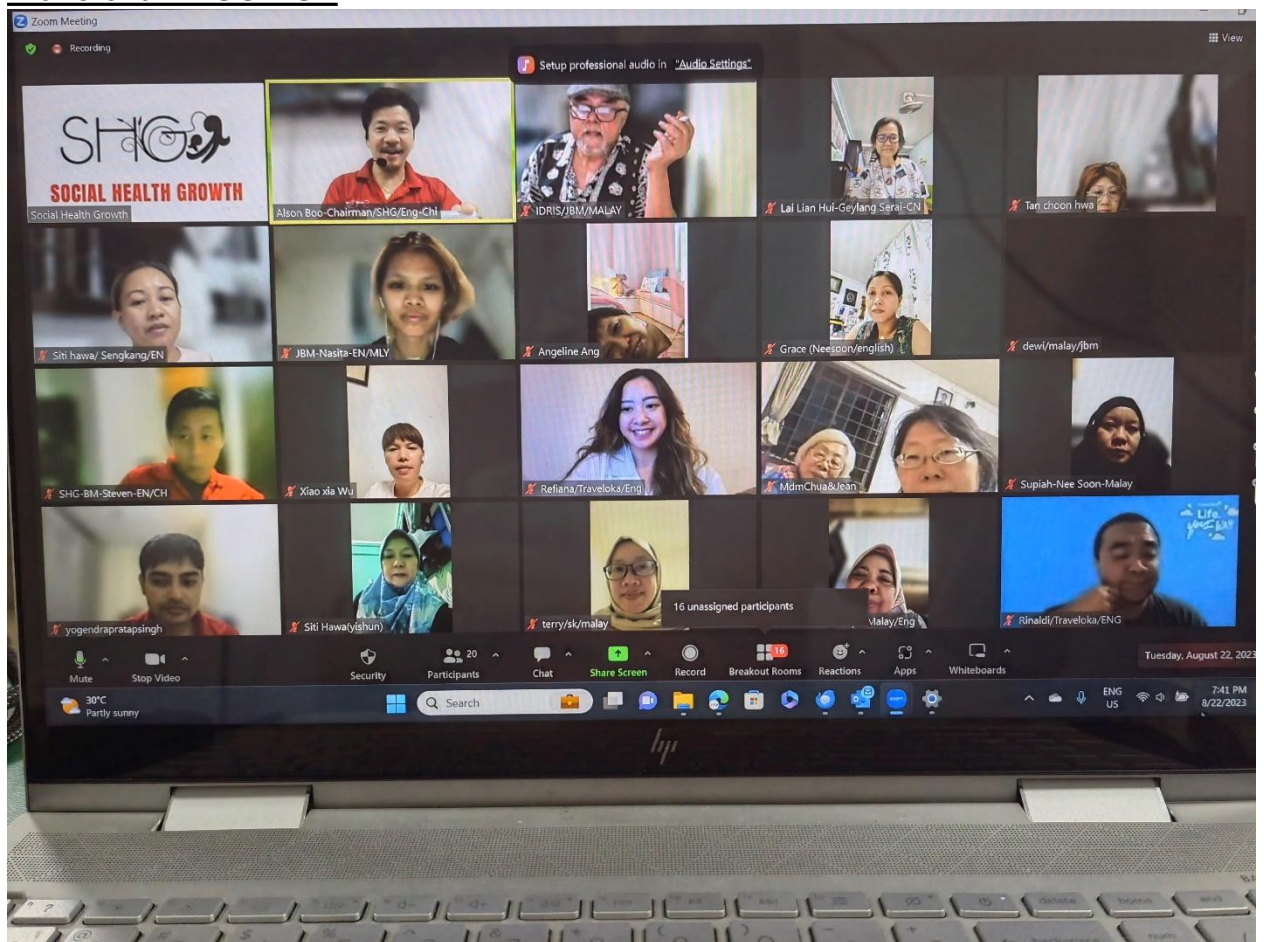


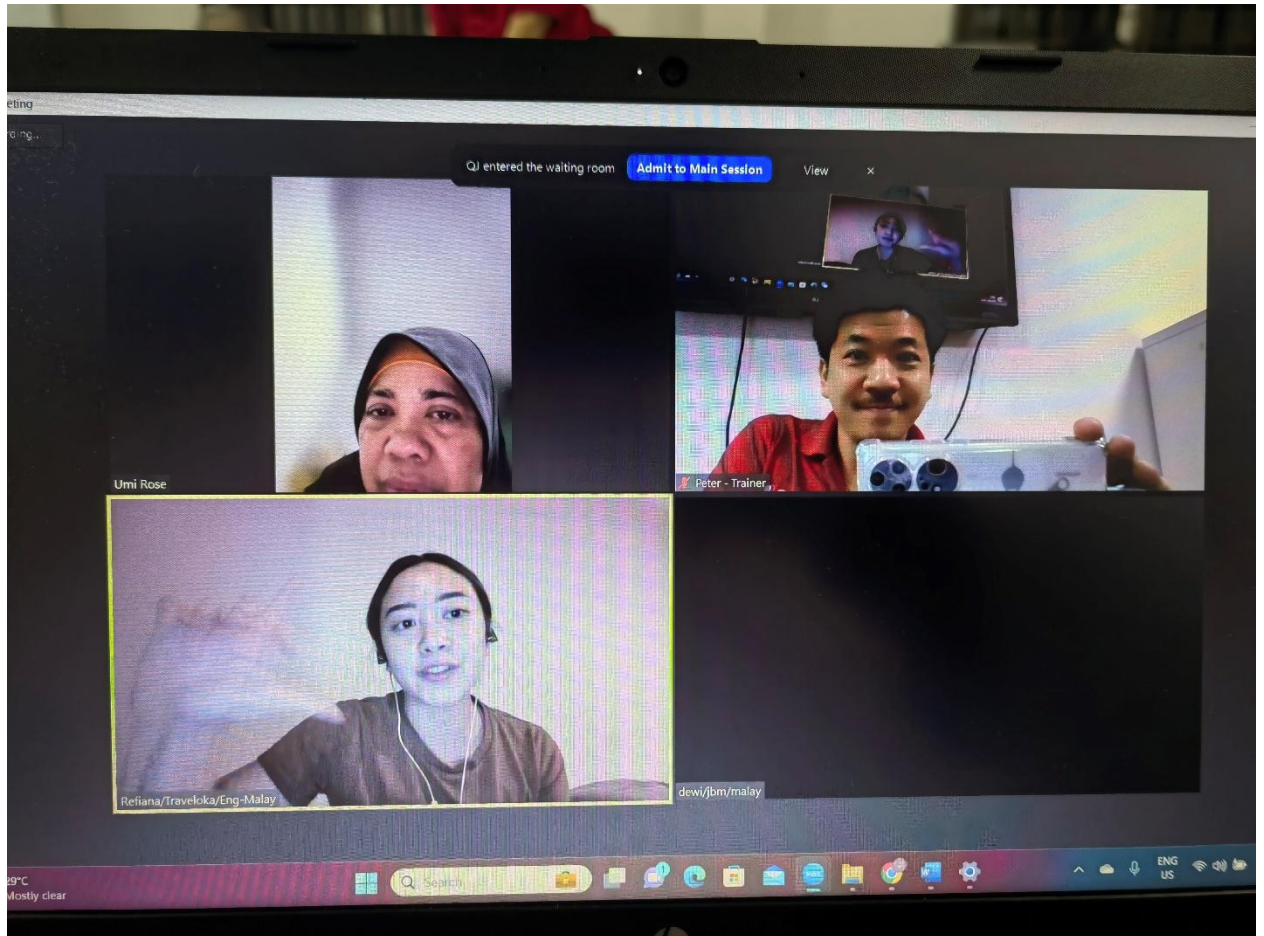






## Traveloka – ESG-CSR



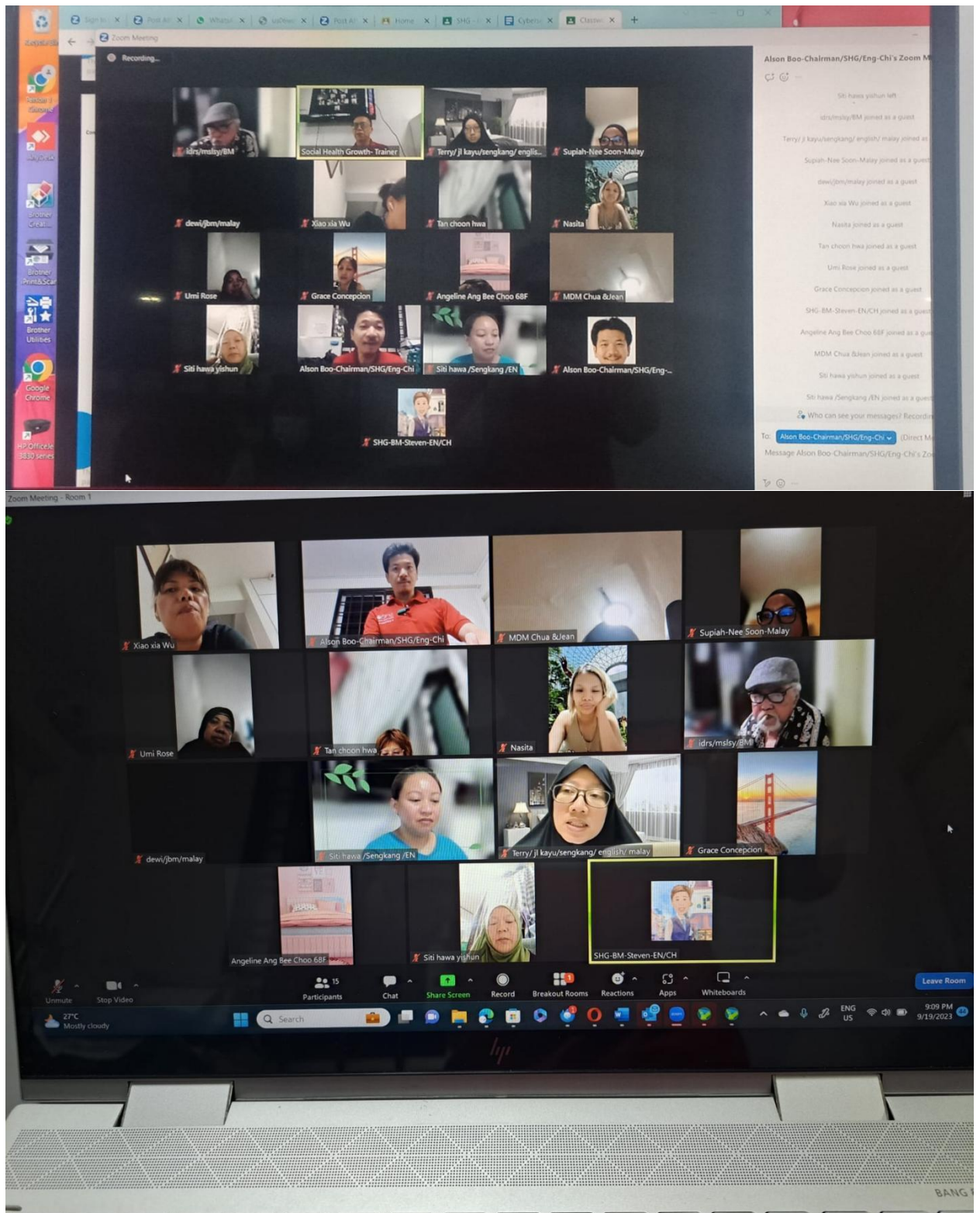












**PAG Investment Advisors Pte Ltd and PAG Hong Kong**













