

Annual Report 2024

# SG SERVE LTD.



FOR THE YEAR ENDED  
30 SEPTEMBER 2024

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# CHAIRMAN'S MESSAGE

I am delighted to present our annual report once again. It has been an inspiring year, and I am proud to share the remarkable progress we have achieved.

We are honoured to have received our first Charity Transparency Award in 2024. This award is a testament to our unwavering commitment to accountability and excellence in our operations. The Charity Council's recognition of our good disclosure practices reinforces our dedication to uphold the highest standards of governance and strengthen our internal controls.

Our journey of growth continued this year as we expanded our programmes to more beneficiaries. Through festive celebrations, outdoor adventures, health screenings and more, our volunteers and beneficiaries joined us in creating strong and diverse support networks within our community.

Looking ahead, we are excited about our plans for the future. We aim to discover new ways of bringing our community together, transform our operations through technology, and strengthen our partnerships. Our focus remains on delivering the programmes our beneficiaries know and love, and on finding sustainable and impactful solutions that empower and uplift.

I extend my heartfelt gratitude to you - our patrons, donors, partners, and volunteers. Your unwavering support and generosity have been instrumental in our success. Together, we will continue to make a difference and create a brighter future for all.

Thank you!



**JENNIFER CHEW, PBM**  
CHAIRMAN





## OUR STORY

SG Serve Ltd. ("SG Serve") was incorporated in Singapore on 9 August 2016 as a public company limited by guarantee. SG Serve has been registered as a charity under the Charities Act 1994 (the "Charities Act") on 28 August 2017, with its Sector Administrator being the Ministry of Social and Family Development. Effective from 30 November 2021, SG Serve is now under the purview of the Ministry of Health.

SG Serve is a member of the National Council of Social Service (the "NCSS") and has been conferred with the status of an Institution of a Public Character ("IPC") by the Ministry of Health for the period from 25 October 2022 to 24 October 2025.

## WHAT WE DO

SG Serve works closely with community partners to organise events, especially for elderly and needy families. On an ongoing basis, SG Serve organises elderly gathering events, eye screening events, health educational talks and services as well as daily food distribution programmes.

We aim to develop targeted, catalytic and synergistic models and systems to inspire a movement of volunteers to give back to society. We seek to empower our society and country to grow in a more caring and sustainable way, preserving the "Gotong Royong" spirit of old.

Through festive celebrations, outdoor adventures, health screenings and more, our volunteers and beneficiaries joined us in creating strong and diverse support networks within our community.





## OUR MISSION

Develop volunteers to help challenged persons.

## OUR VISION

Develop volunteers that will build more and better volunteers until SG Serve becomes a sustainable movement for good.

## OUR OBJECTIVES

- To recruit, develop and grow a base of volunteers and motivate them to serve more and better causes in Singapore and the region.
- To engage the older generation of volunteers to keep them active in serving the community.
- To serve the elderly community through education, information sharing and direct interaction or involvement through organised activities.
- To care for the poor, needy and disadvantaged so that they can help themselves to live with dignity, become self-reliant, and achieve progress in life.
- To formulate and develop strategies to encourage individuals, corporations and other organisations to donate for the public good.



## CORPORATE INFORMATION

### Unique Registration Number

201621736D

### Address

Block 609 Bedok Reservoir Road  
#01-690 Singapore 470609

### Advisor

**Mr. Zainul Abidin Rasheed** | Diplomat | *Appointed 27 Oct 2016*

### Patrons

**Mr. Lakshmanan s/o Seenivasakan**, BBM(L), PBS, JP | Business Owner  
*Appointed 22 Jun 2017*

**Mr. Seah Seow Kang Steven**, BBM | Advocate & Solicitor  
*Appointed 2 Sept 2022*

**Dr. Allan Fong Chee Yang**, BBM | Head & Senior Consultant at  
Cataract & Comprehensive Ophthalmology Dept, Singapore National Eye Centre  
*Appointed 2 Sept 2022*

**Mr. Tan Kheng Aik**, BBM | Business Owner  
*Appointed 23 Sept 2022*

### Board of Directors

**Ms. Chew Geok Hoon**, PBM (Chairman) | Business Owner | >30 yrs experience in  
charities and non-profits | *Appointed 9 Aug 2016*

**Mr. Ng Kee Choon**, PBM | Investor & Business Consultant | >30 yrs experience in  
charities and non-profits | *Appointed 9 Aug 2016*

**Mr. Yap Eng Kee**, Francis | Retiree | >20 yrs experience in charities and  
non-profits | *Appointed 9 Aug 2016*

**Mr. Fong Thian Loong** | Fund Manager | >5 yrs experience in charities and  
non-profits | *Appointed 2 Mar 2021*



# CORPORATE INFORMATION

## **Management Committee**

Ms. Chew Geok Hoon, PBM (Chairman) | *Appointed 27 Oct 2016*

Mr. Yap Eng Kee, Francis (Vice-Chairman) | *Appointed 27 Oct 2016*

Ms. Ng Hui Chang (Secretary) | *Appointed 27 Oct 2016*

Mr. Fong Thian Loong (Treasurer) | *Appointed 1 Apr 2022*

Mr. Ng Kee Choon, PBM (Asst. Treasurer) | *Appointed 1 Apr 2022*

Mr. Tan Toh Seng (Committee Member) | *Appointed 1 Oct 2019*

## **Board Investment Committee**

Ms. Chew Geok Hoon | *Appointed 1 Jan 2023*

Mr. Ng Kee Choon | *Appointed 1 Jan 2023*

Mr. Fong Thian Loong | *Appointed 1 Jan 2023*

## **Company Secretary**

Ms. Nur Iman Binte Rohan | *Appointed 20 Sept 2022*

## **Banker**

OCBC Bank

## **Auditor**

Rohan.Mah & Partners LLP





# CORPORATE GOVERNANCE

## SG Serve's Commitment to Compliance

SG Serve recognises that it is accountable to all its stakeholders, which include its members, beneficiaries, regulatory authorities, donors and members of the public. For SG Serve to operate successfully, the Board believes that there must be confidence and public trust in its work. It is therefore imperative to have a sound governance and management system that can withstand the scrutiny of its stakeholders.

The Board is committed to setting and maintaining a high standard of governance in the spirit of the Code of Governance for Charities and Institutions of a Public Character ("Code").

The Board has developed a manual based on the Code. The Board shall ensure that SG Serve adheres with the principles and guidelines of the Code. It aims to help members of the public understand SG Serve's standard of governance and to make an informed decision about the support they give in terms of time and monies.

To comply with the Code, the Board will maintain and regularly review SG Serve's system of internal controls, performance, policies and procedures to ensure that:

- SG Serve regularly identifies and reviews the key risks to which SG Serve is exposed to and has a system to manage the risks;
- SG Serve understands and complies with all applicable legal and regulatory requirements;
- SG Serve has appropriate up-to-date financial and management controls;
- Delegation to Board Committees, staff and volunteers works effectively and the use of delegated authority is properly supervised;
- Proper arrangements are in place for the recruitment, supervision, support, appraisal and remuneration of all staff; and
- Volunteers are managed and supported.

## Board Composition

All Board members are not paid any remuneration or director's fee for their services to SG Serve. New appointments of Directors are recommended and selected based on the following:

- Knowledge, charity-related experience
- Contribution in joining as organising committees for events and programmes of SG Serve
- Alignment to SG Serve's vision, mission, objectives and values
- Management experience in corporate or civil service
- Diversity, including but not limited to gender, ethnicity, race and disabilities
- Specific skills such as finance, audit, legal, information technology, governmental affairs, public relations, marketing, human resource development, healthcare etc.

At the annual general meeting of each year, one-third or the number nearest one-third (rounded-down) of the number of directors shall retire. The directors to retire shall be those who have been longest in office since their last election. The retiring director shall be eligible for re-election. The directors must submit themselves for re-nomination and re-election, at least once every 3 years. There is a maximum term limit for the Board Treasurer of four (4) consecutive years.

The directors are encouraged to attend training programmes, seminars and workshops organised by professional bodies as and when necessary, to keep apprised of relevant new laws, regulations and changes in the charity landscape. The secretary will also organise briefing sessions or circulate memoranda to directors to enable them to keep pace with these changes.



# CORPORATE GOVERNANCE

## Board Committees

In order to assist in the execution of its responsibilities, the Board has committee(s) or designated Board member(s) to oversee the following areas: Programmes and Services, Investment, Fundraising, Audit and Finance.

These committee(s) or designated Board member(s) have clearly established terms of reference setting out their authorities and duties, a copy of which is on page 26.

The number of meetings attended by the Board and Board Committees during the financial year are as follows:

Name	Attendance
<i>Chew Geok Hoon</i>	4/4
<i>Ng Kee Choon</i>	4/4
<i>Yap Eng Kee, Francis</i>	4/4
<i>Fong Thian Loong</i>	4/4

## Disclosure and Transparency

SG Serve is committed to the principles of accountability and transparency. In order to adhere to these principles, SG Serve regularly makes available information regarding our programmes/events, operations, audited financials and update on Board members through an annual report, website and social media pages.

## Conflict of Interest Policy

The policy requires Board and staff to observe and to declare real, potential or perceived conflicts of interest to the Board at the earliest opportunity. Where a potential conflict of interest arises, the Board member or staff concerned should not vote on the matter nor participate in discussions. He should also recuse himself from the meeting. The reason for how a final decision is made on the transaction or contract should be recorded.

Declarations are required for related parties' transactions. Any related party transaction will be reviewed at a stipulated interval and the outcome of the review be reported to the Board and documented.

Any appointment of staff who is a close member of the family of the current Board members or staff should undergo the established procedures for recruitment, performance evaluation and remuneration.

Board members or staff should make a declaration of such relationships and not influence decisions made during these procedures.

## Financial Management and Internal Controls

The Board reviews and approves the annual budget prepared by management. All extra-budgetary expenditure beyond the delegated management authority is reviewed and approved by the Board and the operating and capital expenditure budget is regularly monitored.

SG Serve is committed to disclosing audited statements which give a true and fair review of SG Serve's financial statements to ensure that they are in accordance with the requirements as specified by the regulatory bodies. Members of the public can download a copy of Annual Report via the SG Serve website.



# CORPORATE GOVERNANCE

## Risk Management

Risk Management is an integral part of sound governance. It is integrated with SG Serve's strategy, cuts across the different functional areas of SG Serve's operations and is mainly embedded within the day-to-day management and operational processes of these functional areas.

SG Serve has identified 6 key risks, namely:

- Legal and regulatory compliance risk
- Funding risk
- Financial risk
- Service delivery risk
- Adverse events risk
- Information including cybersecurity risk

The risks are monitored and discussed within the Board meeting on a quarterly basis. Key updates and issues are shared during the Board meeting. Channels of communication for urgent dissemination of information and action plans are also established.

## Data Protection and Privacy

SG Serve values the protection of personal data of its members, clients, beneficiaries, sponsors, volunteers, partners, suppliers, donors and employees. The Board emphasises the importance of compliance with the Personal Data Protection Act. In connection with this, the Board has established the 'Privacy Policy' and is guided by the advisory guidelines developed by the National Council of Social Service and The Personal Data Protection Commission.

The Board expects all of its members and employees to comply with this Policy.

## Whistle Blowing Policy

The Board, committee members, staff and volunteers are committed to conducting all SG Serve's activities with integrity and the highest ethical standards whilst complying with applicable laws and regulations. In line with this commitment, SG Serve has a Whistle Blowing Policy to allow whistle-blowers, in good faith, to raise concerns over a breach of these standards, and highlight incidents of malpractice or wrongdoings within SG Serve. This Policy applies to any suspected improprieties involving the Board, committee members, staff or volunteers of SG Serve.





50+

number of volunteers

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615

↑ 3.4%

followers on social media (facebook)

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337

↑ 9.5%

unique website page views

---

# OUR IMPACT



>45000

food packs distributed

---

200+

beneficiaries for daily food distribution

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# OUR AWARD



SG Serve is honoured to be accorded the Charity Transparency Award 2024, organised by the Charity Council and supported by the Ministry of Culture, Community & Youth (MCCY).



This award is a testament to our unwavering commitment to good governance and transparency within SG Serve. As a trusted charity, we will continue to focus on meeting the evolving needs of our beneficiaries and promoting volunteerism across our society.



# PROGRAMMES AND ACTIVITIES

## Daily Food Distribution @ Eunos

The Daily Food Distribution aims to serve and engage the needy families and elderly seniors in the Bedok Reservoir neighbourhood, providing the latest news updates and a daily bonding session to integrate them with the larger community.

We collaborate with community partners to serve hot meals every weekday from Mondays to Fridays, except Public Holidays. In addition to packaged food, we also distribute fruits, rice, bread, healthy snacks and drinks. For wheelchair-bound seniors, we have also arranged for home delivery.

This project commenced on 13 September 2019 and has now benefited a daily average of 130 Seniors (2023: 130) for lunch and 80 Seniors (2023: 75) for dinner. A total of more than 30,000 packets of lunch and 15,000 packets of dinner were distributed in the financial year 2024.





# PROGRAMMES AND ACTIVITIES

## Christmas Party and Elderly Gathering (18 Dec 2023)

Our Christmas party and gathering for seniors, as sponsored by individual and institutional donors, provided a buffet dinner to 100 seniors. The event was held at Block 630 Bedok Reservoir Road Hawker Centre, an enjoyable and fun evening for the seniors with good food, goodies bag, lucky draw and karaoke entertainment.





# PROGRAMMES AND ACTIVITIES

## Eye Screening Projects

During the year 2024, together with community partner, Lion SaveSight Centre, we organised free eye screenings for seniors and children, include visual acuity, auto refraction, eye pressure check, eye alignment and movement assessment, slit lamp eye check and counselling by doctors and nurses from Singapore National Eye Centre (SNEC).

### (i) Eye Screening at Boon Lay Secondary School on 23 March 2024





(ii) Eye Screening at Punggol Community Club on 7 July 2024





(iii) Eye Screening at Frontier Community Club on 25 August 2024







## PROGRAMMES AND ACTIVITIES

### Free Haircuts and National Day Carnival @ Bukit Batok (4 Aug 2024)

SG Serve participated in the National Day Carnival organised by the Bukit Batok Zone 7 RN Centre. Our volunteers, hair stylists, from various salons, provided haircuts for the residents, engaging and encouraging the seniors to meet and bond with other residents.





# PROGRAMMES AND ACTIVITIES

## Walk to Bond with Seniors (9 Aug 2024)

To celebrate our 59th National Day and encourage outdoor exercise, we organised an outing with 25 seniors to Changi Jurassic Mile. We ended with the famous Fei Fei wanton noodles at Joo Chiat Road.







# STRATEGIES & PLANS FOR 2025



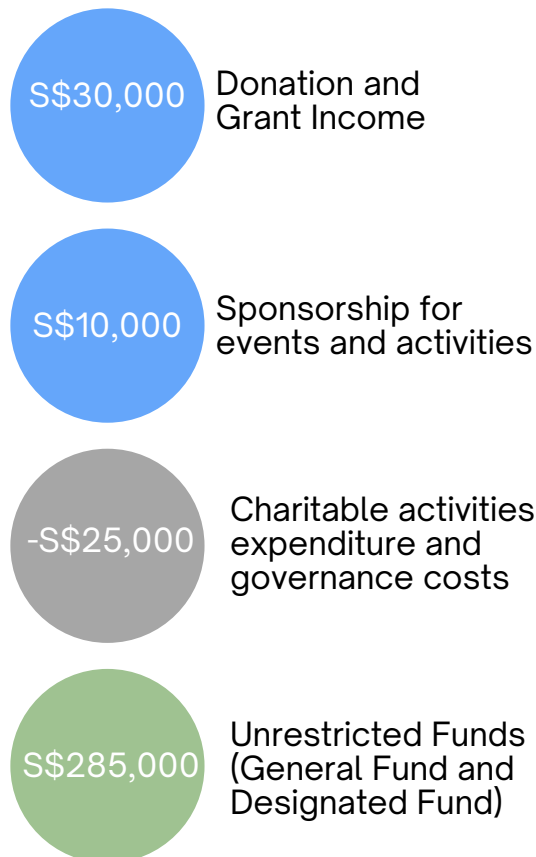
## PLANS FOR GROWTH AND EXPANSION

We plan to continue our outreach and promote volunteerism via community partnerships and digitally via social media. We target to increase our number of volunteers to **more than 80** in year 2025 (2024: 50).

In term of activities, we continue to launch our main programme Daily Food Distribution (currently at Eunost) in other areas of Singapore. Other focus includes:

- (i) Eye Screening for elderly and children
- (ii) Walk to Bond activities for seniors

## FINANCIAL BUDGET

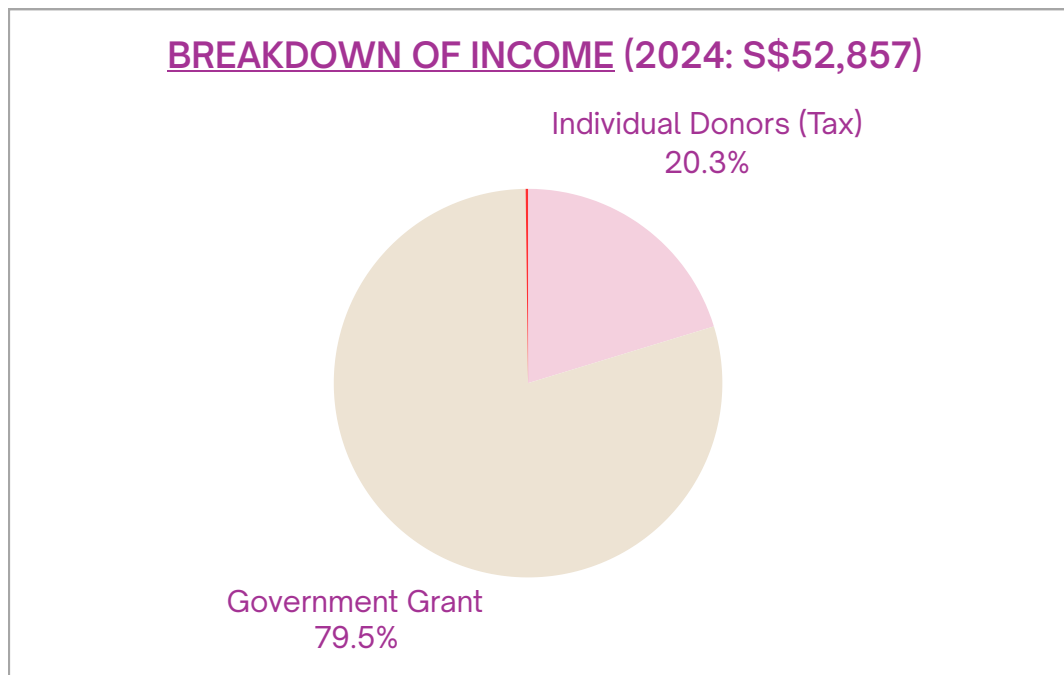
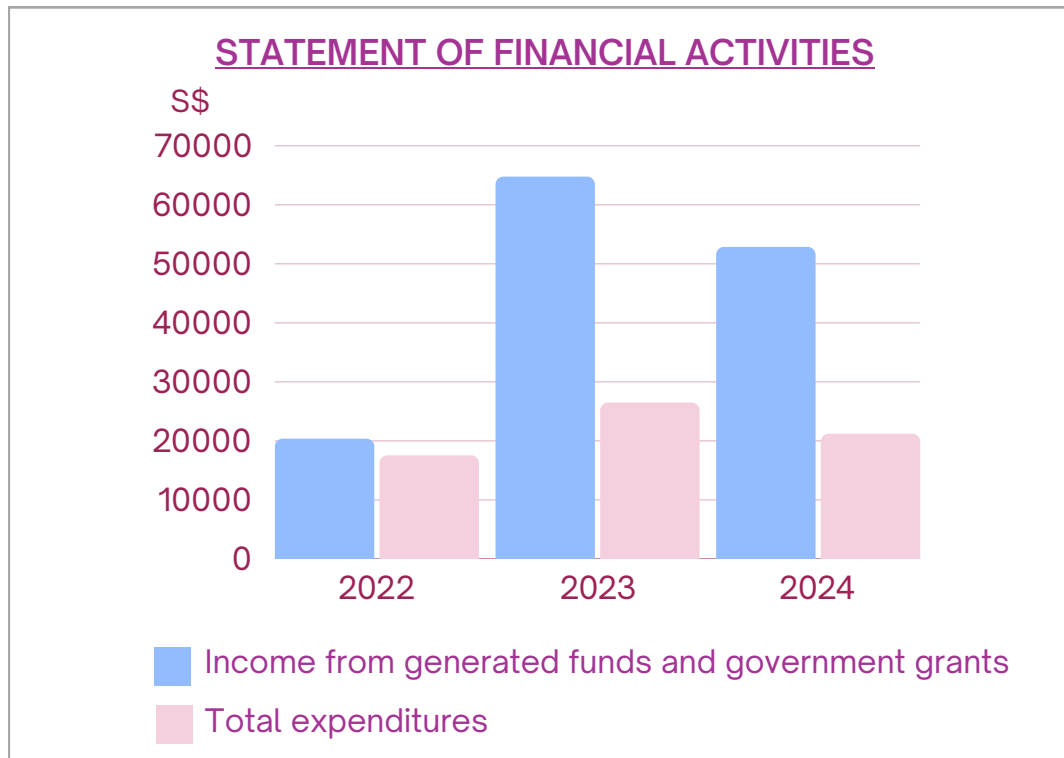






## FINANCIAL STATEMENTS

The audited financial statements for the financial year ended 30 September 2024 is available for download on SG Serve's website.



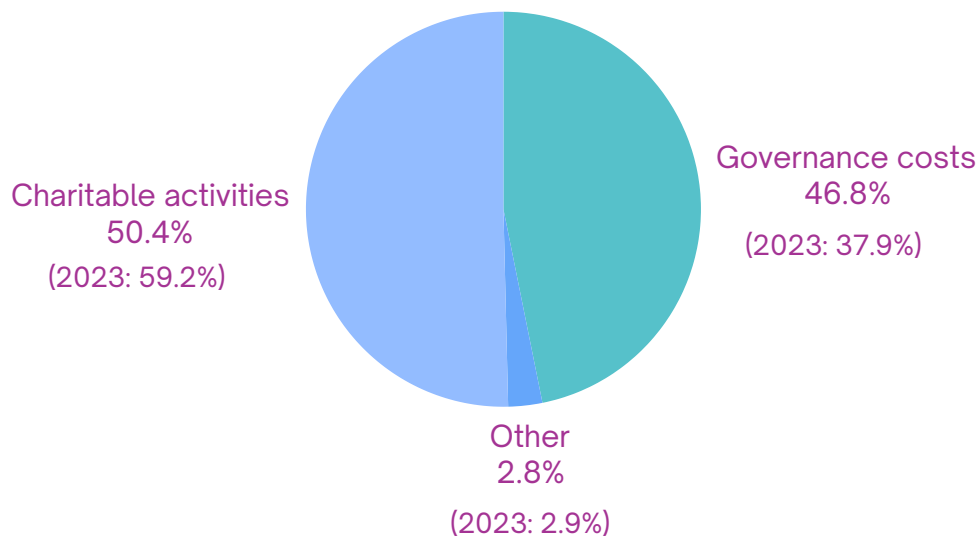
Note: Tax and Non-tax refer to Tax-deductible and Non-tax deductible for the donors.



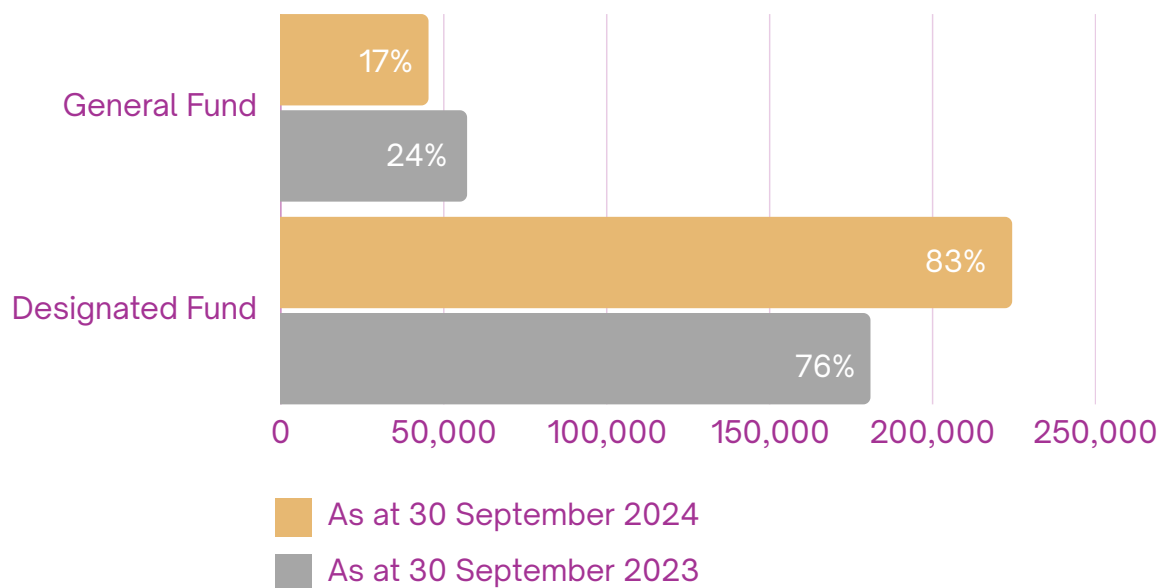
# FINANCIAL STATEMENTS

The audited financial statements for the financial year ended 30 September 2024 is available for download on SG Serve's website.

## BREAKDOWN OF EXPENDITURES (2024: S\$21,208)



## BREAKDOWN OF UNRESTRICTED FUND (2024: S\$269,739)





## RESERVE POSITION

Effective 16 March 2021, as approved by the Board, our reserves shall be maintained at a level equivalent to S\$150,000 to S\$250,000. The reserves that have been set aside provide financial stability and the means for the development of SG Serve's principal activities.

See table below on our reserve position:

	Current Year	Previous Year
(A) Unrestricted Funds (General Fund and Designated Fund)	S\$269,739	S\$238,090
Restricted Funds <ul style="list-style-type: none"><li>• Building Fund</li><li>• Education Fund</li><li>• Others</li></ul>	-	-
(B) Annual Operating Expenditure	S\$21,208	S\$26,490
Ratio of Reserves [ (A) / (B) ]	12.7 : 1	9.0 : 1



# POLICY STATEMENTS AND PRACTICES

## Code of Conduct

All the committee members and Board members are expected to conduct and carry themselves in a professional manner while at work and to observe SG Serve policies and procedures to promote a harmonious working relationship and a conducive working environment. All the committee members and Board members are representatives of SG Serve, and must practise honesty and integrity in fulfilling responsibilities and comply with all applicable laws and regulations.

## Management of Conflict of Interest Policy

A member of the Board, Management Committee, or Project/Event Organising Committee who is in any way, directly or indirectly, interested in a transaction or project or other matter of the Board, Management Committee, or Project/Event Organising Committee shall disclose the nature of his interest at the first meeting of the Board, Management Committee, or Project/Event Organising Committee at which he is present after the relevant facts have come to his knowledge.

A disclosure shall be recorded in the minutes of meeting of the Board, Management Committee, or Project/Event Organising Committee and, after the disclosure, that member:

- shall not take part in any deliberation or decision of the Board, Management Committee, or Project/Event Organising Committee with respect to that transaction or project; and
- shall be disregarded to constitute a quorum of the Board, Management Committee, or Project/Event Organising Committee for such deliberation or decision.

Members of the Board and Management Committee are required to submit Conflict of Interest Disclosure Statement annually.

## Reserve Policy

SG Serve shall set aside reserves to provide for the long-term stability of its operations and to ensure that there are sufficient resources to support the charity in the event of unforeseen circumstances. The Board intends to maintain a reserve at a level equivalent to S\$150,000 to S\$250,000. The Board performs annual review on the amount of reserves that are required to ensure that they are adequate to fulfill SG Serve's continuing obligations and to support its operations.

SG Serve does not have any externally imposed capital requirements for the financial year ended 30 September 2024.

## Investment Policy

The objective of the Investment Policy is to generate additional income from investment of surplus funds and to improve or at least maintain the purchasing power of the funds through investments.

Cash balance in excess of S\$75,000 or projected cash requirement for the next 6 months, whichever is higher, shall be placed on investments.

Subject to the approval of Board, the surplus fund shall be placed on any of the following financial instruments or products:

- Fixed Deposits;
- Singapore Government Securities (SGS) Bonds;
- MAS-issued Securities such as Treasury Bills (T-Bills), MAS Floating Rates Notes (FRN), MAS Bills, Cash Management Treasury Bills (CMTBs);
- Securities listed on Singapore Stock Exchange;
- Any other financial instruments or products as and when approved by the Board.

Except for fixed deposits placements, all other investments shall be reviewed by the Board Investment Committee (BIC) and recommendations from BIC submitted to the Board for approval.





# **POLICY STATEMENTS AND PRACTICES**

## **Donation to Other Charitable Organisations**

Donations to other charitable organisations are conducted out of a spirit of giving to charities with a similar vision and mission as SG Serve or in collaboration and mutual agreement on programme outcomes. Such donations are capped at S\$10,000 a year.

## **Loan Policy**

SG Serve shall not grant loans to any parties.

## **Whistle Blowing Policy**

The SG Serve's Board, committee members, staff and volunteers are committed to conducting all the activities with integrity and the highest ethical standards whilst complying with applicable laws and regulations. SG Serve's Whistle Blowing Policy aims to provide a means through which the staff or members of the public could, in good faith, raise concerns over a breach of these standards, and highlight incidents of malpractice or wrongdoings within SG Serve. This Policy applies to any suspected improprieties involving the Board, committee members, staff or volunteers of SG Serve.

All concerns will be treated in confidence and every effort will be made not to reveal the identity of the employee or member of the public making the report if so desired. At the appropriate time, however, it may be necessary to come forward as a witness.

SG Serve does not tolerate retaliation against anyone for raising a concern in good faith.

Report any violations, or send any relevant information, to the mailbox of the external auditor of SG Serve.

## **Privacy Policy**

SG Serve respects and honours our beneficiaries, sponsors, donors, partners, employees and volunteers and their right to protect their personal data.

SG Serve is committed to complying with the Personal Data Protection Act. Personal information is given in good faith by beneficiaries, sponsors, donors, partners, employees and volunteers and will only be used to maintain or enhance their relationship with SG Serve, and for purposes that we believe are reasonable and appropriate in the circumstances of our work.

Beneficiaries, sponsors, donors, partners, employees and volunteers can remove their personal data from our records upon sending requests to SG Serve.

A copy of our Privacy Policy is disclosed on our website.

## **Anti-Money Laundering and Terrorism Financing Policy**

SG Serve has in place financial controls to ensure we are aware of who our donors and partners are, as well as of how the funds are used. Our controls also ensure we are transparent in all our activities. These controls serve to prevent terrorists or money launderers from exploiting the vulnerabilities of charities.

The Treasurer and/or Assistant Treasurer shall report any donation of S\$5,000 and above to the Board. The Board will then decide on any necessary action or investigation.

The Board also conducts regular reviews of our internal controls, policies and procedures, key programmes, and partnerships to protect ourselves from the actual or alleged abuses of fraud, money laundering or support for terrorism.



# BOARD STRUCTURE - TERMS OF REFERENCE

## Description

In order to assist in the execution of its responsibilities, the Board has committee(s) or designated Board member(s) to oversee the following areas: Programmes and Services, Investment, Fundraising, Audit and Finance.

The Board should have committee(s) or designated Board member(s) with terms of reference in place to oversee these areas of governance and operations, where appropriate.

## *Programmes and Services*

- To ensure that operations and programmes are directed towards achieving the stated outcomes, mission and vision.
- To ensure that the Board is regularly updated on the progress of SG Serve programmes and services.

## *Investment*

- To assist the Board in reviewing the investment policy to be adopted by the SG Serve.
- To ensure that the investments are conducted in accordance with the investment policy, monitor the performance of the investment and recommend changes, as may be appropriate.

## *Fundraising*

- To ensure that SG Serve establishes and maintains fundraising good practices.
- To ensure a periodic review of fundraising procedures and to ensure financial accountability and in compliance with relevant laws, guidelines, codes of governance, standards and practices.

## *Audit and Finance*

- To review quarterly financial reports and discuss significant financial issues.
- To ensure a proper financial management system in place, particularly in budget planning and monitoring, internal controls and asset management.
- To ensure compliance with applicable laws, guidelines, codes of governance, standards and practices.
- To ensure the setting up of and adherence to clear policies and procedures concerning conflicts of interest, anti-money laundering and terrorism financing.



# GOVERNANCE EVALUATION CHECKLIST

## for Intermediate Tier

S/N	Code guideline	Code ID	Response	Explanation (if Code guideline is not complied with)
<b>Board Governance</b>				
1	Induction and orientation are provided to incoming governing board members upon joining the Board.	1.1.2	Complied	
2	Are there governing board members holding staff appointments?		No	
3	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	
4	All governing board members must submit themselves for re-nomination and re-appointment, at least once every 3 years.	1.1.8	Complied	
5	There are documented terms of reference for the Board and each of its committees.	1.2.1	Complied	
<b>Conflict of Interest</b>				
6	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	
7	Governing board members do not vote or participate in decision making on matters where they have a conflict of interest.	2.4	Complied	
<b>Strategic Planning</b>				
8	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	
<b>Human Resource and Volunteer Management</b>				
9	The Board approves documented human resource policies for staff.	5.1	Not Complied	SG Serve did not employ any staff in FY2024
10	There is a documented Code of Conduct for governing board members, staff and volunteers (where applicable) which is approved by the Board.	5.3	Complied	
11	There are processes for regular supervision, appraisal and professional development of staff.	5.5	Not Complied	SG Serve did not employ any staff in FY2024



# GOVERNANCE EVALUATION CHECKLIST

## for Intermediate Tier

S/N	Code guideline	Code ID	Response	Explanation (if Code guideline is not complied with)
<b>Financial Management and Internal Controls</b>				
12	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	
13	The Board ensures that internal controls for financial matters in key areas are in place with documented procedures.	6.1.2	Complied	
14	The Board ensures that reviews on the charity's internal controls, processes, key programmes and events are regularly conducted.	6.1.3	Complied	
15	The Board ensures that there is a process to identify, and regularly monitor and review the charity's key risks.	6.1.4	Complied	
16	The Board approves an annual budget for the charity's plans and regularly monitors the charity's expenditure.	6.2.1	Complied	
17	Does the charity invest its reserves (e.g. in fixed deposits)?		Yes	
18	The charity has a documented investment policy approved by the Board.	6.4.3	Complied	
<b>Fundraising Practices</b>				
19	Did the charity receive cash donations (solicited or unsolicited) during the financial year?		Yes	
20	All collections received (solicited or unsolicited) are properly accounted for and promptly deposited by the charity.	7.2.2	Complied	
21	Did the charity receive donations in kind during the financial year?		No	
<b>Disclosure and Transparency</b>				
22	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	
23	Are governing board members remunerated for their services to the Board?		No	
24	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	Complied	
25	Does the charity employ paid staff?		No	
26	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	Complied	





[www.sgserve.org](http://www.sgserve.org)