ishinecloud
SINGAPORE POOLS

HELPING YOU TO
SERVE OTHERS BETTER

ANNUAL REPORT 2023/2024

Vision

A trusted partner serving charities through digital enablement to improve the wellbeing of the community

Mission

Helping charities improve their operations and serve their clients better

Contents

About
iShine Cloud

Who We Are

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

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

We are passionate about boosting the digitalisation journey for charities, enabling charities to serve their beneficiaries better.

As organisations in Singapore forge 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 seeks to assist charities, regardless of their sector and size, on their digitalisation journey so that they can devote more time to serving their beneficiaries.

Chairman's
Message

> **At the heart of our approach, we take great care to ensure that our board represents the communities we serve, with a blend of skills, knowledge and experience, to enrich our decision-making processes. Our board's diversity puts us in a strong position to holistically address challenges and opportunities that lie ahead.**

KOH CHOON HUI
Founding Chairman
iShine Cloud

Amidst the progress we made over the past year, we achieved significant milestones that have propelled us closer to our overarching vision. Our commitment to supporting charities in their digital transformation journey was reinforced by the successful implementation of our solutions.

We witnessed the fruition of our collaboration with Inland Revenue Authority of Singapore (IRAS) as we transitioned from the pilot phase to the successful launch of the Donor Management System Lite (DMS Lite). This groundbreaking project has enhanced the way many charities manage their donors and donations, simplifying donation submissions and significantly reducing their administrative burden.

This achievement aptly demonstrates our dedication to improving efficiency, while underscoring our commitment to equipping charities with the necessary tools to thrive in an increasingly digital landscape. I am delighted that over 500 charities have enthusiastically embraced DMS Lite, marking a significant step forward in our mission to empower the charity sector.

As we navigate the evolving landscape of the charity sector, it is imperative that we constantly refresh our offerings to renew ourselves and remain relevant to the sector. At the core of our governance strategy lies a commitment to fostering a board that is dynamic and reflective of the diverse perspectives and talents that drive iShine Cloud forward. To this end, we have diligently implemented a process for succession planning to ensure a seamless transition of leadership and expertise within our board.

At the heart of our approach, we take great care to ensure that our board represents the communities we serve, with a blend of skills, knowledge and experience, to enrich our decision-making processes. Our board's diversity puts us in a strong position to holistically address challenges and opportunities that lie ahead.

With this ethos in mind, I have decided to step down as the Chairman of iShine Cloud after six fulfilling years of service, with a profound sense of pride in all that we have achieved together. iShine Cloud is stronger, more resilient and better positioned for the future, thanks to the collective efforts of each and every one of our team and partners.

We would not have made such great progress without the leadership of my fellow Board members, the trust of our stakeholders and partners, and the support of iShine Cloud's management and staff who share the same conviction in the mission of iShine Cloud. Together, we have achieved remarkable milestones and laid a strong foundation for the future. I am deeply grateful for the privilege to work alongside such dedicated individuals in my capacity as the Chairman of iShine Cloud.

As I pass the leadership baton to Mr Seah Chin Siong to lead iShine Cloud to greater heights, I am confident that this transition will usher in a new chapter for our organisation. I am filled with optimism and excitement to witness the future accomplishments of iShine Cloud, as we continue to make a meaningful impact on the charity sector.

Our Team
Board Members

Mr Koh Choon Hui
Chairman
(appointment: 7 Dec 2017)
2/3 meetings
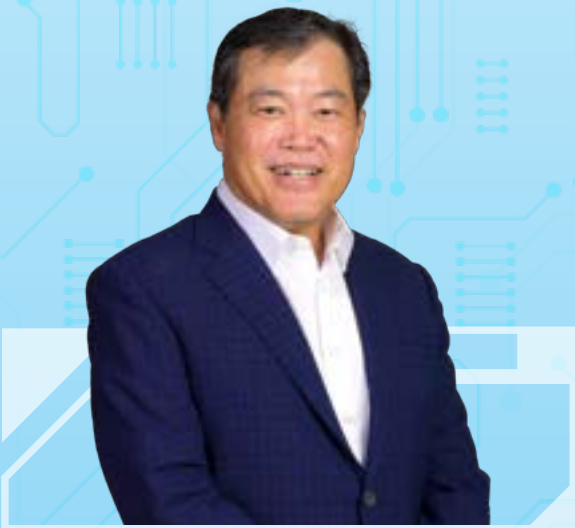
Mr Seah Chin Siong
Board Director
(appointment: 7 Dec 2017)
3/3 meetings

Mr Lam Chee Weng
Board Director
(appointment: 17 Jul 2019)
3/3 meetings

Mr Chandra Mohan K Nair
Board Director
(appointment: 2 Feb 2018)
3/3 meetings

Mr Abdullah Tarmugi
Board Director
(appointment: 2 Feb 2018)
1/3 meetings

Mr Tan Soo Kiang
Board Director
(appointment: 2 Feb 2018)
3/3 meetings

Ms Chong Chuan Neo
Board Director
(appointment: 17 Jul 2019)
3/3 meetings

Mr Lawrence Ang
Board Director
(appointment: 11 Nov 2022)
3/3 meetings

Board Committees

Nomination Committee

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

Mr Koh Choon Hui
Chairperson

Mr Abdullah Tarmugi
Member

Mr Chandra Mohan K Nair
Member

Audit and Risk Committee

Oversees iShine Cloud's audit process, internal controls and compliance with laws and regulations.

Mr Seah Chin Siong
Chairperson

Mr Tan Soo Kiang
Member

Mr Lawrence Ang
Member

Finance Committee

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

Mr Koh Choon Hui
Chairperson
(w.e.f. 13 Jul 2023)

Mr Lam Chee Weng
Chairperson
(up till 12 Jul 2023)

Mr Abdullah Tarmugi
Member
(w.e.f. 13 Jul 2023)

Member
(w.e.f. 13 Jul 2023)

Technology Advisory Committee

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

Mr Seah Chin Siong
Chairperson

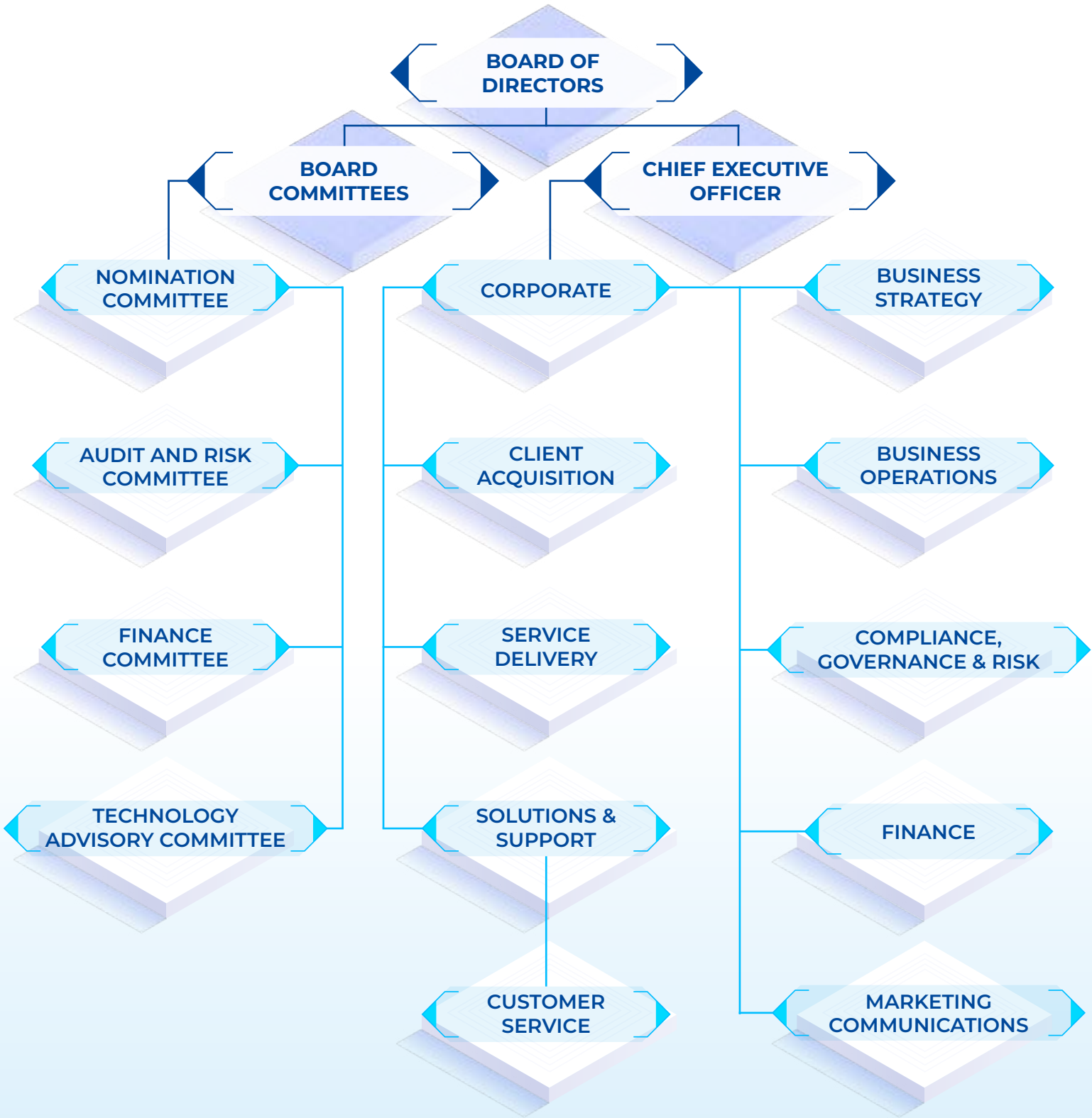**Ms Chong Chuan Neo**
Member

Mr Lawrence Ang
Member

Ms Tang Wai Yee
Member
(cessation 4 Dec 2023)

Ms Angela Ang
Member

Organisation
Structure

- BOARD OF DIRECTORS
  - BOARD COMMITTEES
    - NOMINATION COMMITTEE
    - AUDIT AND RISK COMMITTEE
    - FINANCE COMMITTEE
    - TECHNOLOGY ADVISORY COMMITTEE
  - CHIEF EXECUTIVE OFFICER
    - CORPORATE
      - CLIENT ACQUISITION
      - SERVICE DELIVERY
      - SOLUTIONS & SUPPORT
      - CUSTOMER SERVICE
    - BUSINESS STRATEGY
      - BUSINESS OPERATIONS
      - COMPLIANCE, GOVERNANCE & RISK
      - FINANCE
      - MARKETING COMMUNICATIONS

iShine Cloud
Team

Marcus Wong
Client Acquisition

Francis Chen
Service Delivery

Tan Bao Ling
Solutions &
Support

Cheryl Oo
Compliance,
Governance & Risk

Nancy Loh
Client Acquisition

Pee Mei Yin
Service Delivery

Michael Ho
Solutions & Support

Desmond Leong
Service Delivery

Alice Siaw
Solutions &
Support

Irene Tan
Business Operations

Debbie Tan
Service
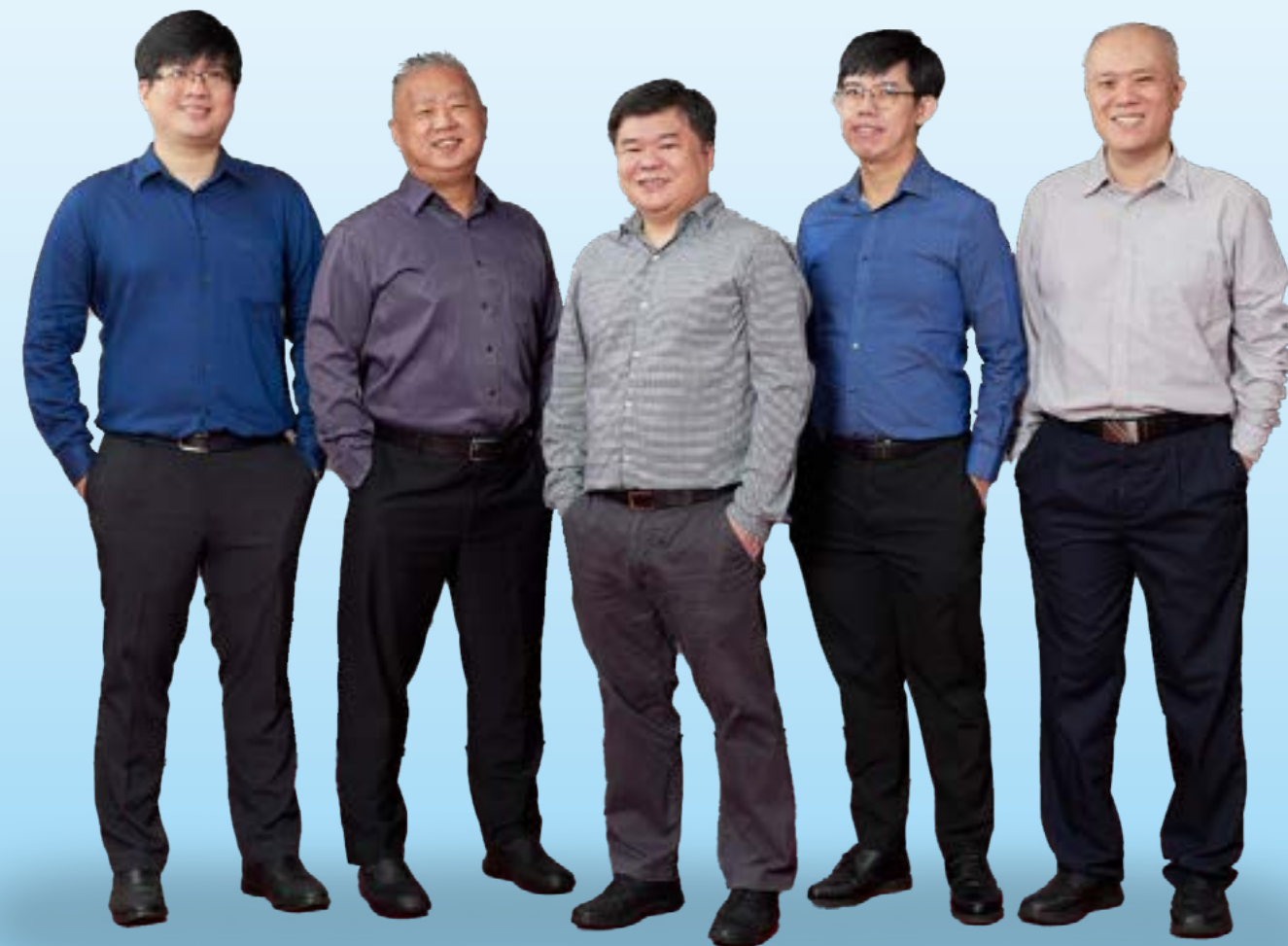Delivery

Yip Yuen Fong
Chief Executive
Officer

Florence Lai
Business Strategy

Wendy Koh
Finance

Mavis Kueck
Client Acquisition

Chew Pei Zhen
Marketing
Communications

Customer Service
Management Team

Infrastructure
Operations Team

From left to right:
Damien Ang

Ng Chin Nam

Peter Neo

Li Shao Yang

Dennis Chua Ban Heng

Leveraging on resources from Singapore Pools' Call Centre, the team responds to issues and 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.

From left to right:
Jeffrey Hong

Alex Chan

Sivakumar

Comprising experienced technical staff from Singapore Pools, the team implements, manages and maintains iShine Cloud's IT systems infrastructure hosted at Singapore Pools' Data Centre. Aside from the team's main responsibility to ensure that the systems are operating smoothly and safe from any security vulnerabilities, they provide day-to-day backend technical support for iShine Cloud's users, allowing users to perform their duties more efficiently.

Solutions
We Provide

Time is invaluable for the beneficiaries served by charities. At iShine Cloud, we offer simple and easy-to-adopt solutions tailored to meet the unique needs of charity organisations.
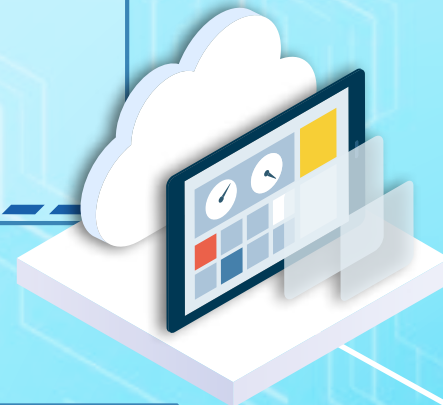
Why
iShine Cloud

Ease of adoption

Improved IT operations and security

Improved level of productivity

Cost-effectiveness

Improved internal operations and controls

Secure mobility and secure access

Key
Offerings

HR

People | Leave | Payroll | Expense | Benefit | Attendance
- Integrated with QBO & Xero accounting
- Notifications via email

Donor Management

- Donor self-service portal
- Donor, donation, and event administration
- Notifications via email
- Integrated with accounting (Xero)

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)
- Minimum 1TB OneDrive personal cloud storage
- SharePoint (1TB per org and 10GB per user), Viva Engage, Teams

Volunteer Management

- Volunteer self-service portal
- Volunteer and event administration
- Notifications via email
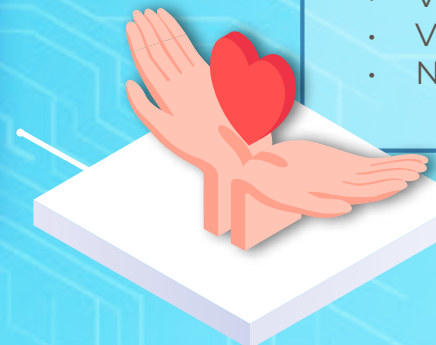
Accounting

QuickBooks Online (QBO) or Xero Accounting Solution
- QBO and Xero: Integrated with JustLogin HR
- Xero: Integrated with CareSenz DMS

Case Management

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

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Managed
Services

Centralised Management & Backup

- High availability solution setup
- Off-site disaster recovery
- Data backup (For secured storage data and locally stored data)

Support

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

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Enhanced Security

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

Software Updates & Upgrades

- Regular software updates and security patches

2023/2024
Key Highlights

Key Highlight 1:
Streamlined Donation Process to Enhance Charity Efficiency

Following a successful pilot launch, we officially launched the Donor Management System Lite (DMS Lite) in October 2023, marking a significant enhancement in operational efficiency for charities in Singapore.

Developed in partnership with the Inland Revenue Authority of Singapore (IRAS), this digital solution seamlessly integrates with IRAS systems to automate donor information submission for tax deductions. This collaboration eliminates the need for manual data entry via offline tools like ipcLink.

To date, 514 charities have adopted DMS Lite, which is available at no cost to charities registered as Institutions of a Public Character (IPCs).

By streamlining the process, DMS Lite has revolutionised the way charities manage donation records, reducing submission time from over half an hour to under five minutes. This efficiency boost enables charities to redirect valuable resources towards impactful community service initiatives that directly benefit their beneficiaries.

DMS Lite exemplifies the transformative power of technology on administrative tasks. Its success sets a precedent for future technological innovations aimed at supporting Singapore's charity landscape. With the continued evolution of technology, we aim to further enhance digital solutions for charities to drive greater efficiency and impact across the sector.

DASHBOARD FOR STATS AT ONE GLANCE

MANAGE DONORS' RECORDS

SECURE CLOUD-BASED PLATFORM

MANAGE DONATION RECORDS

Features available in DMS Lite

GENERATE REPORTS

DIRECT SUBMISSION TO IRAS

PRINT/PDF/EMAIL RECEIPTS AND THANK YOU LETTERS TO DONORS

IMPORT AND EXPORT FUNCTIONS

Key Highlight 2:
Fortifying Charities' Security Strategy

In today's digital era, cloud adoption has become indispensable for charity organisations looking to enhance security and safeguard sensitive data and operations. Simultaneously, the landscape of cyber threats continues to evolve with advanced tools and sophisticated techniques, posing significant challenges to organisational security.

Recognising the need for charities to bolster their cybersecurity measures, iShine Cloud hosted its 6th annual talk event in October 2023, themed "Fortifying Charities' Security Strategy." The event convened 57 leaders and professionals from various charity organisations for an insightful session, exploring the assessment of security and resilience in current systems and solutions, as well as identifying potential obstacles and proactive measures to address compliance gaps.

Keynote speaker Mr Vinod Shankar, Managing Director of Accenture Security for ASEAN, delivered compelling insights on "Security in the Cloud," advocating secure strategies to accelerate cloud adoption and addressing queries on existing security frameworks.

Mr Rajnish Garg, Senior Solution Engineer specialising in Security & DevSecOps at CyberArk, expanded on "Protecting Keys & Access to the Kingdom," highlighting prevalent cyber threats and essential steps to secure critical access points for both human and machine entities.

Following these enlightening presentations, Mr Nelson Tan, Deputy Chief Business Technology Officer of SPPL, moderated a dynamic panel discussion. Esteemed panellists, Mr Jerome Yuen, CEO & Board Director of Cycling without Age, and Ms Karen Wee, Executive Director of Lions Befrienders, joined Mr Shankar and Mr Garg in sharing their perspectives. They discussed navigating modern security complexities and unique cybersecurity challenges faced by charities, drawing on their experience in enhancing security frameworks within the charity sector.

By modernising approaches to cybersecurity and resilience, organisations can protect their operations effectively and achieve efficient outcomes. This protects sensitive data from cyber threats, while fortifying organisations' digital security strong walls.

Key Highlight 3: Sharing Discoveries & Exploring New Frontiers

In a stride to advance collaboration and innovation among charities, iShine Cloud and Accenture organised the event "Building a Collaborative Digital Capital: Sharing Discoveries & Exploring New Frontiers" in August 2023.

This event continued the momentum from the 2022 Vision and Alignment Workshop, which aimed to delve deeper into the data needs of charities, uncover operational challenges and identify gaps in meeting beneficiary requirements.

Representatives from government agencies and 21 diverse charity organisations attended the 2023 gathering, focusing on sharing key insights from the previous workshop and developing a strategic roadmap to address sector challenges. The primary objective was to define a collective digital strategy and align sector-wide initiatives.

To forge a united vision, participants actively contributed their perspectives and the formation of a convening group was announced to drive coordinated efforts in collaboratively addressing challenges within the charity sector.

Key Highlight 4:
Clinics & Onboarding Training

In collaboration with our partners, our team has conducted a series of complimentary clinics as part of our ongoing outreach programme for charities, aimed at introducing them to our cloud-based IT solutions.

These clinics, held twice a month, actively encourage charities to participate and explore how our IT solutions can enhance their productivity and efficiency. To date, we have engaged over 1155 professionals from the charity sector.

For charities that adopt our services, we ensure a seamless onboarding process managed by our dedicated service delivery team. Our onboarding training incorporates a change management framework, tailored to meet the unique needs and technological capabilities of each charity. This approach allows us to adjust the scope and pace of onboarding accordingly.

Our ongoing focus is on continuous improvement during and after the onboarding process, which is achieved through a combination of guided and interactive self-help training, ensuring consistent support for users as they transit to our solutions.

2023/2024
In Focus

Onboarded
514
clients to
DMS Lite
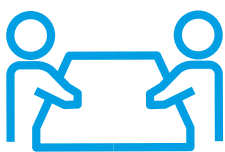
Onboarded **15** clients to iShine Cloud's solutions

Acquired **191** newly registered users

Conducted **21** onboarding training sessions

Instituted **quarterly core refresher courses** for our existing clients

55 charity sector professionals attended our clinics

Engaged **57** professionals from the charity sector at our hosted talk

Our
Valued Clients

A total of **2467** users as of
31 March 2024

Voices of
Our Clients

❝

DMS Lite has significantly boosted efficiency at Diabetes Singapore. It streamlined our donor documentation processes and provided collaborative features that enable teams to work on documents simultaneously, facilitating real-time commenting and creating an audit trail. This enhances teamwork and helps us to save time and effort, freeing up resources that can be directed to our core mission. DMS Lite also offers features that enhance data security, allowing us to protect our beneficiaries' privacy and comply with regulations.

The implementation of DMS Lite certainly carries substantial social impact, particularly for organisations committed to social good.

**Mr Satyaprakash Tiwari, Executive Director,
Diabetes Singapore**

❝

We use DMS Lite for tax deduction and to automate keeping track of our donors. The platform has eased our workload substantially and is user friendly. The iShine Cloud support team has been a great help to us, always ready to listen to our problems and help us solve any issues we face.

**Ms Lily Tay, Executive Administrator,
Willing Hearts**

❝

It was an easy transition from ipcLink to DMS Lite with no hiccups. In this early stage of testing, we found that DMS Lite is much faster and more user friendly – it has helped us to halve the amount of time needed in handling donation administrative matters.

**Ms Tina Saw, Chief, Corporate Services,
Football Association of Singapore**

❝

iShine Cloud understands the unique challenges of charities like ours, providing tailored services that are both cost-effective and reliable, significantly enhancing our IT capabilities. Their IT Helpdesk and customer service teams are proactive, friendly, and highly responsive, consistently placing customer satisfaction at the forefront. Their expertise and supportive approach has been particularly evident during our seamless digital transition to remote work.

Working with iShine Cloud has been a pleasure due to their professionalism and exceptional service delivery. Their solutions have been a great help in maintaining the security and efficiency of our IT platform, while reducing operational costs and resource demands. We highly recommend iShine Cloud to charities seeking reliable IT solutions.

**Mr Christopher Yip, Associate Consultant (Finance & System)
HELP Family Service Centre**

CEO's
Message

Looking ahead, our commitment to innovation persists. We will continue in our efforts to lead in digital innovation and expand our role in the community. This entails exploring avenues to enhance our products, ensuring that they provide more secure and robust cloud-based work environments for our clients.

YIP YUEN FONG
Chief Executive Officer
iShine Cloud
Appointment: 1 April 2021

In the evolving digital landscape, efficient and reliable digital platforms are increasingly essential to all organisations. Especially so for charity organisations, given their unique sector needs. Our role as a provider of secure cloud-based IT solutions holds unprecedented importance within the community. Our overarching goal is clear yet ambitious: to equip charities with the necessary tools to remain focused on their core mission of serving their beneficiaries.

A notable achievement of the past year was the successful onboarding of hundreds of charities to DMS Lite, provided free of charge to Institutions of a Public Character (IPCs). We ensured a smooth transition to DMS Lite for our clients, minimising disruption during the adoption process. It brings me immense satisfaction to witness the positive impact of DMS Lite on onboarded charities. By enabling seamless interaction with the Inland Revenue Authority of Singapore (IRAS) systems, simplifying donor documentation processes and enhancing data security, DMS Lite has empowered onboarded charities to redirect their resources towards their primary missions, thereby operating with heightened efficiency and efficacy.

Our dedication to collaboration and knowledge sharing was evident during the follow-up workshop to our Vision & Alignment event, convened in August 2023. We delved into the challenges faced by the sector, identified root causes and defined key themes for our collective attention. The open exchange of ideas and insights allowed us to deepen our understanding of charities' requirements and explore new frontiers.

This collaborative effort has been instrumental in shaping our initiatives and strategies as we move forward. Our ultimate objective is to elevate the digital capabilities of the charity sector and accelerate its digital transformation journey. By pinpointing pivotal challenges and opportunities, we are better positioned to develop solutions that empower charities to thrive in the digital era.

Looking ahead, our commitment to innovation persists. We will continue in our efforts to lead in digital innovation and expand our role in the community. This entails exploring avenues to enhance our products, ensuring that they provide more secure and robust cloud-based work environments for our clients. The transformative potential of emerging technologies and artificial intelligence (AI) in revolutionising the operations of charities is immense. By harnessing the power of innovative technology, we aim to pave new pathways for charities to amplify their impact and achieve unparalleled levels of efficiency and effectiveness.

In closing, I extend my heartfelt gratitude to our valued clients and stakeholders for their unwavering trust and support, and to our team for their tireless efforts and invaluable contributions. Together, we remain dedicated to continuously refining and enhancing our offerings, ensuring that our solutions stay agile and responsive to the dynamic needs of the charity sector and its stakeholders. As we embark on the road ahead, I am confident that our combined efforts will drive meaningful change, enabling charities to make an even greater impact on our society.
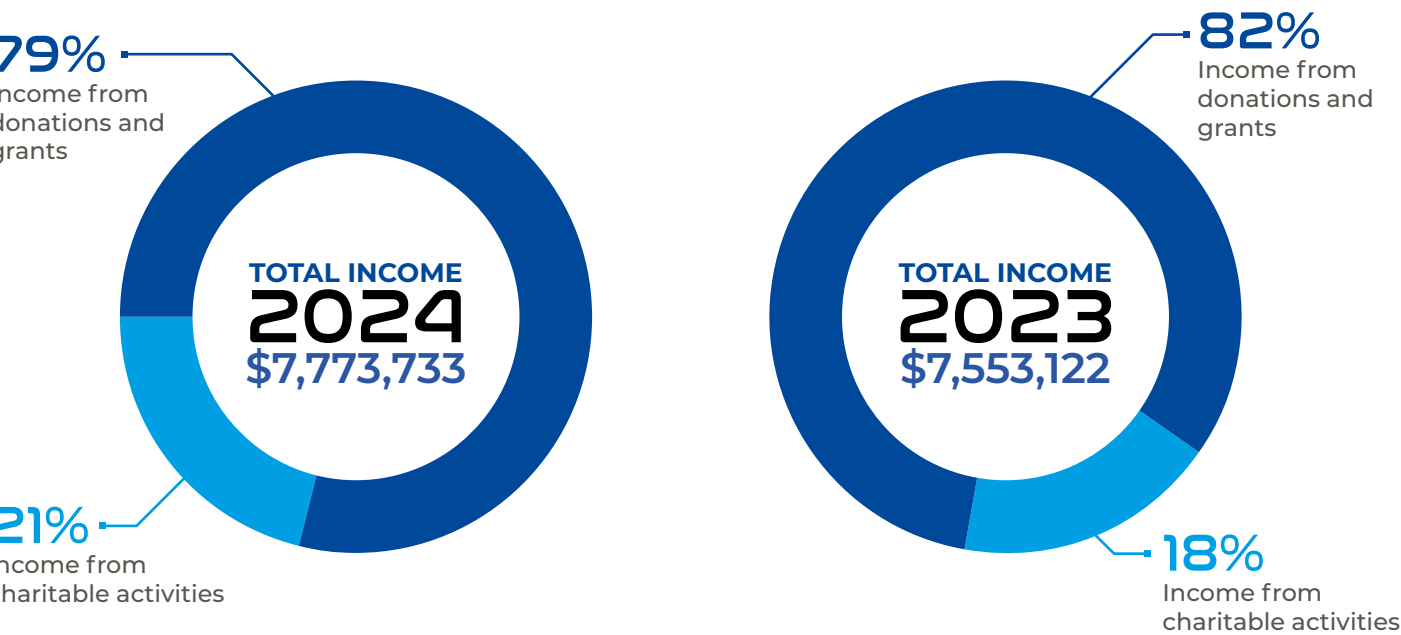
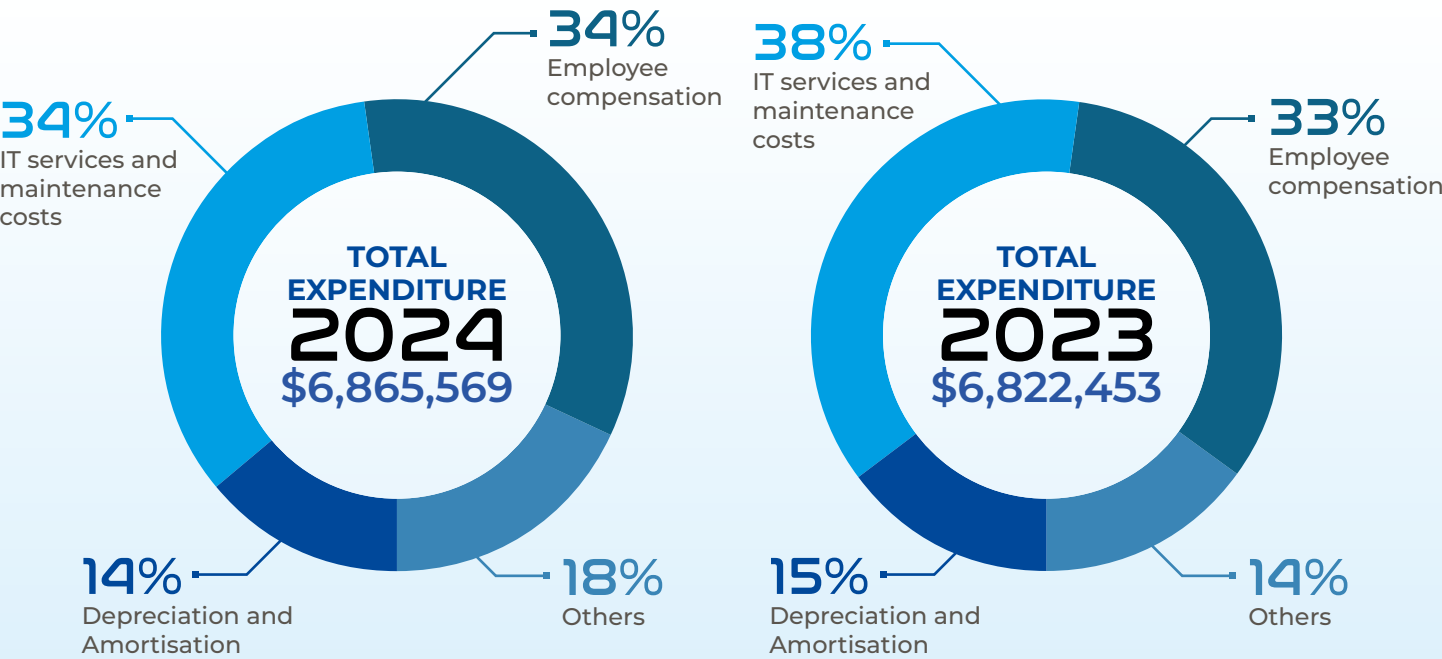Financial **Summary,** Corporate **Information** and Governance **Evaluation Checklist**

Financial Summary

Statement of financial activities
Year ended 31 March 2024

Income

79%
Income from donations and grants

82%
Income from donations and grants

TOTAL INCOME
2024
$7,773,733

TOTAL INCOME
2023
$7,553,122

21%
Income from charitable activities

18%
Income from charitable activities

Expenditure

34%
Employee compensation

38%
IT services and maintenance costs

34%
IT services and maintenance costs

33%
Employee compensation

TOTAL EXPENDITURE
2024
$6,865,569

TOTAL EXPENDITURE
2023
$6,822,453

14%
Depreciation and Amortisation

18%
Others

15%
Depreciation and Amortisation

14%
Others

Statement of financial posisition
As at 31 March 2024

	2024 $	2023 $
Non-current assets		
Plant and equipment	816,561	1,538,105
Intangible assets	207,052	449,826
	1,023,613	1,987,931
Current assets		
Trade and other receivables	415,219	146,267
Amount due from a related party	-	610,305
GST receivables	41,571	94,185
Prepayments	200,254	637,267
Cash and cash equivalents	2,064,576	1,714,268
	2,721,620	3,202,292
Total assets	3,745,233	5,190,223
Non-current liability		
Deferred capital grant	603,394	1,567,712
Current liabilities		
Grant from NCSS – restricted	743,691	1,392,644
Other payables	243,068	859,808
Amount due to a related party	14,217	-
Contract liabilities	171,247	308,607
	1,172,223	2,561,059
Total liabilities	1,775,617	4,128,771
Net assets	1,969,616	1,061,452
Funds		
General funds, representing total funds	1,969,616	1,061,452

Corporate
Information

For the financial year ended 31 March 2024

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
Ms Catherine Lim

Charity Status
Charity Registration No.
201735206Z

Charity Registration Date
23 April 2018

IPC (Institution of a Public Character)
status accorded since 26 January 2022

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: 6786 1138
Email: contact@ishinecloud.sg
Website: www.ishinecloud.sg

Governance
Evaluation Checklist
(Enhanced Tier)

Please note that this checklist is based on the Code of Governance (2017).

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	

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 Volunteer² 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	
17	The Board ensures that **internal controls for financial matters** in key areas are in place with **documented procedures**.	6.1.2	Complied	

S/N	Code guideline	Code ID	Response	Explanation
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	
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. OR 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		

S/N	Code guideline	Code ID	Response	Explanation
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. OR 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 the 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. OR 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		
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 WHISTLERBLOWING 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 whistleblowing policy to address concerns about possible wrong-doing or improprieties in financial or other matters within the charity.