



**AGENDA  
FOR HUMANITY**  
5 CORE RESPONSIBILITIES  
24 TRANSFORMATIONS



# **Annual Report on World Humanitarian Summit Commitments - MERCY Malaysia 2016**



## Stakeholder Information

**Organisation Name**

MERCY Malaysia

**Organisational Type**

NGO - International

**City and Country where Headquartered**

Kuala Lumpur, Malaysia

**Focal Point Name**

Hafiz Amirrol

**Region**

Asia

**Twitter ID**

mercymalaysia



## 4A Reinforce, do not replace, national and local systems

### Individual Commitments

Commitment	Commitment Type	Core Responsibility
MERCY Malaysia commits to adhere to the Core Humanitarian Standard in programme planning and implementation; communicate to the public on its commitment and adherence; and share and influence commitment and adherence with its partners.	Operational	Change People's Lives: From Delivering Aid to Ending Need
MERCY Malaysia is committed in developing and implementing quality sustainable programmes and accountable to community serves based on the Core Humanitarian Standard and the International Codes of Conduct of the Red Cross/Red Crescent for Humanitarian Agencies .	Operational	Change People's Lives: From Delivering Aid to Ending Need
MERCY Malaysia is committed to be established as a humanitarian non-profit organisation globally where people are at the heart of its actions, in which MERCY Malaysia will protect human life and health ethically, ensure respect for human beings and impartiality of aid and services based on needs, and autonomous decisions with integrity.	Operational	Change People's Lives: From Delivering Aid to Ending Need
MERCY Malaysia is committed to promote empowerment, establishing complementary and strategic partnerships by collaborating with both local and international partners who are similarly responsible, transparent and accountable to ensure objectives are met.	Partnership	Change People's Lives: From Delivering Aid to Ending Need

### Where did your organization stand on these issues prior to making these commitments

MERCY Malaysia is committed to developing and implementing quality sustainable programs and be accountable to the community it serves based on the Core Humanitarian Standard and the International Codes of Conduct of the Red Cross/Red Crescent for Humanitarian Agencies. MERCY Malaysia began implementing its key domestic and international projects and programs by utilizing the Total Disaster Risk Management (TDRM) approach since 2005. MERCY Malaysia's commitment to TDRM highlights the importance of discovering a clearer understanding and response to disaster management while also addressing the root causes and underlying factors that lead to disasters.

### Achievements at a glance

By committing to the TDRM principle, we managed to engage with the community throughout a project, which also include clear exit strategies for sustainability. Examples of important achievements include adhering to the principle of 'Leave No One Behind', where we are active in vaccination programs in far-reached area of the Borneo Island (Sabah and Sarawak). The TDRM principle adopted by MERCY Malaysia was awarded the Prime Minister's Award in 2013 for its sustainable and holistic practice in the field of humanitarian response and development. We are also the first and only NGO in Malaysia to adhere to the Core Humanitarian Standard, and among very few in the ASEAN region.

### How is your organization assessing progress

In ensuring the achievement of commitments, MERCY Malaysia practices strict and transparent monitoring and reporting procedures, which include:

1. Members involve beneficiaries and staff when they monitor and revise standards.



2. Members regularly monitor and evaluate compliance with standards, using robust processes.
3. Members report at least annually to stakeholders, including beneficiaries on compliance with standards. Reporting may take a variety of forms. This reporting is published in our Annual Report, website and various media.

### **Challenges faced in implementation**

Some programs such as capacity development activities and trainings faced difficulties in advancing to next steps (i.e. implementation of development projects and wider advocacy) as funding and understanding are somehow still limited. Other challenges also include donor's earmarked funding which are a common practice by the private sectors, while some restrict their funds only to programs of their interest. Geo-political issues also play some roles in limiting the outreach of these programs to be implemented in a more holistic manner.

### **Next step to advance implementation in 2017**

MERCY Malaysia is continuously designing its program success indicators based on the international standards such as the Sendai Framework for Disaster Risk Reduction and the Sustainable Development Goals. These standard indicators will improve implementation of high quality and sustainable programs. MERCY Malaysia will continue to develop its internal capacities through engagement with local partners and donors to ensure sustainable practice can be continuously implemented.

### **If you had one message for the annual report on what is most needed to advance the transformation Reinforce, do not replace, national and local systems , what would it be**

To advance the transformation, MERCY Malaysia will continue with its intensive and holistic sensitization/advocacy to the local communities, NGOs, CSOs and government. Improvement in political jurisdiction must be improved to close gaps in the current situation, where regulatory and geo-politic differences will not result in setbacks and problems.

### **Tag with other relevant transformations, keywords, initiatives**

#### **Keywords**

- ☒ Disaster Risk Reduction ☒ People-centred approach

#### **Agenda for Humanity**

- ☒ 4B - Anticipate, do not wait, for crises

## 4C Deliver collective outcomes: transcend humanitarian-development divides

### Individual Commitments

Commitment	Commitment Type	Core Responsibility
Mercy Malaysia ensures appropriate program design is implemented on impartial assessment of needs and risk considering vulnerabilities and capacity of the community.	Operational	Change People's Lives: From Delivering Aid to Ending Need

### Where did your organization stand on these issues prior to making these commitments

Mercy Malaysia is committed in ensuring appropriate program design is implemented on impartial assessment of needs and risk considering vulnerabilities and capacity of the community, as impartiality is one of the most important means of confidence-building for communities. We believe that impartial and competent operations are the starting point for the validity of results and carries the fundamental objective for humanitarian action that resources and responses are prioritized and allocated according to actual humanitarian needs.

### Achievements at a glance

One example of MERCY Malaysia's achievement in impartial assessment on appropriate program design and implementation is the remarkable acceptance in Myanmar to work in the conflict area of the Rakhine state. Our processes have allowed the organization to work on various humanitarian, disaster preparedness and capacity building activities with full support from the local government and authorities. One of the most important achievements for MERCY Malaysia in Myanmar was the acceptance and recognition of our Health Center designs being used as the new standards for all new health center reconstruction across the country, as recognized by the Ministry of Health of Myanmar.

### How is your organization assessing progress

At all levels, MERCY Malaysia always strives to improve coordination in facilitating a rational division of needs by sharing of needs analysis and coverage of gaps. We also coordinate and streamline due diligence requirements to lessen the burden of proliferating needs and risks of our works. MERCY Malaysia conducts engagement with all stakeholders through focus group discussion and other ways. Strong and consistent engagement with all stakeholders were made during all assessment of each program activities, taking into account the local context and practices.

### Challenges faced in implementation

We are facing limited capacity and resources in terms of human resources and funding to further equip staff, volunteers and partners. Other challenges also include donor's earmarked funding which are a common practice by the private sector, while some restrict their funds only to programs of their interest. On top of that, security and geopolitical issues also impose challenges to our program design.

### Next step to advance implementation in 2017

MERCY Malaysia will continue its engagement with the communities, as well as with our partners, which include more awareness programs on the importance of the implementation of appropriate program design on impartial assessment of needs and risk considering vulnerabilities and capacity of the community. MERCY Malaysia has recently launched its latest initiative known as Humanitarian Development Center. It will be our in-house research and development center focusing on the development of knowledge creation and sharing, process and procedures and good governance improvement. Activities to be implemented under the Humanitarian Development Center include trainings, advocacy and professional engagements.

### If you had one message for the annual report on what is most needed to advance the transformation Deliver collective outcomes: transcend humanitarian-development divides , what would it be

To advance the transformation, we must always include engagement with and raise awareness of local NGOs and CSOs. Partnering with local NGOs and CSOs is a must to ensure localization and impact focused program implementation.

### Tag with other relevant transformations, keywords, initiatives

#### Keywords

☒ Humanitarian principles

☒ People-centred approach





## 5E Diversify the resource base and increase cost-efficiency

### Individual Commitments

Commitment	Commitment Type	Core Responsibility
MERCY Malaysia is committed to implement and continue to improve its governance (transparent, quality assurance, good financial stewardship and ethical reporting) as well as support the development of humanitarian actors through its talents to ensure those affected by crises receive utmost care and assistance.	Operational	Invest in Humanity

### Where did your organization stand on these issues prior to making these commitments

MERCY Malaysia aims to delineates effective and responsive humanitarian action for communities and people affected by crisis, and shapes the action and approaches of our staff and volunteers involved in any program planning and implementation. By making this commitment, it is hoped that our organization can better improve its governance (transparent, quality assurance, good financial stewardship and ethical reporting) as well as support the development of humanitarian actors through its talents to ensure those affected by crises receive utmost care and assistance.

### Achievements at a glance

MERCY Malaysia has been trusted by various government and donor agencies to receive fundings and implement programs. This include working together with multi-donor agencies, the private sector and various government-linked companies. This is due to our continuously improving governance and active involvement in supporting various humanitarian actors and activities.

### How is your organization assessing progress

MERCY Malaysia is concerned with the process that creates the conditions for ordered rule and collective action within the public realm. This is taken into practice through equitable, inclusive and transparent staff and volunteer recruitment and compensation policy. MERCY Malaysia also has a well defined policy for financial and program audits, both by internal and external auditors, with audited financial statement published annually in our annual report, newspaper and websites. Declaration of the important ratios related to funds utilization are also made available in the annual report.

### Challenges faced in implementation

Challenges include limited qualified local trainers to further improve our governance. Some programs such as capacity development activities and trainings faced difficulties in advancing to next steps (i.e. implementation of development projects and wider advocacy) as funding and understanding are somehow still limited.

### Next step to advance implementation in 2017

MERCY Malaysia has recently launched its latest initiative known as Humanitarian Development Center. It will be our in-house research and development center focusing on the development of knowledge creation and sharing, process and procedures and good governance improvement. Activities to be implemented under the Humanitarian Development Center include trainings, advocacy and professional engagements.

### If you had one message for the annual report on what is most needed to advance the transformation Diversify the resource base and increase cost-efficiency , what would it be

MERCY Malaysia believes that funding should consider and be proportionately channeled for good governance and also the improvement of local actors in humanitarian services.

### Tag with other relevant transformations, keywords, initiatives

#### Keywords

☒ Humanitarian principles

☒ People-centred approach