



**HELPING YOU TO  
SERVE OTHERS BETTER**

**ANNUAL REPORT  
2021/2022**

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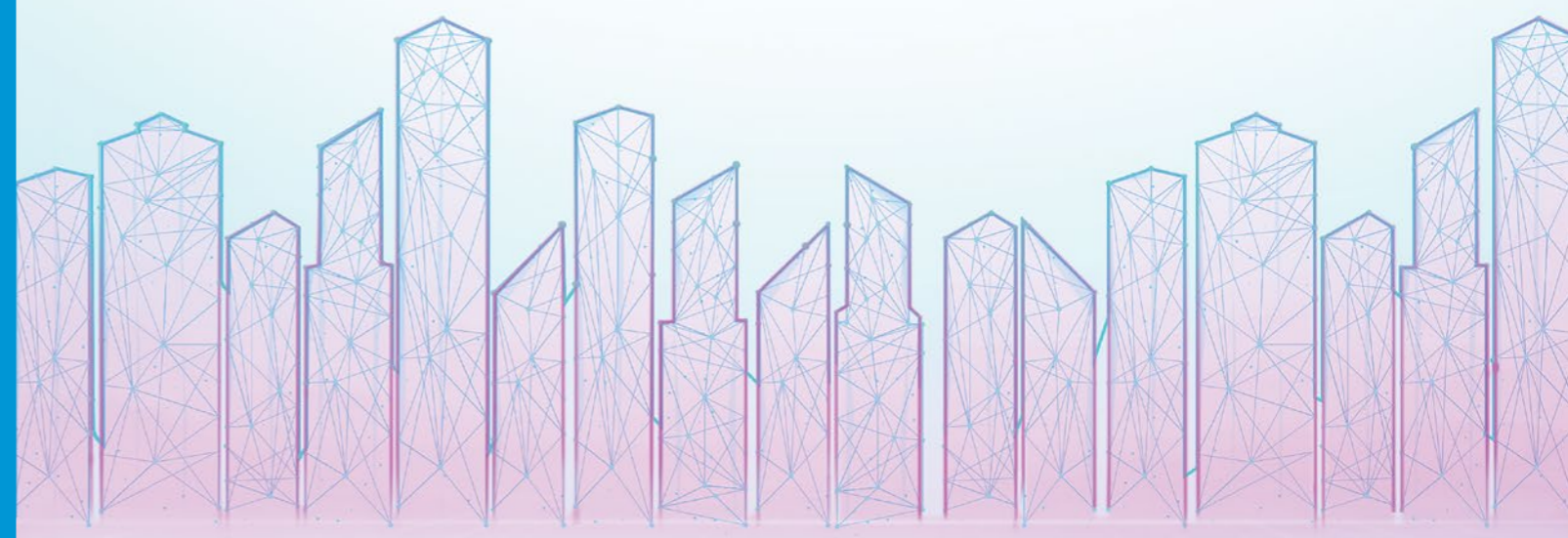
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## MISSION

Helping charities improve their operations and serve their clients better.

## VISION

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



## CHAIRMAN'S MESSAGE

The pandemic has tested the resilience and agility of many organisations and communities, and only those who can adapt, thrive. Like every other evolving sector, charities are awakening to the need for digitalisation to play a pivotal role in driving transformation to manage the current situation and to meet future challenges.

In the past year, remote working arrangements had to be put in place in many charities due to the COVID-19 pandemic. iShine Cloud increased its efforts to serve an increasing number of charities of various sizes, helping them with IT cloud solutions to enable secure remote access while improving their organisations' productivity, governance and efficiency. Recognising that the extended pandemic restrictions and prolonged digital use could have an impact on mental health, iShine Cloud gathered charity clients and technology partners for a discussion on ways to deal with digital burnout and mental health issues. Such sharing of useful insights helps charities stay digitally and mentally resilient as well as build a stronger, sustainable and progressive charity sector together.

As we continue to work towards serving our clients better, we have sharpened our vision to be 'a trusted partner serving charities through digital enablement to improve the well-being of the community'. We believe there are numerous opportunities to bring IT cloud solutions to charities that can enhance the ways they interact and serve their beneficiaries, without compromising any meaningful interactions. Together with the support of clients and partners, iShine Cloud aims to be the trusted partner with whom charities can embark on their digitalisation journeys.

Our journey in iShine Cloud has been made possible because of our partners. Hence, I would like to take this opportunity to express my appreciation to the National Council of Social Service (NCSS) for the partnership and support of iShine Cloud to build up common IT cloud solutions to serve the social service agencies. At the same time, I am appreciative of the Commissioner of Charities (COC) for the inclusion and involvement of iShine Cloud as a partner in the Shared Services Initiative for Charities to strengthen charities' regulatory compliance and efficiency of their back-end operations. We are thankful that through these partnerships, our IT cloud solutions are made accessible to charities, and we can fully commit ourselves to helping charities improve their governance and operations through digital enablement. In the near future, I look forward to having more of such collaborations amongst communities to build networks, resources and partnerships, and becoming an entity that strengthens the social pillars of Singapore.

2021 was a transformative year for all; one in which we celebrated successes and commemorations, identified opportunities, and bridged gaps in the hope of contributing to a stronger and more resilient charity sector. With that said, I would like to extend my heartfelt appreciation to our key stakeholders, board members and partners for their unwavering support through the years. On behalf of the board, I would also like to thank the team at iShine Cloud, as well as all support staff from Singapore Pools, for their hard work and commitment as we continue to digitally enable charities. I look forward to working closely with all of you to continue helping charities serve their beneficiaries better.

KOH CHOON HUI  
**Founding Chairman**  
 iShine Cloud

“

We believe there are numerous opportunities to bring IT cloud solutions to charities that can enhance the ways they interact with and serve their beneficiaries, without compromising any meaningful interactions.

”



## THE ISHINE CLOUD STORY



### WE ARE PASSIONATE ABOUT BOOSTING THE DIGITALISATION JOURNEY OF CHARITIES

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

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

## WE AIM TO IMPROVE THE PRODUCTIVITY, GOVERNANCE AND EFFICIENCY OF CHARITIES' OPERATIONS

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





## ENABLING CHARITIES TO SERVE THEIR BENEFICIARIES BETTER

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

## WHAT WE OFFER

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



# KEY OFFERINGS

## HR

Choose from either 3 or 6 modules:  
**Payroll | Leave | Claims | Time Clock | Benefits | People**

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



## iSC CORE

**Virtual Desktop Solution – Citrix XEN Desktop**

- MS Windows Operating System
- Trend Micro Anti-Virus

**MS Office 365 E3**

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

**Secure Shared Storage**

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



## ACCOUNTING

**Online Accounting Solution**

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



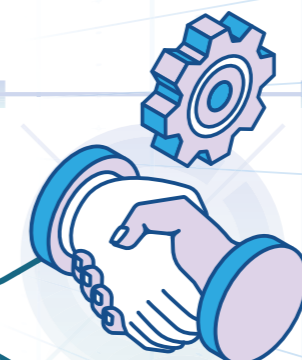
## DONOR MANAGEMENT

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



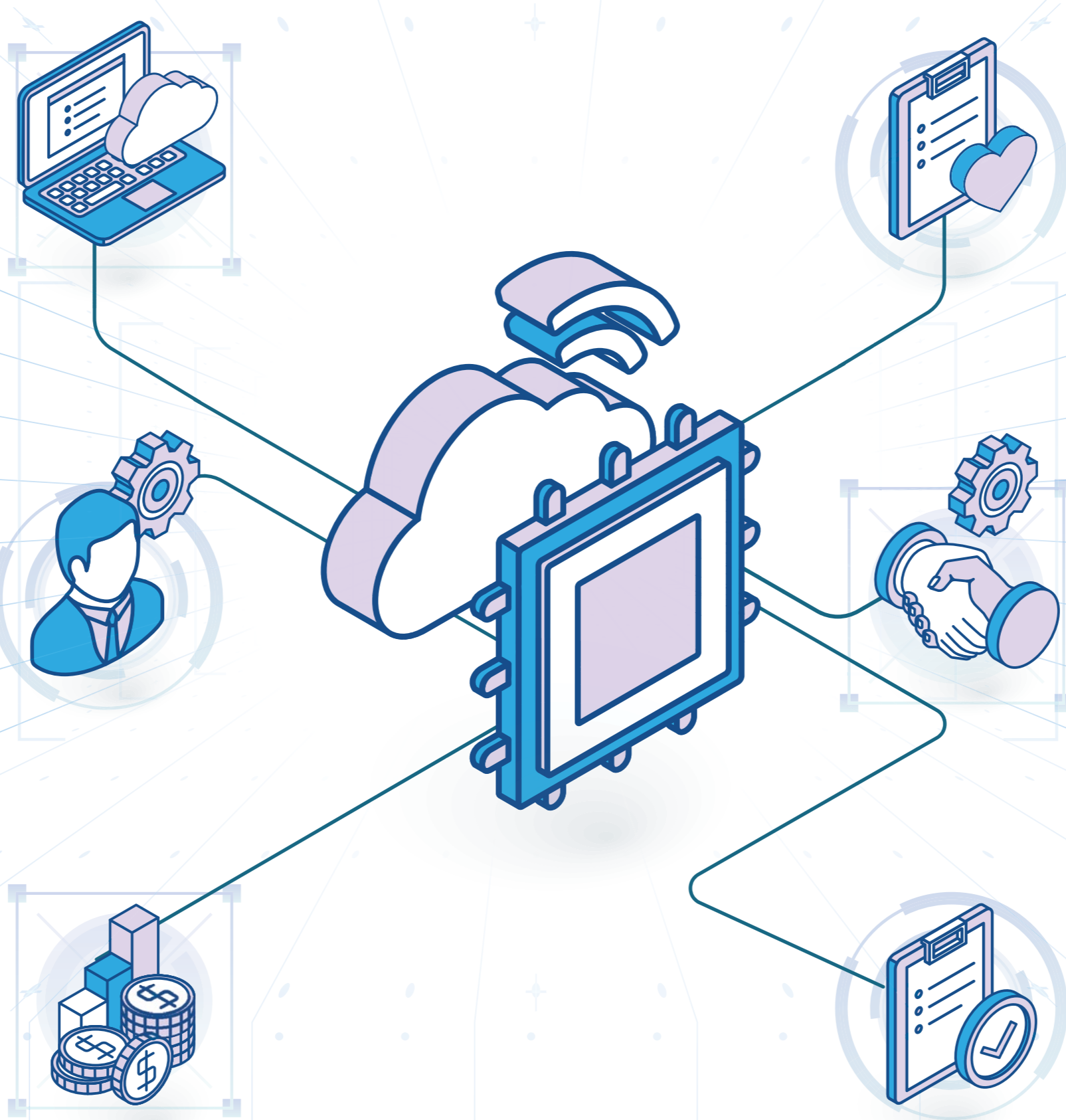
## VOLUNTEER MANAGEMENT

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



## CASE MANAGEMENT

- Create and update case details and intervention progress
- Case Allocation, Delegation, Reassignment & Routing
- Email notifications and reports



# MANAGED SERVICES



## SOFTWARE UPDATES & UPGRADES

- Automated software updates and security patches



## SUPPORT

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

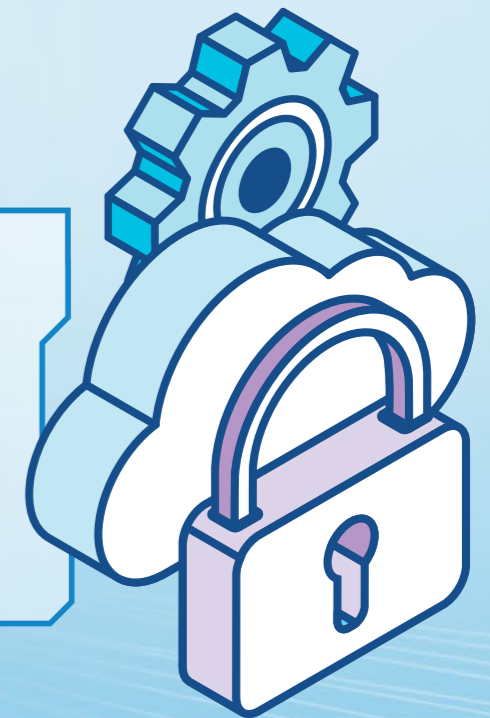
## CENTRALISED MANAGEMENT & BACKUP

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



## ENHANCED SECURITY

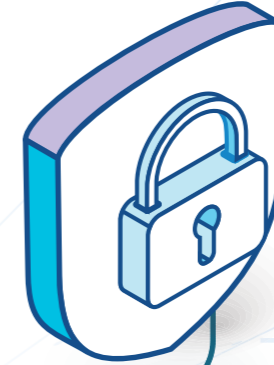
- 24/7 network and cyber security monitoring and protection
- End-to-end SSL encryption
- Shared storage encryption
- Single sign on to iSC applications
- Single source of access to iSC applications
- Enterprise web filtering policy



# WHY ISHINE CLOUD?



**IMPROVED  
INTERNAL  
OPERATIONS  
AND CONTROL**

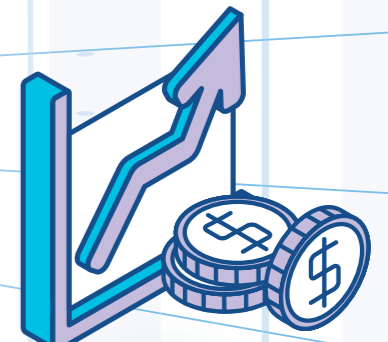


**SECURE MOBILITY  
& SECURE ACCESS**

**EASE OF  
ADOPTION**



**COST  
EFFECTIVENESS**



**IMPROVED LEVEL  
OF PRODUCTIVITY**



**IMPROVED IT  
OPERATIONS AND  
SECURITY**



# OUR PEOPLE

## BOARD MEMBERS



**Mr Koh Choon Hui**  
Chairman  
(appointment: 7 Dec 2017)  
4/4 meetings



**Mr Seah Chin Siong**  
Board Director  
(appointment: 7 Dec 2017)  
4/4 meetings



**Mr Chandra Mohan K Nair**  
Board Director  
(appointment: 2 Feb 2018)  
3/4 meetings



**Mr Lam Chee Weng**  
Board Director  
(appointment: 17 Jul 2019)  
4/4 meetings



**Mr Abdullah Tarmugi**  
Board Director  
(appointment: 2 Feb 2018)  
3/4 meetings



**Mr Tan Soo Kiang**  
Board Director  
(appointment: 2 Feb 2018)  
4/4 meetings



**Ms Chong Chuan Neo**  
Board Director  
(appointment: 17 Jul 2019)  
4/4 meetings



**Ms Janet Young**  
Board Director  
(appointment: 18 Mar 2021)  
3/4 meetings



**Mr Seah Chin Siong**

## AUDIT COMMITTEE

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

## NOMINATION COMMITTEE

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



**Mr Koh Choon Hui**  
Chairperson

## FINANCE COMMITTEE

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



**Mr Lam Chee Weng**



**Mr Abdullah Tarmugi**  
Member



**Mr Chandra Mohan K Nair**  
Member

# TECHNOLOGY ADVISORY COMMITTEE

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



**Mr Seah Chin Siong**  
Chairperson

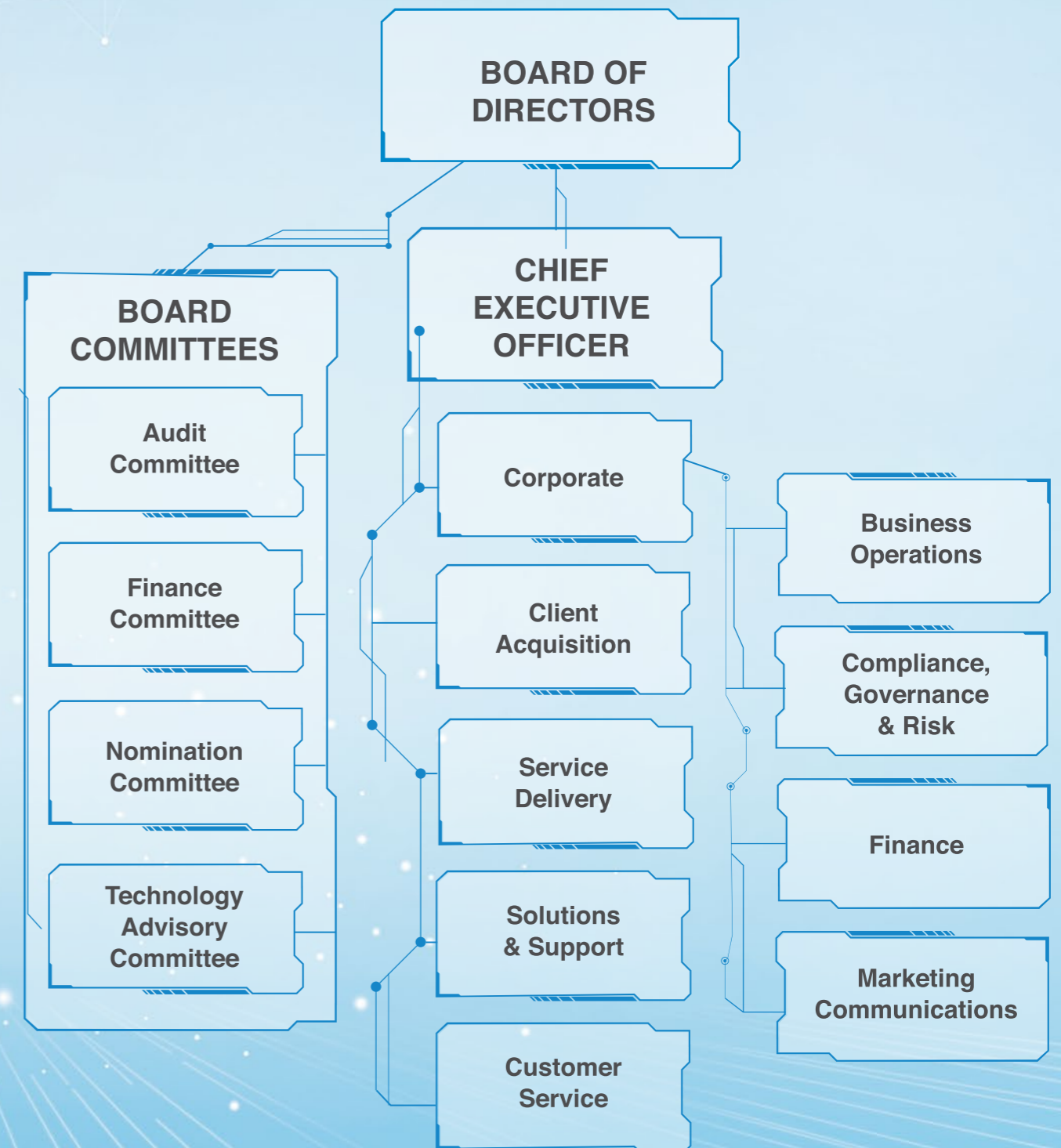


**Ms Chong Chuan Neo**  
Member



**Mr Lawrence Ang**  
Member

# ORGANISATION STRUCTURE





**1 Yip Yuen Fong**  
Chief Executive Officer

**2 Neville Fernandez**  
Client Acquisition

**3 Nancy Loh**  
Client Acquisition

**4 Marcus Wong**  
Client Acquisition

**5 Jess Lee**  
Client Acquisition

**6 Debbie Tan**  
Service Delivery

**7 Francis Chen**  
Service Delivery

**8 Desmond Leong**  
Service Delivery

**9 Pee Mei Yin**  
Service Delivery

**10 Michael Ho**  
Solutions & Support

**11 Tan Bao Ling**  
Solutions & Support

**12 Alice Siaw**  
Solutions & Support

**13 Goh Wan Jia**  
Solutions & Support

**14 Irene Tan**  
Business Operations

**15 Sumiani Jong**  
Finance

**16 Wendy Koh**  
Finance

**17 Cao Mingming**  
Marketing Communications

## CUSTOMER SERVICE MANAGEMENT TEAM



From left to right

**Damien Ang** | **Ng Chin Nam** | **Peter Neo**

**Li Shao Yang** | **Dennis Chua Ban Heng**

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

## INFRASTRUCTURE OPERATIONS TEAM



From left to right

**Jeffrey Hong** | **Alex Chan** | **Sivakumar**

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



# KEY HIGHLIGHTS



## DIGITALISATION: FROM RISK MANAGEMENT TO RISK RESILIENCE



### Charity Governance Conference 2021

CEO Yip Yuen Fong was invited as a guest panelist at the Charity Governance Conference 2021 organised by Securities Investors Association (Singapore), and supported by Charity Council, on 29 September.

Attended by Minister Edwin Tong and various charities, panelists discussed topics towards building a sustainable and progressive charity - from risk management to risk resilience.

CEO shared, "In any black swan event such as the COVID-19 pandemic, we can never anticipate. But one thing we can take comfort in is that we are never alone.

We will have to learn how to adapt and collaborate with each other. For charities such as ourselves, we must always think about our end users and the purpose of our organisation. Hence, it is important to know how to survive and stay relevant in order to help our beneficiaries."

Throughout the pandemic, iShine Cloud has enabled many charities to transition from a paper-based organisation to a truly secure and digital one.

## STRAITS TIMES & BUSINESS TIMES FEATURE

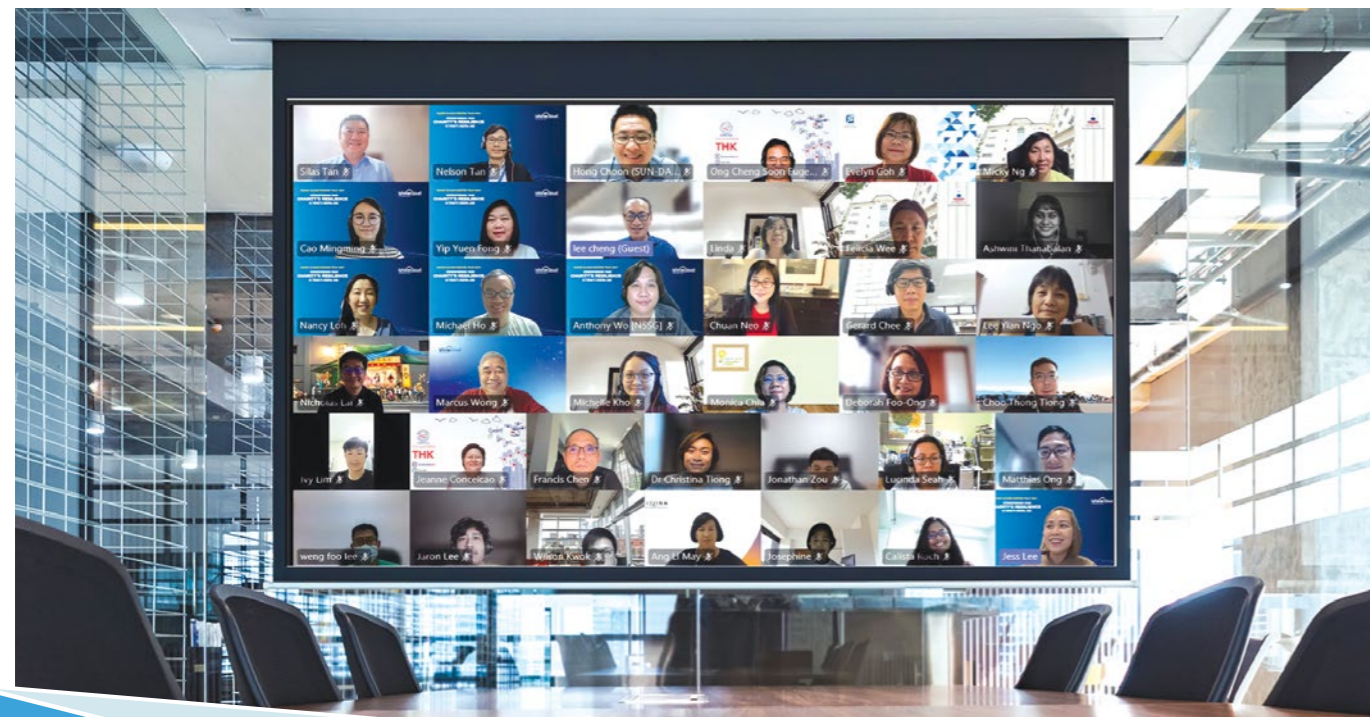


### Helping charities to digitalise and embrace the digital space

To thrive in an increasingly digital world, charities will need to be digitally progressive in order to properly meet their beneficiaries' needs. Business Times featured iShine Cloud to find out how they leverage Singapore Pools' IT infrastructure and resources to benefit the charities.

"iShine Cloud helps to empower charities to achieve better governance and productivity benefits by automating previously manual processes. This will enable charities to free up more time and resources to better focus on serving their beneficiaries." – Yip Yuen Fong, CEO of iShine Cloud

“...ENABLE CHARITIES TO FREE UP MORE TIME TO BETTER FOCUS ON SERVING THEIR BENEFICIARIES...”



## STRENGTHENING CHARITIES' RESILIENCE IN TODAY'S DIGITAL AGE

**9 November 2021** – Building stronger, sustainable and progressive charities is the heart of resilience. As one of the strong lines of defence in protecting the marginalised during uncertain times, charities must have the capacity to recover quickly and weather major, unforeseen disruptions such as the COVID-19 pandemic. With that in mind, iShine Cloud organised their fourth Hosted Talk (virtually), themed “Strengthening Charities’ Resilience in Today’s Digital Age”, to share relevant insights that can help charities stay digitally and mentally resilient.

Attended by over 100 professionals from the charity sector, the virtual Talk discussed how organisations can deal with digital burn-out and mental health on a daily basis. Guest speakers – Mr Anthony Wo, Cybersecurity Consultant of Netpoleon Solutions and Singapore Association for Mental Health (SAMH)’s Vice President, Dr Lee Cheng, presented various frameworks that charities can adopt to enhance workplace productivity amidst the pandemic.

With the right infrastructure and skill sets, charities can consistently build excellence in both people and processes to uplift their organisation capabilities. “We read a lot about digital security, but I think digital resilience is more instructive. It takes into consideration digital security, and the agility and speed to adapt faster to changing and

disruptive market conditions, such as that resulting from COVID-19. We need to be All-encompassing, Secure, Agile and Fast if we want to remain relevant. This is something to think about and act on whatever agency we come from,” said Ms Jeanne Conceicao, Senior Manager at Thye Hua Kwan Moral Charities on Digital Resilience presented by guest speaker, Antony Wo.

She also recalled a useful piece of advice from Dr Lee on Mental Resilience, that being mentally healthy was within our control. Breaking down negative situations into manageable, bite-sized pieces, and seeking help when things become too overwhelming are important steps that differentiate between a healthy mental state and inertia or lack of control.

Aside from the informative presentations, this year’s Hosted Talk included a new segment. Executive Directors of SUN-DAC – Mr Quek Hong Choon, and Teen Challenge Singapore – Mr Silas Tan joined the panel moderated by Singapore Pools’ Deputy Chief Business Technology Officer, Mr Nelson Tan, to discuss resilience-related topics and shared their charities’ best practices.

Building resilience in the charity sector has become more important than ever. iShine Cloud will continue to partner with technology providers to support charities in their digital transformation.



## TEMASEK FOUNDATION DISTRIBUTION (TFD) PROJECT

iShine Cloud was part of the nationwide mouth gargle distribution provided by Temasek Foundation at 25 selected Singapore Pools’ outlets between 22 November and 12 December 2021.

Together with 600 volunteers from various organisations such as Inland Revenue Authority of Singapore, RSVP Singapore The Organisation of Senior Volunteers and many more, we clocked over 7,500 hours distributing mouth gargle, while helping many seniors on the ground with the online registration.

More than 74,600 households, accounting for about 50% of the total distribution by self-collection island-wide, completed their collection at Singapore Pools’ outlets.



### ▶ ACHIEVED IPC STATUS

Since January 2022, iShine Cloud has been recognised as an Institution of a Public Character (IPC) by the Commissioner of Charities. With the IPC status, iShine Cloud aims to serve even more charities through digital enablement to improve the well-being of the community.



### ▶ ISHINE CLOUD CLINICS & ONBOARDING TRAINING

Along with our partners, the team at iShine Cloud conducted a series of complimentary online clinics twice every month. It is an ongoing outreach programme to enable charities to find out more about iShine Cloud's cloud-based IT solutions and have a better understanding of how these solutions can benefit their organisations. Since the start of the first clinic in January 2019, close to 800 professionals from the charity sector have attended the various sessions.

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



# ISHINE CLOUD AT A GLANCE

(2021/22)



More than **300** PROFESSIONALS FROM THE CHARITY SECTOR ATTENDED THE CLINICS

**24**  
new clients

More than **100** PROFESSIONALS FROM THE CHARITY SECTOR attended the Hosted Talk



**20** COMPLIMENTARY CLINICS conducted in the past year

More than **400** new users

**23**  
Onboarding Training Sessions

**12**  
Technology Partners



**ONBOARDED**  
**13**  
CLIENTS who have started using iShine Cloud's solutions

# OUR VALUED CLIENTS

## A TOTAL OF 2263 USERS AS AT MARCH 2022



## CLIENTS' TESTIMONIAL



### MOVEMENT FOR THE INTELLECTUALLY DISABLED OF SINGAPORE (MINDS)

It was pivotal when the iShine Cloud team highlighted that a fully virtual onboarding engagement will not work because of the varying digital literacy capabilities amongst MINDS colleagues. The team was quick and flexible to adopt a hybrid approach, which catered to the technical abilities of our colleagues, thus allowing them to be onboarded at a comfortable pace. This was a huge encouragement and game changer as the MINDS colleagues appreciated the customised and person-centred approach, which supported their assimilation of the new system.

MINDS' colleagues understood the urgency to embark on Virtual Desktop Interface (VDI), so that we can continue to serve our clients in a more 'cyber-safe environment' and one that supported more nimble and decentralised operations so that we can improve our clients' quality of life even when strict safe management measures are in place."

—  
**Mr Kelvin Koh**  
 Chief Executive Officer of MINDS





## MOVING FORWARD

As our nation continues to live and adapt to the changing COVID-19 landscape, we find ourselves needing to respond quickly and remain resilient more than ever before. Through it all, we strive to stay focused and steadfast in our mission to prepare charities for the digital future.

Despite the challenges faced in the past year, iShine Cloud was able to achieve new milestones, thanks to the support and trust of our clients and partners.

- iShine Cloud has signed up 24 new charities with more than 400 users. These charities recognise the need to digitalise their backend processes, to operate within a secure platform to keep their data safe and to better engage their donors, volunteers and beneficiaries.
- Attended by over 100 professionals from the charity sector, the iShine Cloud Annual Hosted Talk, themed “Strengthening Charities’ Resilience in Today’s Digital Age”, discussed how charities can deal with digital burn-out and mental health on a daily basis.
- Since January 2022, iShine Cloud has been approved as an Institution of Public Character (IPC) by the Commissioner of Charities. With the IPC status, iShine Cloud aims to serve even more charities through digital enablement to improve the well-being of the community.

The COVID-19 pandemic has accelerated digitalisation in charities, pushing them to focus on how they can best serve their beneficiaries in this new reality. As a charity ourselves, we too had to adapt our services to serve our charity clients better. We provided hybrid onboarding services where necessary and offered additional help after their onboarding sessions so that no users were left behind. Working alongside the staff of charities has helped us to better appreciate the challenges that they faced daily. With limited resources, many staff in charities had to handle multiple responsibilities while learning new processes and software applications. Understanding their organisations’ needs and readiness, our team assisted the clients in change management so that they could be successfully onboarded to our solutions.

Moving forward, we will continue to enhance our offerings and include solutions to further ease charities’ annual submissions to relevant government agencies. We hope to work collaboratively with various agencies to identify the digital gaps in charities, and work out solutions that will address the needs and benefit the charity sector.

We are always grateful to our clients who have given us the opportunity to serve them and help them in their digitalisation journeys. My team and I would like to thank our technology partners who have worked alongside us in our mission. Special thanks to our Chairman and Board of Directors who have provided their invaluable

guidance and advice. With the continuous support of our stakeholders and partners, we will endeavour to be a trusted partner for charities and create a positive impact for the community.

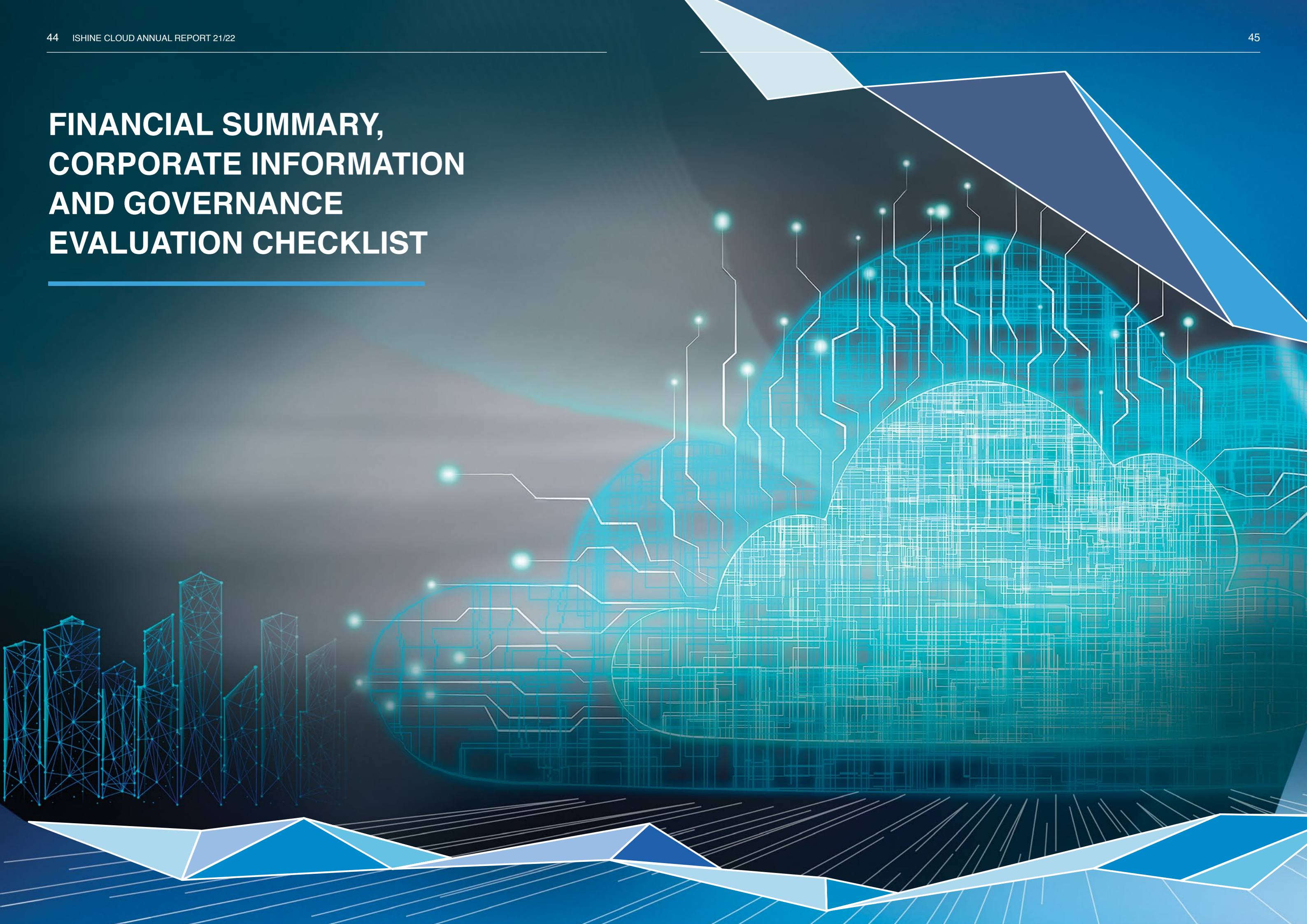
YIP YUEN FONG  
**Chief Executive Officer, iShine Cloud**  
 Appointment: 2 Feb 2018



We hope to work collaboratively with various agencies to identify the digital gaps in charities, and work out solutions that will address their needs and benefit the charity sector.

# FINANCIAL SUMMARY, CORPORATE INFORMATION AND GOVERNANCE EVALUATION CHECKLIST

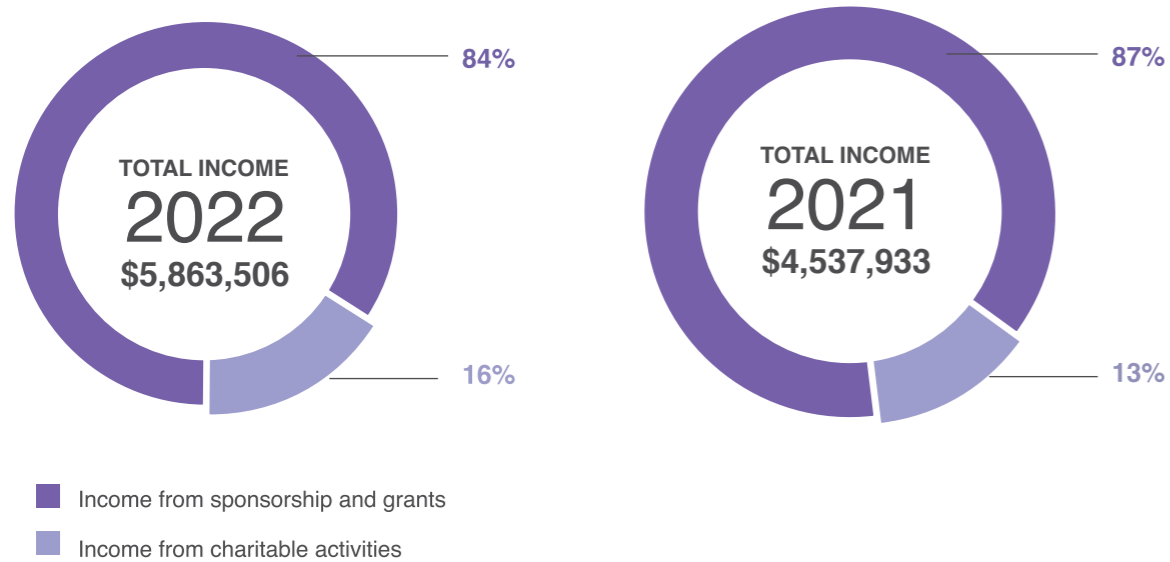
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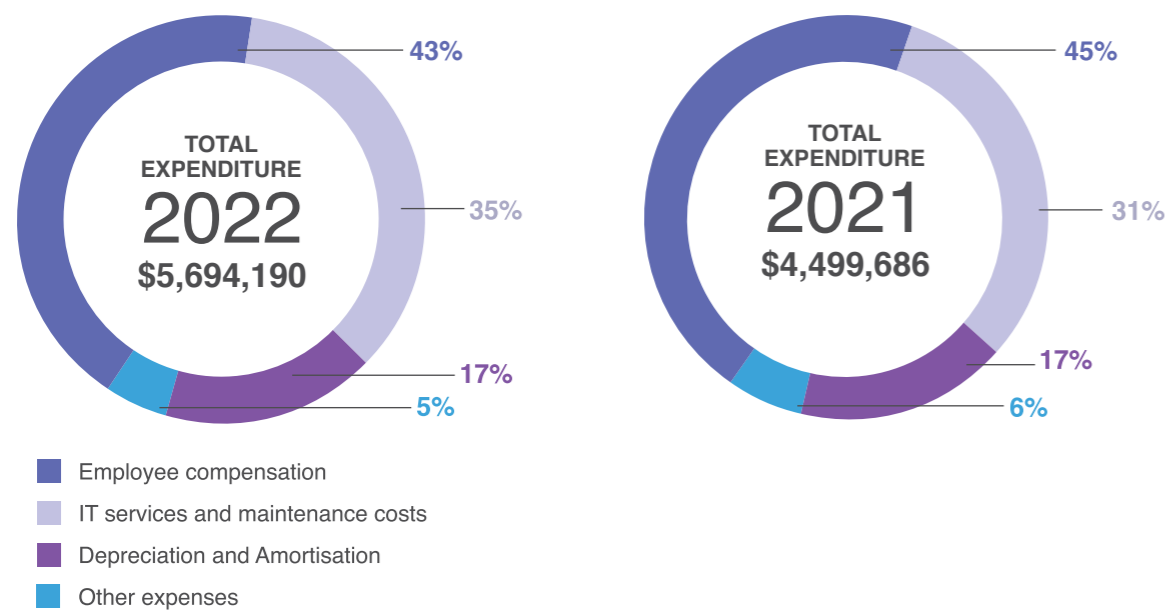
# FINANCIAL SUMMARY

## STATEMENT OF FINANCIAL ACTIVITIES

### Income



### Expenditure



NET OPERATING SURPLUS, REPRESENTING TOTAL COMPREHENSIVE INCOME FOR THE YEAR (\$)	2022	169,316
	2021	38,247

## STATEMENT OF FINANCIAL POSITION

Year ended 31 March 2022

	2022 (\$)	2021 (\$)
<b>Non-current assets</b>		
Plant and equipment	1,462,789	2,025,353
Intangible assets	831,692	1,191,834
	<b>2,294,481</b>	<b>3,217,187</b>
<b>Current assets</b>		
Trade receivables	104,160	811,969
Amount due from a related party	796,255	831,659
Grant receivables	-	13,650
Prepayments	780,963	73,057
Cash and cash equivalents	114,605	121,769
	<b>1,795,983</b>	<b>1,852,104</b>
<b>Total assets</b>	<b>4,090,464</b>	<b>5,069,291</b>
<b>Non-current liability</b>		
Deferred capital grant	2,076,330	2,531,295
<b>Current liabilities</b>		
Grant from NCSS – restricted	905,728	1,251,570
Other payables	223,586	382,210
Contract liabilities	554,037	742,749
	<b>1,683,351</b>	<b>2,376,529</b>
<b>Total liabilities</b>	<b>3,759,681</b>	<b>4,907,824</b>
<b>Net assets</b>	<b>330,783</b>	<b>161,467</b>
<b>Funds</b>	<b>330,783</b>	<b>161,467</b>
General funds, representing total funds		

# CORPORATE INFORMATION

For the financial year ended 31 March 2022

## CORPORATE INFORMATION

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

### Members of iSC

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

### External Auditors

KPMG LLP

### Principal Banker

DBS Bank Limited

### Company Secretary

Catherine Lim

### Charity Status

Charity Registration No,  
201735206Z

Charity Registration  
Date 23 April 2018

IPC Status:  
From 26 January 2022 to 25 January 2024

### Constitution

Company limited by guarantee

Incorporation Date: 7 December 2017  
UEN No. 201735206Z

### Registered Address

210 Middle Road. #01-01  
Singapore Pools Building  
Singapore 188994  
Tel: 6216 6558  
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). Applicable to large charities with gross annual receipts or total expenditure of \$10 million or more; And IPCs with gross annual receipts or total expenditure from \$500,000 to less than \$10 million.

S/N	Code guideline	Code Id	Response	Explanation
<b>Board Governance</b>				
1	<b>Induction and orientation</b> are provided to incoming governing board members upon joining the Board.	1.1.2	Complied	
	<b>Are there governing board members holding staff' appointments? (skip items 2 and 3 if “No”)</b>		No	
2	Staff does <b>not chair</b> the Board and <b>does not comprise more than one third</b> 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) <b>can only serve a maximum of 4 consecutive years.</b>  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 <b>re-nomination and re-appointment</b> , at least once every 3 years.	1.1.8	Complied	
6	The Board conducts <b>self evaluation</b> to assess its performance and effectiveness once during its term or every 3 years, whichever is shorter.	1.1.12	Complied	
	<b>Is there any governing board member who has served for more than 10 consecutive years? (skip item 7 if “No”)</b>		No	

S/N	Code guideline	Code Id	Response	Explanation
7	The charity discloses in its annual report the <b>reasons for retaining the governing board member who has served for more than 10 consecutive years.</b>	1.1.13		
8	There are <b>documented terms of reference</b> for the Board and each of its committees.	1.2.1	Complied	

### Conflict of Interest

9	There are documented procedures for governing board members and staff to declare actual or potential <b>conflicts of interest</b> to the Board at the earliest opportunity.	2.1	Complied	
10	Governing board members <b>do not vote or participate</b> in decision making on matters where they have a conflict of interest.	2.4	Complied	

### Strategic Planning

11	The Board <b>periodically reviews and approves the strategic plan</b> for the charity to ensure that the charity's activities are in line with the charity's objectives.	3.2.2	Complied	
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### Human Resource and Volunteer<sup>2</sup> Management

12	The Board approves <b>documented human resource policies</b> 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 <b>documented Code of Conduct</b> 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.

S/N	Code guideline	Code Id	Response	Explanation
14	There are processes for regular supervision, appraisal and professional development of staff.	5.5	Complied	iSC is operated by staff from SPPL, and adhere to SPPL's processes for regular supervision, appraisal and professional development of staff.
	<b>Are there volunteers serving in the charity? (skip item 15 if "No")</b>		No	
15	There are <b>volunteer management policies</b> in place for volunteers.	5.7	Complied	

### 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 <b>internal controls for financial matters</b> in key areas are in place with <b>documented procedures.</b>	6.1.2	Complied	
18	The Board ensures that reviews on the charity's internal controls, processes, key programmes and events are regularly conducted.	6.1.3	Complied	
19	The Board ensures that there is a process to <b>identify, and regularly monitor and review</b> the charity's <b>key risks.</b>	6.1.4	Complied	
20	The Board approves an <b>annual budget</b> for the charity's plans and regularly monitors the charity's expenditure.	6.2.1	Complied	
	<b>Does the charity invest its reserves (e.g. in fixed deposits)? (skip item 21 if "No")</b>		No	
21	The charity has a <b>documented investment policy</b> approved by the Board.	6.4.3		

S/N	Code guideline	Code Id	Response	Explanation
<b>Fundraising Practices</b>				
	<b>Did the charity receive cash donations (solicited or unsolicited) during the financial year? (skip item 22 if “No”)</b>		No	
22	All collections received (solicited or unsolicited) are <b>properly accounted for</b> and <b>promptly deposited</b> by the charity.	7.2.2		
	<b>Did the charity receive donations in kind during the financial year? (skip item 23 if “No”)</b>		No	
23	All donations in kind received are <b>properly recorded</b> and <b>accounted for</b> by the charity.	7.2.3		

<b>Disclosure and Transparency</b>				
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	
	<b>Are governing board members remunerated for their services to the Board? (skip items 25 and 26 if “No”)</b>		No	
25	<b>No</b> governing board member is involved in setting his own remuneration.	2.2		
26	The charity discloses the <b>exact</b> 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		
	<b>Does the charity employ paid staff? (skip items 27, 28 and 29 if “No”)</b>		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 <b>each of its 3 highest paid staff</b> who each has received remuneration (including remuneration received from the charity’s subsidiaries) <b>exceeding \$100,000</b> during the financial year; and (b) whether any of the 3 highest paid staff also serves as a governing board member of the charity.	8.4		The information relating to the remuneration of the staff must be presented in bands of \$100,000. OR The charity discloses that <b>none</b> of its paid staff receives more than \$100,000 each in annual remuneration.
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 <sup>3</sup> belonging to the Executive Head <sup>4</sup> or a governing board member of the charity; (b) the staff has received remuneration exceeding \$50,000 during the financial year.	8.5		The information relating to the remuneration of the staff must be presented in bands of \$100,000. OR The charity discloses that there is <b>no</b> 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.

<b>Public Image</b>				
30	The charity has a <b>documented communication policy</b> on the release of information about the charity and its activities across all media platforms.	9.2	Complied	iSC’s Marketing and Communications is supported by SPPL. SPPL has the relevant communication policy in place.

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