

SG SERVE LTD ANNUAL REPORT 2023

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CHAIRMAN'S MESSAGE



It is with great pleasure that I present this annual report for SG Serve Ltd., celebrating our collective achievements and the resolute spirit propelling our organisation forward.

In the dynamic landscape we face, SG Serve has showcased resilience and adaptability, with each success attributed to the dedication of every individual within our organisation. We extend a heartfelt thank you to our volunteers from all walks of life, who contribute not only to the lives of beneficiaries but also foster a community of compassionate individuals and volunteers.

Emerging from the challenges of the pandemic, we witnessed an expansion this year in our outreach to beneficiaries and a concerted effort to enhance internal processes. We focused on strengthening corporate governance, internal controls, and initiated a digitalisation journey to align with evolving needs.

Looking forward, our commitment remains unwavering, particularly to our beneficiaries. Our journey is defined by a dedication to relationships, integrity, compassion, and the pursuit of excellence.

I express sincere appreciation to our patrons, individual and corporate donors, community partners, and volunteers for their trust and collaboration. It is through your support that SG Serve Ltd not only survives but thrives.

Thank you for being integral to our growth story.

JENNIFER CHEW CHAIRMAN



WHO WE ARE

SG Serve Ltd. (the "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 Social and Familv Ministry of Effective Development. 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, 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.





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 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/ 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

<u>Advisor</u>

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*

<u>Company Secretary</u>

Ms. Nur Iman Binte Rohan | Appointed 20 Sept 2022

Banker

OCBC Bank

<u>Auditor</u>

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 the 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 / 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, onethird or the number nearest one-third (roundeddown) 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 reelection. 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 20.

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

Name	Attendance		
Chew Geok Hoon	4/4		
Ng Kee Choon	4/4		
Yap Eng Kee, Francis	4/4		
Fong Thian Loong	3/4		

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 extrabudgetary 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 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 whilst ethical standards 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, volunteers of SG Serve. staff or



We empower and mobilise a diverse network of volunteers. Through our mission, we not only impact individual lives but also foster a culture of compassion and collective action, creating a lasting positive change.

OUR IMPACT

50+

595 followers on social media (facebook)

>41000 food packs distributed

200+ beneficiaries for daily food distribution 308 unique website page views

45 individual donors via Giving.sg campaigns

4 institutional donors to co-organise activities



Daily Food Distribution @ Eunos

The Daily Food Distribution aims to serve and engage the needy families and elderly seniors in 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 packet food, we also distribute fruits, rice, bread, healthy snacks and drinks. For wheelchairbound 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 (2022: 130) for lunch and 75 Seniors (2022: 70) for dinner. A total of more than 28,000 packets of lunch and 13,000 packets of dinner were distributed in the financial year 2023.





Christmas Party and Elderly Gathering (19 Dec 2022)

Our Christmas party and gathering for seniors, as sponsored by an individual donor, provided hot meals to 120 beneficiaries. The event was held at Block 630 Bedok Reservoir Road Hawker Centre, an enjoyable and fun evening for the seniors with good food, lucky draw and entertainment.





Lunar New Year Celebration (16 Jan 2023)

Our Lunar New Year celebration and gathering for seniors, as jointly organised with community partners and as sponsored by a corporate partner, provided hot meals and goodies bags to 120 beneficiaries (seniors and needy families). The event was held at Block 630 Bedok Reservoir Road Hawker Centre.





Free Haircuts and National Day Carnival @ Bukit Batok (July 2023)

SG Serve together with our community partner, Bukit Batok Community Club in a carnival to celebrate our Nation's 58th Birthday. Our volunteers, hair stylists from various salons were also present to provide haircuts for the residents, and also engaged and encouraged the seniors to meet and bond with other residents.





OUR STRATEGY FOR 2024

PLANS FOR GROWTH AND EXPANSION



• Project Serve @ Henderson

FINANCIAL BUDGET





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\$238,090	S\$199,808
Restricted Funds Building Fund Education Fund Others 	-	-
(B) Annual Operating Expenditure	S\$26,490	S\$17,546
Ratio of Reserves [(A) / (B)]	9.0 : 1	11.4 : 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 ulfilling responsibilities and comply with all applicable laws and regulations.

Management of Conflict of Interest Policy

member of the Board, Management Α 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 Project/Event Committee. or Organising Committee shall disclose the nature of his interest at the first meeting of the Board, Committee, or Project/Event Management 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 long-term stability of the 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 2023.

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 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 get more information can send to the whistle-blowing email address which goes directly to the mailbox of 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 good faith in by donors. beneficiaries. sponsors, 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 works.

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

A copy of 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 who are our donors and partners, how the funds are used and are transparent in all our activities. This is to prevent terrorists or money launderers from exploiting vulnerabilities of charities.

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

The Board also conducts regular reviews of our internal controls, policies and procedures, key programmes, and partnerships to protect ourselves from actual or alleged abuse 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.

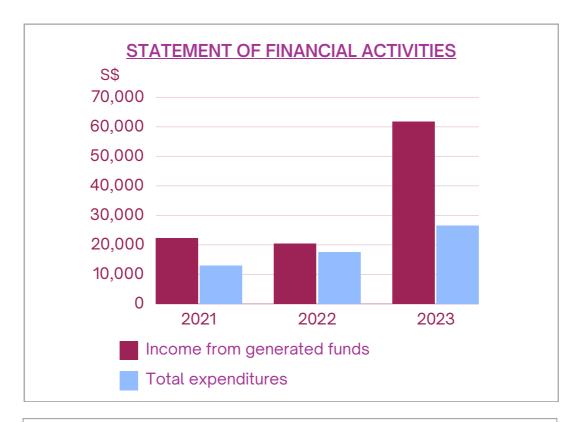
Audit and Finance

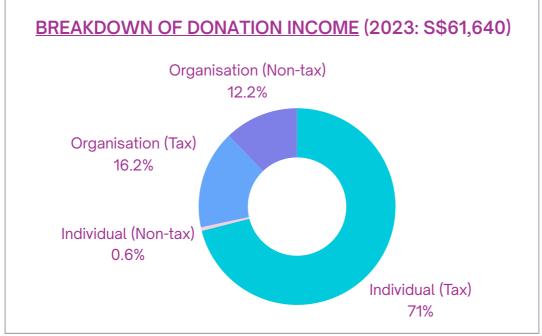
- To review quarterly financial reports and discuss significant financial issues.
- To ensure a proper financial management system in place, particularly in budget planning and monitoring, internal controls and asset management.
- To ensure compliance with applicable laws, guidelines, codes of governance,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



FINANCIAL STATEMENTS

The audited financial statements for the financial year ended 30 September 2023 is available for download on SG Serve's website.



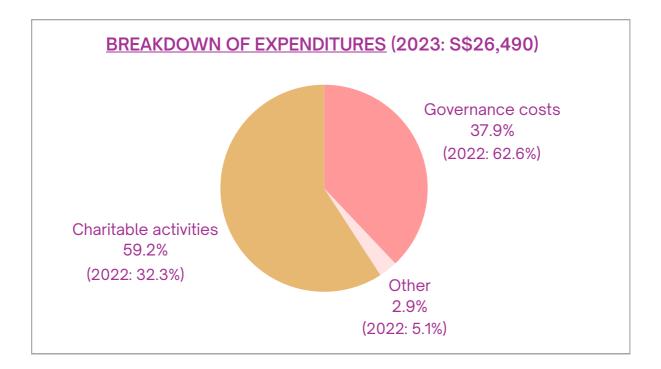


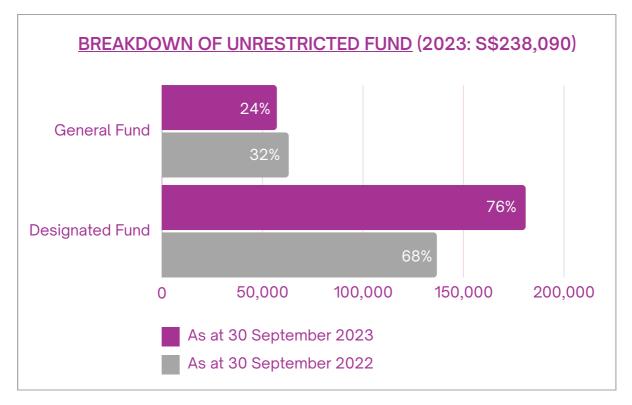
Note: Tax and Non-tax refer to Tax-deductible and Non-tax deductible for the donors.



FINANCIAL STATEMENTS

The audited financial statements for the financial year ended 30 September 2023 is available for download on SG Serve's website.







Governance Evaluation Checklist

for Intermediate Tier

S/N	Code guideline	Code ID	Response	Explanation (if Code guideline is not			
				complied with)			
Board	Board Governance						
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				
Confli	ct of Interest						
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				
Strate	gic Planning		-	-			
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				
Huma	n Resource and Volunteer Management						
9	The Board approves documented human resource policies for staff.	5.1	Not Complied	SG Serve did not employ any staff in FY2023			
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 FY2023			



Governance Evaluation Checklist

for Intermediate Tier

S/N	Code guideline	Code ID	Response	Explanation (if Code guideline is not				
				complied with)				
	Financial Management and Internal Controls							
12	There is a documented policy to seek the Board's approval for any loans,	6.1.1	Complied					
	donations, grants or financial assistance provided by the charity which are							
	not part of the charity's core charitable programmes.							
13	The Board ensures that internal controls for financial matters in key areas are	6.1.2	Complied					
	in place with documented procedures.	6.4.2						
14	The Board ensures that reviews on the charity's internal controls, processes,	6.1.3	Complied					
	key programmes and events are regularly conducted.							
15	The Board ensures that there is a process to identify, and regularly monitor	6.1.4	Complied					
	and review the charity's key risks.							
16	The Board approves an annual budget for the charity's plans and regularly	6.2.1	Complied					
	monitors the charity's expenditure.							
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					
	raising Practices			1				
19	Did the charity receive cash donations (solicited or unsolicited) during the financial year?		Yes					
20		7 2 2	Compliant					
20	All collections received (solicited or unsolicited) are properly accounted for	7.2.2	Complied					
21	and promptly deposited by the charity. Did the charity receive donations in kind during the financial year?		N.					
21 Direle	osure and Transparency		No					
22	The charity discloses in its annual report —	8.2	Complied					
22	(a) the number of Board meetings in the financial year; and	0.2	complied					
	(b) the attendance of every governing board member at those meetings.							
22	Are governing board members remunerated for their services to the Board?		Na					
23 24	The charity discloses the exact remuneration and benefits received by each	8.3	No Complied					
24	governing board member in its annual report.	0.5	complied					
	OR							
	The charity discloses that no governing board member is remunerated.							
25	Does the charity employ paid staff?		No					
25 26	The charity discloses in its annual report —	8.4	No Complied					
20	(a) the total annual remuneration for each of its 3 highest paid staff who each	0.4	complied					
	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.							

