



ANNUAL REPORT 2022/2023



**HELPING YOU
TO SERVE OTHERS BETTER**

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MISSION

Helping charities improve their operations and serve their clients better.

VISION

A trusted partner serving charities through digital enablement to improve the well-being of the community.

MESSAGE FROM OUR CHAIRMAN

In 2022, we achieved a significant milestone when we received approval of the status as an Institution of a Public Character (IPC) from the Commissioner of Charities. This recognition underscores our commitment to transparency, accountability, and making a positive impact on society.



It has been five years since the formation of iShine Cloud in December 2017. Back then, there were challenges and gaps in the adoption of technology by charities; and at that time, Singapore Pools was looking to reinvent the way it gives back to the community. Thus, the idea to leverage Singapore Pools' technology capital to enable charities to digitalise their operations, was born.

Together with the National Council for Social Services (NCSS), Singapore Pools embarked on a business model feasibility study in 2016. With the guidance and support of industry and community leaders, as well as funding from both Singapore Pools and NCSS, iShine Cloud was set up to provide IT cloud solutions to help charities to improve their backend operations so that they could focus on serving their clients.

I'm proud to see that since the launch of iShine Cloud solutions in July 2018, we have acquired 2276 users from 55 organisations. But it is even more heartening to see that during the COVID-19 pandemic, we were able to provide crucial support to charities during one of the most challenging periods for them, helping them to transition to remote work with ease and empowering them to continue their vital work. At the height of the pandemic, we onboarded charity partners such as MINDS to our platform and enabled users to operate in a secure environment where data is safely stored in cloud storage, regardless of their physical location. Despite the virtual nature of the onboarding process, iShine Cloud went above and beyond to ensure that all including the organisation's less tech-savvy and senior users were able to successfully use the system.

In 2022, we achieved a significant milestone when we received approval of the status as an Institution of a Public Character (IPC) from the Commissioner of Charities. This recognition underscores our commitment to transparency, accountability, and making a positive impact on society. Today, iShine Cloud stands tall with a team of committed individuals who are passionate about our mission.

Looking ahead, we are excited to launch our latest solution, DMS Lite. Developed in collaboration with Inland Revenue Authority of Singapore (IRAS), DMS Lite is a secure web-based donation management system that simplifies the process for charity organisations to manage donor and donation details while enabling the seamless submission of eligible tax-deductible donations to IRAS. Following a successful pilot this year, DMS Lite will be rolled out to charities in the coming months making it easier than ever for charities to manage their donors and donations efficiently.

None of these would have been possible without the unwavering support of our partners and stakeholders, of which we are immensely grateful for their commitment and trust in our mission. Together, we have transformed ideas into reality, leveraging technology to create a positive impact on society. I would like to extend my heartfelt appreciation to our dedicated team, whose passion and hard work drive our success. I also extend my gratitude to our board members, valued stakeholders and partners, and, most importantly, our clients for their trust and support. As we continue our journey, we remain committed to our vision to be a trusted partner serving charities through digital enablement to improve the well-being of the community. Let us look forward to a stronger charity sector in Singapore, powered by innovation and compassion.

KOH CHOON HUI
Founding Chairman
iShine Cloud



THE ISHINE CLOUD STORY



We are passionate about boosting the digitalisation journey on charities.

While the rest of Singapore forges ahead with various Smart Nation initiatives, the charity sector has been struggling to keep up. With limited manpower and financial resources, many charities suffer from a lack of IT support.

iShine Cloud is here to assist charities on their journey so that they can devote more time to the people who are truly in need.





We aim to improve the productivity, governance and efficiency of charities' operations.

iShine Cloud Limited is a charity set up by Singapore Pools. Leveraging the IT infrastructure and resources of Singapore Pools, we provide other charities with an integrated suite of charity-specific solutions via a secure cloud-based IT platform.



Enabling charities to serve their beneficiaries better.

Our services are open to any charity regardless of their sector and size. iShine Cloud is supported by the National Council of Social Service (NCSS) and enabled by the Care & Share grant.

WHAT WE OFFER

iShine Cloud aims to provide solutions which are simple and easy to adopt while addressing the specific needs of charities.



WHAT WE OFFER

KEY OFFERINGS

HR

People | Leave | Payroll | Expense | Attendance | Benefit

- Integrated with accounting
- Cloud-based updates of statutory regulations

iSC CORE

Virtual Desktop Solution – Citrix XEN Desktop

- MS Windows Operating System
- Trend Micro Anti-Virus

MS Office 365 E3

- Cloud and Desktop Office Productivity Suite (Word, Excel, PowerPoint, Access, OneNote)
- Outlook Exchange Email Hosting (100GB Mailbox Per User)
- 1TB OneDrive Personal Cloud Storage
- SharePoint, Teams, Yammer

Secure Shared Storage

- Dedicated storage located in Singapore (500GB and above)

ACCOUNTING

Online Accounting Solution

- Send and track invoices online
- Multi-dimension reporting
- Integrated with HR and DMS

DONOR MANAGEMENT

- Online and offline donation management
- IRAS report and receipts generation
- Self-service portal for donor registration and donations

VOLUNTEER MANAGEMENT

- Volunteer categorisation
- Volunteer availability and schedule management
- Generation of reports and dashboards
- Self-service portal for volunteer and event registration

CASE MANAGEMENT

- Create and update case details and intervention progress
- Case allocation, delegation, reassignment and routing
- Email notifications and reports

WHAT WE OFFER MANAGED SERVICES

SOFTWARE UPDATES & UPGRADES

- Automated software updates and security patches



CENTRALISED MANAGEMENT & BACKUP

- High availability solution setup
- Off-site disaster recovery
- Data backup (for locally hosted applications)



SUPPORT

- Helpdesk & remote support
- Online self-help and support portal
- Call centre



ENHANCED SECURITY

- 24/7 network and cyber security monitoring and protection
- End-to-end SSL encryption
- Shared storage encryption
- Single sign on to applications
- Single source of access to applications
- Enterprise web filtering policy



WHY ISHINE CLOUD?



OUR PEOPLE BOARD MEMBERS

The Board of iShine Cloud provides strategic direction and oversight of the organisation's programmes and objectives to steer the charity towards fulfilling its vision and mission through good governance. All the Directors are independent and do not receive any remuneration for the services provided. New appointments of Directors are recommended by the Nominations Committee.

To assist the Board in the execution of its duties, the Board has delegated specific functions to the Board Committees. Each of these Committees operates within the Terms of Reference approved by the Board.



Mr Koh Choon Hui
Chairman

Appointment: 7 December 2017
4/4 meetings



Mr Seah Chin Siong
Board Director

Appointment: 7 December 2017
4/4 meetings



Mr Chandra Mohan K Nair
Board Director

Appointment: 2 February 2018
3/4 meetings



Mr Lam Chee Weng
Board Director

Appointment: 17 July 2019
4/4 meetings



Mr Abdullah Tarmugi
Board Director

Appointment: 2 February 2018
3/4 meetings



Mr Tan Soo Kiang
Board Director

Appointment: 2 February 2018
4/4 meetings



Ms Chong Chuan Neo
Board Director

Appointment: 17 July 2019
4/4 meetings



Ms Janet Young
Board Director

Appointment: 18 March 2021
Cessation: 11 November 2022
1/1 meeting



Mr Lawrence Ang
Board Director

Appointment: 11 November 2022
2/2 meetings

OUR PEOPLE BOARD COMMITTEES



NOMINATION COMMITTEE

Provides oversight of the selection of Board Members to ensure the right composition of members to execute duties and responsibilities effectively.

AUDIT AND RISK COMMITTEE

Provides oversight of the audit process, iShine Cloud's internal controls and compliance with laws and regulations.

FINANCE COMMITTEE

Provides oversight of cost management and accounting records, as well as supports the board in ensuring financial sustainability of the organisation.

TECHNOLOGY ADVISORY COMMITTEE

Provides oversight of technological matters relating to iShine Cloud's services, and supports the board in ensuring the services are directed towards achieving the organisation's objectives.

NOMINATION COMMITTEE



CHAIRPERSON
Mr Koh Choon Hui

MEMBER
Mr Abdullah Tarmugi



MEMBER
Mr Chandra Mohan
K Nair



AUDIT AND RISK COMMITTEE



CHAIRPERSON
Mr Seah Chin Siong

MEMBER
Mr Tan Soo Kiang



MEMBER
Mr Lawrence Ang



FINANCE COMMITTEE



Mr Lam Chee Weng

TECHNOLOGY ADVISORY COMMITTEE



CHAIRPERSON
Mr Seah Chin Siong



MEMBER
Ms Chong Chuan Neo



MEMBER
Mr Lawrence Ang

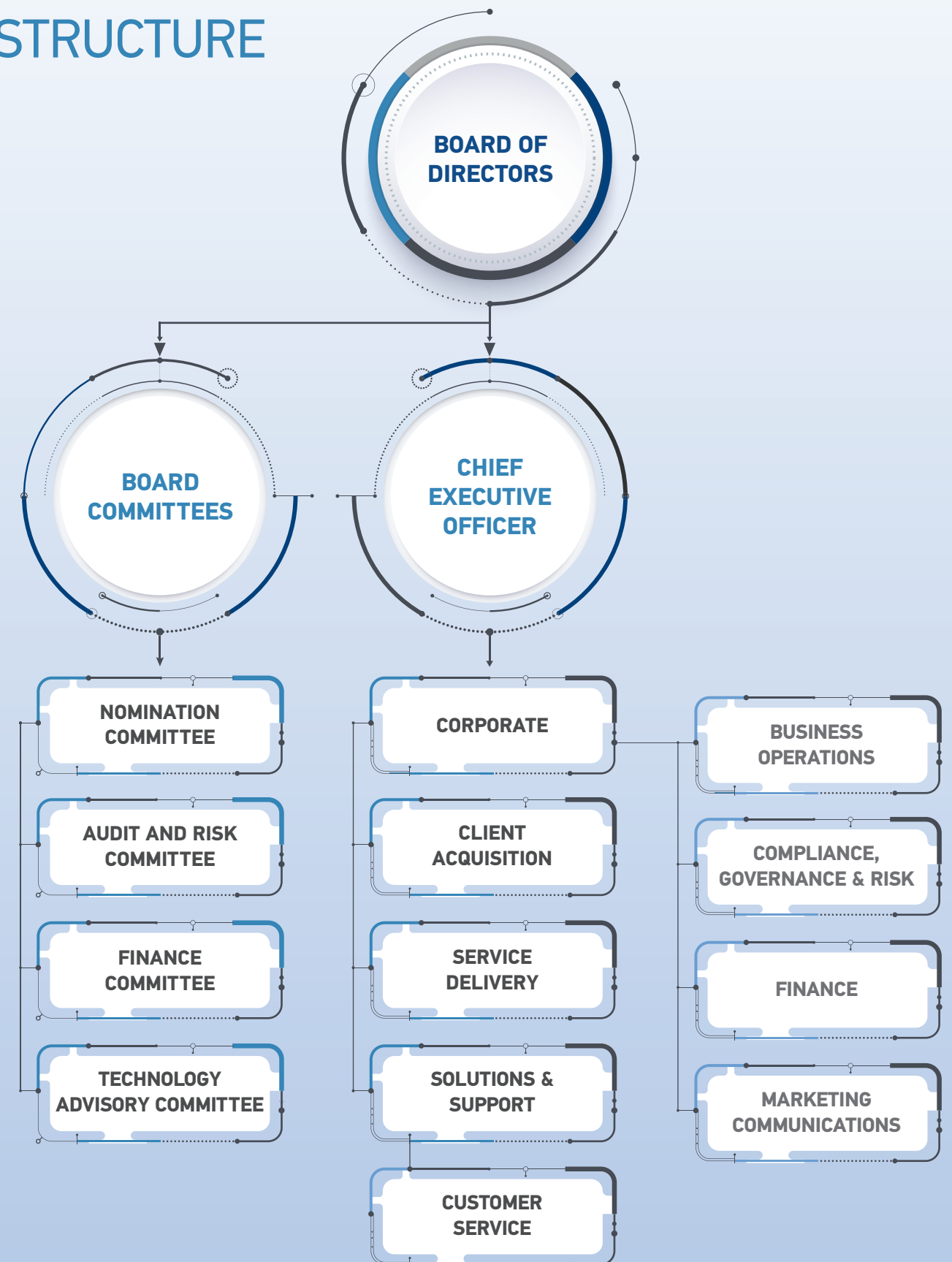


MEMBER
Ms Tang Wai Yee



MEMBER
Ms Angela Ang

OUR TEAM ORGANISATION STRUCTURE



OUR TEAM

THE TEAM BEHIND ISHINE CLOUD



1. Yip Yuen Fong
Chief Executive Officer

2. Nancy Loh
Client Acquisition

3. Marcus Wong
Client Acquisition

4. Jess Lee
Client Acquisition

5. Debbie Tan
Service Delivery

6. Desmond Leong
Service Delivery

7. Francis Chen
Service Delivery

8. Pee Mei Yin
Service Delivery

9. Michael Ho
Solutions & Support

10. Tan Bao Ling
Solutions & Support

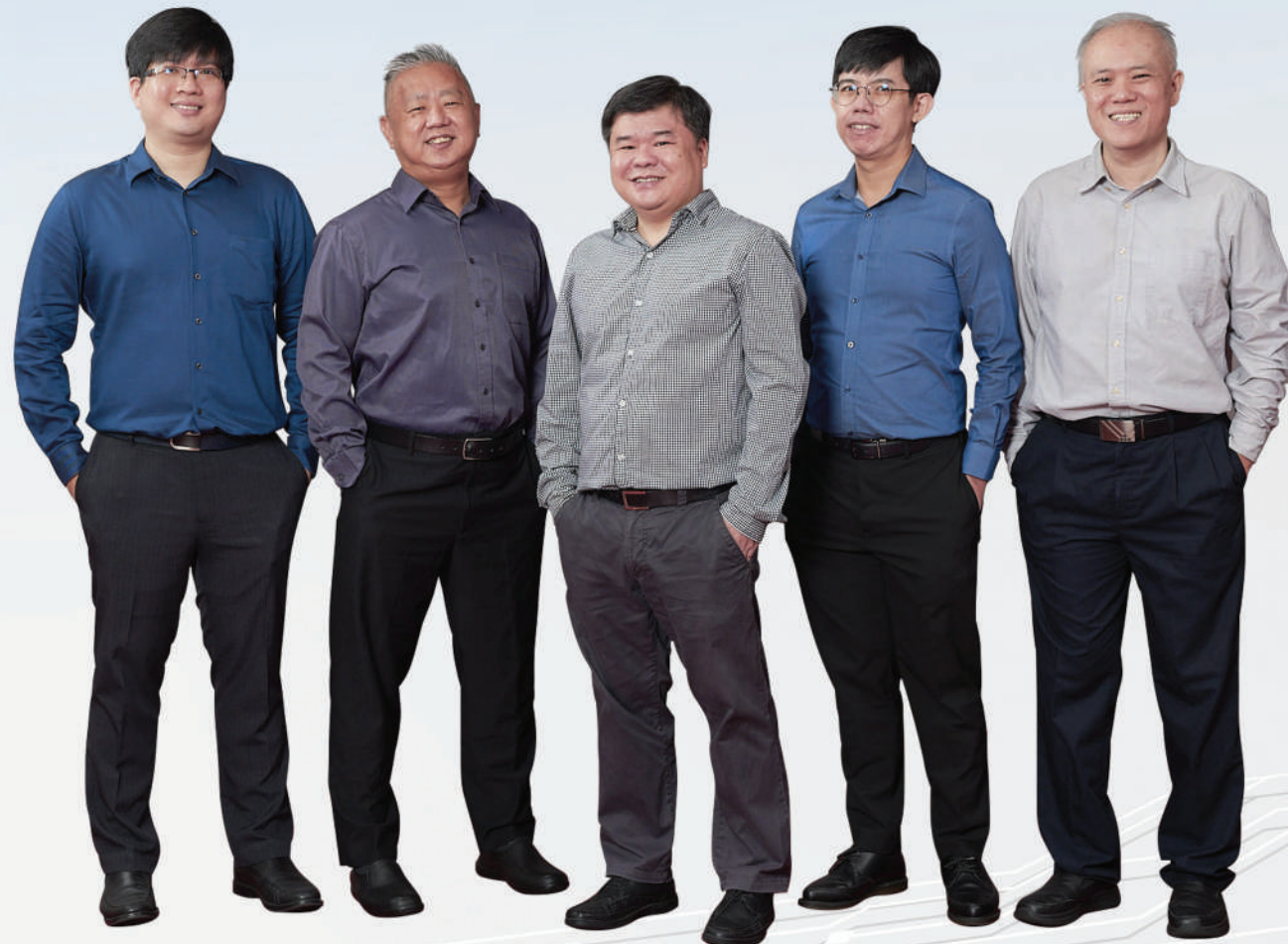
11. Tyu Geng Long
Solutions & Support

12. Alice Siaw
Solutions & Support

13. Irene Tan
Business Operations

14. Wendy Koh
Finance

OUR TEAM CUSTOMER SERVICE MANAGEMENT TEAM



from left to right:

Damien Ang
Ng Chin Nam
Peter Neo
Li Shao Yang
Dennis Chua Ban Heng

Leveraging resources from Singapore Pools' Customer Service Management, the team responds to issues and/or service requests from iShine Cloud's clients. Support provided through the ticketing system, email and phone enhances client satisfaction by helping them to effectively use the IT solutions with ease.

OUR TEAM INFRASTRUCTURE OPERATIONS TEAM

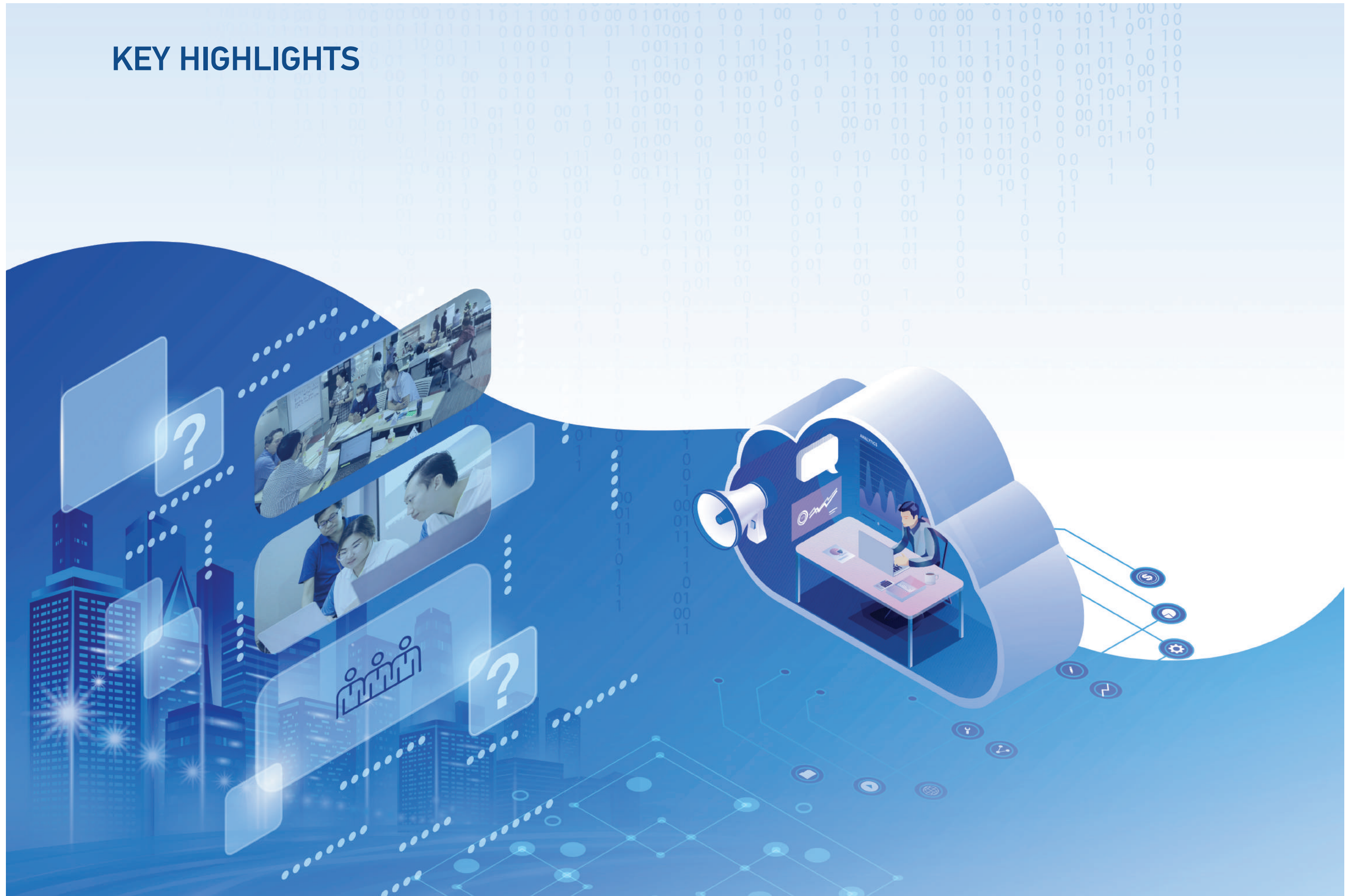


from left to right:

Jeffrey Hong
Alex Chan
Sivakumar

Experienced technical staff from Singapore Pools help to implement, manage and maintain iShine Cloud's IT systems infrastructure hosted at Singapore Pools' Data Centre. Besides ensuring that the systems are operating smoothly and safe from any security vulnerabilities, the team also provides day-to-day backend technical support for iShine Cloud's users. Their support, as a result, has allowed the team to perform their duties more efficiently.

KEY HIGHLIGHTS



KEY HIGHLIGHT 1: Building Collective Digital Capital in the Charity Sector



iShine Cloud organised a Vision and Alignment Workshop on 20 August 2022, involving 37 leaders from government agencies, charities and private sector to examine the vision and purpose to build the collective digital capital and to agree on a set of aligned actions for the charity sector.

Following the alignment workshop, iShine Cloud in collaboration with Accenture, organised two series of workshops. The first series of Discovery and Ideation Workshops, held on 11 and 12 January 2023, involved 42 participants across 27 charities of varied sizes and functions where design-thinking approach was used to identify user journeys, pain points, problem statement and key wish list themes.

The second series of Validation Workshops, on 8 and 9 February 2023, involved 79 participants across 42 charities where similarities and differences of different charity sizes were examined and wish lists to solve current challenges were co-created.



KEY HIGHLIGHT 2: Clinics & Onboarding Training



Along with our partners, the team at iShine Cloud conducted a series of complimentary online clinics twice every month. It is an ongoing outreach programme to enable charities to find out more about iShine Cloud's cloud-based IT solutions and have a better understanding of how these solutions can benefit their organisations. Since the start of the first clinic in January 2019, close to 1100 professionals from the charity sector have attended the various sessions.

The service delivery team adopts a Change Management Framework with the emphasis on continuous improvement during and after onboarding. The scope and pace of onboarding are established based on each charity's unique needs and capabilities. With a combination of guided and interactive self-help trainings, the onboarding ensures users are adequately supported even post implementation.



KEY HIGHLIGHT 3: Seamless Submission to IRAS

Developed in collaboration with IRAS, DMS Lite is a secure web-based donation management system that enables charity organisations to manage donor or donation details and make submission of tax-deductible donations to IRAS

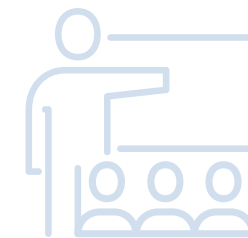
more seamlessly. Some of the features available in DMS Lite includes a user-friendly dashboard to retrieve data at one glance, generate reports when required and email receipts and thank you letters to donors.



ISHINE CLOUD AT A GLANCE



17
complimentary clinics conducted in the past year



More than
60
Pilot Charities for DMS Lite



Onboarded **21** clients who have started using iShine Cloud's solutions



17
Technology Partners



37 Onboarding Training Sessions

OUR VALUED CLIENTS

A total of 2276 users as of 31 March 2023

autism
association
(singapore)

BREAST CANCER
FOUNDATION

BIZLINK
Serving the Disadvantaged, Enabling Employment

BMDP
Bone Marrow Donor
Programme

Campus
Impact

CEF
SINGAPORE

CaringSG

Centre for
FATHERING

ishinecloud
SINGAPORE POOLS

CHILDREN'S
AID
SOCIETY
FOUNDED IN 1982

Children's
SOCIETY
Caring for the Future

Children's
Wishing Well

众弘福利协会
Cheng Hong Welfare Service Society

தரும முனிஸ்வரன் ஆலயம்
DARMA MUNESWARAN TEMPLE
4th, 10th, 11th, 12th

dot
SINGAPORE

DEAF SPORTS ASSOCIATION
SINGAPORE

d DIABETES
SINGAPORE

EQUAL+
Transforming lives through
animal-assisted services

FRIENDS OF THE DEAF
SOCIETY
朋友之聽覺協會

Girl Guides
Singapore

HELP
FAMILY RESOURCE CENTRE

Make-A-Wish
SINGAPORE

minds

National
Arthritis
Foundation

NEW HOPE
COMMUNITY SERVICES

O'JOY
海悅輔導中心

Parkinson Society Singapore

Prison Fellowship
Singapore

Rotary
Foundation of Rotary Clubs Singapore

THE ORGANISATION OF
SENIOR
VOLUNTEERS
RSVP SINGAPORE

Sace

sata
CommHealth+

SBSA
SINGAPORE
BASEBALL & SOFTBALL
ASSOCIATION

SCAPE
dream it. live it.

SEMBAWANG
Family
Service
Centre

SHAN YOU

SIAS

SIET

SILVER RIBBON
SINGAPORE

Samh
Singapore Association
for Mental Health

THE SINGAPORE
SCOUT ASSOCIATION

S

SNSA

SNTC
Special Needs
Trust Co.

BE KIND TO ANIMALS
SPCA
SINGAPORE
FRIENDS FOR LIFE®

Special
Olympics
Singapore

THE SINGAPORE
SOCIETY OF
HUMANITARIAN
WORK

SUN
DANCE
Serving the Differently-abled

TEEN CHALLENGE (SINGAPORE)

art, just for the love of it
Temple of Fine Arts

THE NGEE ANN KUN
The Ngee Ann Kun

義安中醫藥中心
Ngee Ann Traditional Chinese Medicine Centre Ltd

viva
FOUNDATION
for children with cancer

WE CARE
COMMUNITY SERVICES

Wi-care Support Group

CLIENT'S TESTIMONIAL



CaringSG Limited

We are truly appreciative of the partnership we have developed with iShine Cloud. Their team has played a crucial role in securing our membership, volunteer, and client data through their reliable cloud services. Thanks to their attentive support, we have been able to implement various systems that have significantly enhanced our data protection measures.

iShine Cloud's services are uniquely adapted to our needs as a caregiving organisation, and their team's understanding of our requirements has been crucial. Their focus on data security allows us peace of mind, freeing us to concentrate on our primary role of providing care and support to our community.

DR LIM HONG HUAY
Founder and CEO
CaringSG Limited



MESSAGE FROM OUR CEO

The foundation has been laid for iShine Cloud to continue its mission of driving positive change in the sector through technology, while also fostering a collaborative ecosystem that benefits all stakeholders. Our commitment to understanding the challenges faced by charities has been our driving force for developing and implementing effective solutions that are specifically tailored to the requirements of the charity sector.



This year has been a year of change as the world adjusts and transitions from COVID-19 pandemic to the endemic phase. In the face of global challenges, our organisation has demonstrated resilience, adaptability, and an unwavering commitment to our mission of providing cloud solutions to our clients. We have continued to innovate and evolve to better meet the needs of the charity sector in Singapore.

Over the year, we implemented new solutions for charities to ease their annual submissions to the relevant agencies. It is now easy for our clients to extract their financial information in the format required for their annual submission to the Commissioner of Charities (COC). We developed the DMS Lite solution so that all Institutions of a Public Character (IPCs) can seamlessly submit tax-deductible donation information to IRAS.

The foundation has been laid for iShine Cloud to continue its mission of driving positive change in the sector through technology, while also fostering a collaborative ecosystem that benefits all stakeholders. Our commitment to understanding the challenges faced by charities has been our driving force for developing and implementing effective solutions that are specifically tailored to the requirements of the charity sector.

The iShine Cloud Vision & Alignment workshop held in August 2022 was a significant event in bringing together leaders in the charity ecosystem to determine the common issues faced at a sector level and to agree on what may be needed to enable the charities to serve their clients better.

Furthermore, it emphasised the importance of collaboration and partnerships among various agencies, charities and private sectors to create a more significant impact in the sector. A series of follow-on workshops conducted with charities of various sizes provided opportunities for open conversations on the daily challenges faced and constructive sharing of possible solutions to address them.

With the feedback and insights gathered from users and stakeholders, we will continue to push the boundaries to create the next generation of solutions for charities to enable them to streamline their operations, enhance collaboration, and optimise their workflows.

A huge thank you to Chairman and the Board of Directors, our stakeholders, technology partners and our valued clients for their continued support in the development of iShine Cloud. Together, we have achieved remarkable milestones, and I am excited about the opportunities that lie ahead. As we embark on the next phase of our journey, I invite you to join us in shaping a future where the power of digital technology transforms the charity sector and our community.

YIP YUEN FONG

Chief Executive Officer
iShine Cloud

Appointment: 1 April 2021



FINANCIAL SUMMARY, CORPORATE INFORMATION AND GOVERNANCE EVALUATION CHECKLIST

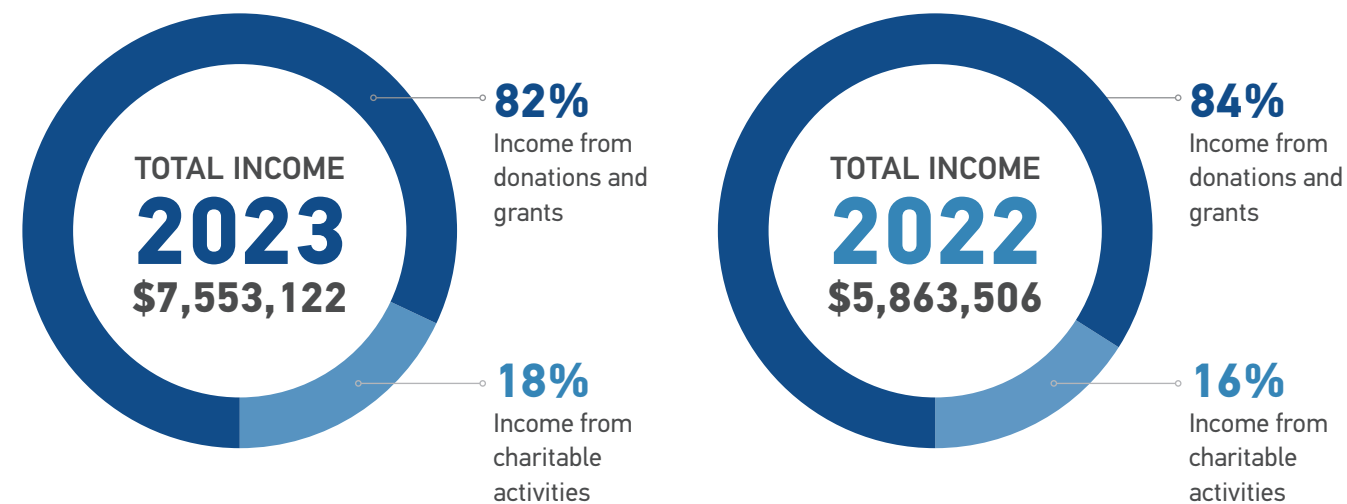


FINANCIAL SUMMARY

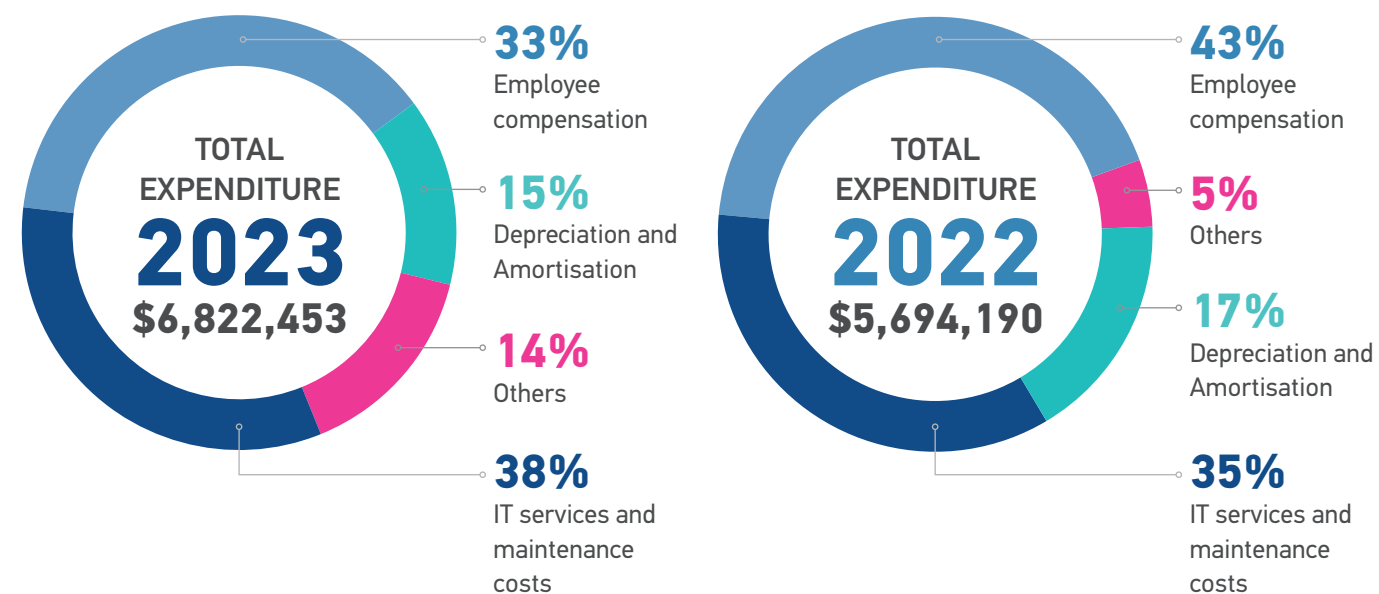
STATEMENT OF FINANCIAL ACTIVITIES

Year ended 31 March 2023

INCOME



EXPENDITURE



STATEMENT OF FINANCIAL POSITION

Year ended 31 March 2023

NON-CURRENT ASSETS

Plant and equipment
Intangible assets

CURRENT ASSETS

Trade receivables
Amount due from a related party
GST receivables
Prepayments
Cash and cash equivalents

TOTAL ASSETS

NON-CURRENT LIABILITY

Deferred capital grant

CURRENT LIABILITIES

Grant from NCSS – restricted
Other payables
Contract liabilities

TOTAL LIABILITIES

NET ASSETS

FUNDS

General funds, representing total funds

2023 \$	2022 \$
1,538,105	1,462,789
449,826	831,692
1,987,931	2,294,481
146,267	104,160
610,305	796,255
94,185	–
637,267	780,963
1,714,268	114,605
3,202,292	1,795,983
5,190,223	4,090,464
1,567,712	2,076,330
1,392,644	905,728
859,808	223,586
308,607	554,037
2,561,059	1,683,351
4,128,771	3,759,681
1,061,452	330,783
1,061,452	330,783

CORPORATE INFORMATION

For the financial year ended 31 March 2023

iShine Cloud Limited (herein known as iSC) was incorporated under the Companies Act, Cap 50 on 7 December 2017 and is a public company limited by guarantee and a registered Charity, governed by its own constitution. iSC complies with the guidelines for enhanced tier of the Code of Governance (the “Code”) issued by the Charity Council.

Members of iSC

Mr Koh Choon Hui
Mr Seah Chin Siong
Mr Lam Chee Weng

External Auditors

KPMG LLP

Principal Banker

DBS Bank Limited

Company Secretary

Catherine Lim

Charity Status

Charity Registration No.
201735206Z

Charity Registration Date
23 April 2018

IPC Status
From 26 January 2022 to 25 January 2024

Constitution

Company limited by guarantee

Incorporation Date: 7 December 2017
UEN NO. 201735206Z

Registered Address

210 Middle Road, #01-01
Singapore Pools Building
Singapore 188994

Tel: 62166558
Email: contact@ishinecloud.sg
Website: www.ishinecloud.sg

GOVERNANCE EVALUATION CHECKLIST (ENHANCED TIER)

S/N	CODE GUIDELINE	CODE ID	RESPONSE	EXPLANATION
BOARD GOVERNANCE				
1	Induction and orientation are provided to incoming governing board members upon joining the Board.	1.1.2	Complied	
	Are there governing board members holding staff appointments? (skip items 2 and 3 if “No”)		No	
2	Staff does not chair the Board and does not comprise more than one third of the Board.	1.1.3		
3	There are written job descriptions for the staff’s executive functions and operational duties, which are distinct from the staff’s Board role.	1.1.5		
4	The Treasurer of the charity (or any person holding an equivalent position in the charity, e.g. Finance Committee Chairman or a governing board member responsible for overseeing the finances of the charity) can only serve a maximum of 4 consecutive years. If the charity has not appointed any governing board member to oversee its finances, it will be presumed that the Chairman oversees the finances of the charity.	1.1.7	Complied	
5	All governing board members must submit themselves for re-nomination and re-appointment , at least once every 3 years.	1.1.8	Complied	
6	The Board conducts self-evaluation to assess its performance and effectiveness once during its term or every 3 years, whichever is shorter.	1.1.12	Complied	
	Is there any governing board member who has served for more than 10 consecutive years? (skip item 7 if “No”)		No	
7	The charity discloses in its annual report the reasons for retaining the governing board member who has served for more than 10 consecutive years .	1.1.13		
8	There are documented terms of reference for the Board and each of its committees.	1.2.1	Complied	

GOVERNANCE EVALUATION CHECKLIST (ENHANCED TIER)

S/N	CODE GUIDELINE	CODE ID	RESPONSE	EXPLANATION
CONFLICT OF INTEREST				
9	There are documented procedures for governing board members and staff to declare actual or potential conflicts of interest to the Board at the earliest opportunity.	2.1	Complied	
10	Governing board members do not vote or participate in decision making on matters where they have a conflict of interest.	2.4	Complied	
STRATEGIC PLANNING				
11	The Board periodically reviews and approves the strategic plan for the charity to ensure that the charity's activities are in line with the charity's objectives.	3.2.2	Complied	
HUMAN RESOURCE AND VOLUNTEER MANAGEMENT				
12	The Board approves documented human resource policies for staff.	5.1		iShine Cloud Limited ("ISC") does not have its own staff and is operated by staff from Singapore Pools Pte Ltd ('SPPL'), who are guided by SPPL's human resource policies.
13	There is a documented Code of Conduct for governing board members, staff and volunteers (where applicable) which is approved by the Board.	5.3		ISC does not have its own staff and is operated by staff from SPPL, who are guided by SPPL's Code of Conduct for staff.
14	There are processes for regular supervision, appraisal and professional development of staff.	5.5		ISC is operated by staff from SPPL, and adhere to SPPL's processes for regular supervision, appraisal and professional development of staff.
	Are there volunteers serving in the charity? (skip item 15 if "No")		No	
15	There are volunteer management policies in place for volunteers.	5.7		
FINANCIAL MANAGEMENT AND INTERNAL CONTROLS				
16	There is a documented policy to seek the Board's approval for any loans, donations, grants or financial assistance provided by the charity which are not part of the charity's core charitable programmes.	6.1.1	Complied	

GOVERNANCE EVALUATION CHECKLIST (ENHANCED TIER)

S/N	CODE GUIDELINE	CODE ID	RESPONSE	EXPLANATION
FINANCIAL MANAGEMENT AND INTERNAL CONTROLS (cont.)				
17	The Board ensures that internal controls for financial matters in key areas are in place with documented procedures .	6.1.2	Complied	
18	The Board ensures that reviews on the charity's internal controls, processes, key programmes and events are regularly conducted.	6.1.3	Complied	
19	The Board ensures that there is a process to identify, and regularly monitor and review the charity's key risks .	6.1.4	Complied	
20	The Board approves an annual budget for the charity's plans and regularly monitors the charity's expenditure.	6.2.1	Complied	
	Does the charity invest its reserves (e.g. in fixed deposits)? (skip item 21 if "No")		No	
21	The charity has a documented investment policy approved by the Board.	6.4.3		
FUNDRAISING PRACTICES				
	Did the charity receive cash donations (solicited or unsolicited) during the financial year? (skip item 22 if "No")		Yes	
22	All collections received (solicited or unsolicited) are properly accounted for and promptly deposited by the charity.	7.2.2	Complied	
	Did the charity receive donations in kind during the financial year? (skip item 23 if "No")		No	
23	All donations in kind received are properly recorded and accounted for by the charity.	7.2.3		
DISCLOSURE AND TRANSPARENCY				
24	The charity discloses in its annual report – (a) the number of Board meetings in the financial year; and (b) the attendance of every governing board member at those meetings.	8.2	Complied	
	Are governing board members remunerated for their services to the Board? (skip items 25 and 26 if "No")		No	

GOVERNANCE EVALUATION CHECKLIST (ENHANCED TIER)

S/N	CODE GUIDELINE	CODE ID	RESPONSE	EXPLANATION
DISCLOSURE AND TRANSPARENCY (cont.)				
25	No governing board member is involved in setting his own remuneration.	2.2		
26	The charity discloses the exact remuneration and benefits received by each governing board member in its annual report. <u>OR</u> The charity discloses that no governing board member is remunerated.	8.3		
	Does the charity employ paid staff? (skip items 27, 28 and 29 if “No”)		No	iSC is operated by staff from SPPL and hence does not directly employ staff under its own administration.
27	No staff is involved in setting his own remuneration.	2.2		
28	The charity discloses in its annual report — (a) the total annual remuneration for each of its 3 highest paid staff who each has received remuneration (including remuneration received from the charity's subsidiaries) exceeding \$100,000 during the financial year; and (b) whether any of the 3 highest paid staff also serves as a governing board member of the charity. The information relating to the remuneration of the staff must be presented in bands of \$100,000. <u>OR</u> The charity discloses that none of its paid staff receives more than \$100,000 each in annual remuneration.	8.4		
29	The charity discloses the number of paid staff who satisfies all of the following criteria: (a) the staff is a close member of the family belonging to Executive Head or a governing board member of the charity; (b) the staff has received remuneration exceeding \$50,000 during the financial year. The information relating to the remuneration of the staff must be presented in bands of \$100,000. <u>OR</u> The charity discloses that there is no paid staff, being a close member of the family belonging to the Executive Head or a governing board member of the charity, who has received remuneration exceeding \$50,000 during the financial year.	8.5		

GOVERNANCE EVALUATION CHECKLIST (ENHANCED TIER)

S/N	CODE GUIDELINE	CODE ID	RESPONSE	EXPLANATION
PUBLIC IMAGE				
30	The charity has a documented communication policy on the release of information about the charity and its activities across all media platforms.	9.2	Complied	iSC's Marketing and Communication is supported by SPPL. SPPL has the relevant communication policy in place.



CONFLICT OF INTEREST STATEMENT AND WHISTLER BLOWING POLICY
All Board members and staff are required to comply with the charity's conflict of interest policy. The Board has put in place documented procedures for Board members and staff to declare actual or potential conflicts of interests on a regular and need-to basis. Board members also abstain and do not participate in decision-making on matters where they have a conflict of interest.

Our charity has in place a whistle-blowing policy to address concerns about possible wrong-doing or improprieties in financial or other matters within the charity.



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