Rooted in Care, Growing in Connection

EN COMMUNITY SERVICES SOCIETY

ANNUAL REPORT FY2025/2026



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About Us

ESTABLISHMENT OF ECSS

Established in 2003, En Community Services Society (ECSS) is a nonprofit Social Service Agency (SSA) that desires every home in the community to be a happy home, by touching and training individuals to transform themselves, their families, and the community.

We design and deliver programmes that meet the needs of our service users, primarily seniors, as well as families and youths, through community projects, education, and counselling programmes.

As an advocate of preventive and developmental care, we promote active ageing among seniors, support children and youths through mentoring, and bring parents and children together through shared learning. Our care and counselling services also support individuals and families facing personal or family challenges.

VISION

"Every Home A Happy Home"

We believe that every home and every individual we serve can be transformed into a happy home and a happy individual through the preventive care, developmental care, and remedial programmes we provide for the community.



MISSION

Touch

To **engage and connect beneficiaries meaningfully** through accessible and enjoyable activities that promote **social interaction, emotional wellness,** and a **sense of belonging**.

These experiences act as **entry points into community life**, fostering joy, curiosity, and connection.

Train

To **equip beneficiaries and volunteers** with **skills and knowledge** that promote lifelong learning, independence, and community contribution.

This includes both **personal development** and v**olunteer capacity-building.**

Transform

To **empower beneficiaries to lead and contribute meaningfully,** transforming them from beneficiaries into active contributors and role models.

This creates a ripple effect of **purpose**, **resilience**, and **leadership** in the **ageing community.**

Welcome Message

from the Chairman



Tan Yew Keng
Chairman of ECSS

"By sharing your time and experience, you embody the spirit of 'one life enriching another'."

Dear volunteers, donors and partners,

Peace be with you! For 23 years, En Community Services Society (ECSS) has cared for seniors aged 50 and above. As we reflect on the past year, every act of kindness and every smile reminds us of your generosity and steadfast support.

My heartfelt thanks to our senior volunteers, whose warmth, wisdom and empathy bring care and companionship to fellow seniors. By sharing your time and experience, you embody the spirit of "one life enriching another".

At ECSS, you are companions who walk alongside one another, building friendships through service. May you continue this journey with us, finding health, joy and purpose as you extend care to others and share in the warmth of our community.

We also thank our corporate and individual donors for your generous support over the years. Your contributions of funds and resources provide a strong foundation for our continued care for seniors in need.

As we enter another year, may we continue together, helping every senior feel valued, loved and supported.

Wishing you good health, family happiness and God's abundant grace!

尊敬的各位义工朋友、社会各界热心捐款的机构与个人：

平安！光阴荏苒，"恩群社区服务"至今已默默耕耘了 23 个春秋。二十三年如一日，我们始终专注于关怀与服务 50 岁以上的年长朋友。回顾过去这一年的历程，每一份送出的温暖、每一个满带笑容的瞬间，都离不开大家无私的奉献与坚定的支持。

特别要向我们最敬爱的义工团队表达最深切的谢意。您们虽已步入人生丰盛的阶段，却依然选择走出家门，将宝贵的时间与精力奉献给社区。您们用长者特有的温情、智慧与同理心，去关怀和陪伴另一群长者，这正完美诠释了"以生命影响生命"的真谛。在恩群，您们不仅是服务的提供者，更是彼此陪伴的同行者。深愿大家在未来的日子里，继续与我们携手前行，在付出爱心的同时，也收获健康、喜乐与有意义的晚年生活。

同时，我们也心怀感激地谢谢所有在过去一年（乃至多年来）慷慨解囊、慷慨赞助的公司伙伴与热心人士。正是因为您们在资金与资源上的支持，恩群才得以建立稳固的后盾，将爱心源源不断地输送到有需要的年长者心中。

23 载不是终点，而是一个继续发光发热的新起点。愿我们继续同心合意，将这份善意与关怀在社区中延续，让每一位长者都能在老龄化的岁月里，感受到尊严、爱与温暖。

祝愿大家身体健康，家庭幸福，主恩满溢！

Tan Yew Keng
Chairman of ECSS

from the Executive Director



Chan Chui Han
Executive Director of ECSS

"Despite rising needs and tighter resources, our teams, volunteers, and donors responded with generosity and courage. Your quiet commitment made our work possible."

Dear Friends, Partners, and Supporters,

Since En Community Services Society (ECSS) was founded in 2003, we have believed that lasting change begins with one relationship after another. I joined our small, hopeful team in 2006, and today I am grateful and deeply honoured to be part of this family that carries our vision, mission, and values into every service.

Over the past 12 months, our 20 team members have walked alongside the individuals we serve and their loved ones, offering dignity, connection, and hope.

Behind every number is a real person: a child who began to learn and grow with the right guidance; a parent who discovered they were not alone; a neighbour welcomed back into the community; and a volunteer who contributes experience and creativity to our projects. We are proud to see these contributions every day.

Despite rising needs and tighter resources, our teams, volunteers, and donors responded with generosity and courage. Your quiet commitment made our work possible.

For 23 years, people caring for people has remained constant. We will keep listening, keep learning, and keep reaching out to those who need support.

On behalf of our Board, staff, and beneficiaries, thank you for being part of our story.

亲爱的朋友、合作伙伴及支持者：

自 2003 年恩群社区服务（En Community Services Society）成立以来，我们一直相信，持久的改变始于一段又一段的关系。2006年，我加入了这支小而充满希望的团队。如今，我心怀感恩，也深感荣幸能成为这个大家庭的一份子，与大家一同把我们的愿景、使命与价值观带入每一项服务。

过去12个月，我们20位同工与服务对象及其家人同行，给予他们尊严、联结与希望。每一个数字背后都是一个真实的人：一个在适切的引导下开始学习并逐渐改变的孩子；一位发现自己并不孤单的家长；一位重新被社区接纳的邻舍；还有一位将经验与创意带入义务工作项目的义工，这样的身影令我们倍感欣慰，也已成为我们的日常。

尽管需求不断上升、资源日益紧缩，我们的团队、义工和捐助者依然慷慨而勇敢地回应。你们默默的付出，成就了我们的工作。

23年来，“人关怀人”始终未变。我们将继续聆听、学习，并继续接触那些需要帮助的人。

谨代表董事会、同工及服务对象，感谢您成为我们故事的一部分。
满怀感恩，

Chan Chui Han
Executive Director of ECSS

Leadership

Board Structure

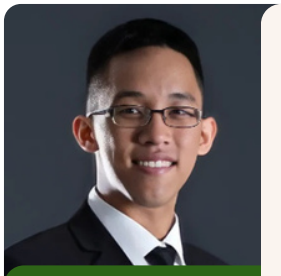


Tan Yew Keng
陈有敬

Chairman
since 06 Mar 2003

PAST APPOINTMENT(S)
Nil

SENIOR PASTOR



Nigel Sim Kay Jin
沈佳骏

Honorary Secretary
since 24 Sep 2023

PAST APPOINTMENT(S)
Nil

TRIBUNAL MAGISTRATE



Tan Toong Wuay
陈东威

Honorary Treasurer
since 5 Oct 2025

PAST APPOINTMENT(S)

Honorary Treasurer
03 Oct 2021 – 23 Sep 2023
22 Sep 2013 - 17 Sep 2016
26 Sep 2010 - 29 Sep 2012
24 Sep 2006 - 04 Oct 2008

Member
24 Sep 2023 - 04 Oct 2025
18 Sep 2016 - 02 Oct 2021
30 Sep 2012 - 21 Sep 2013
05 Oct 2008 - 25 Sep 2010
06 Mar 2003 - 23 Sep 2006

GENERAL EDUCATION OFFICER, MOE



Goh Chin Chuan
吴振铨

Member
since 5 October 2025

PAST APPOINTMENT(S)

Honorary Treasurer
24 Sep 2023 - 04 Oct 2025
30 Sep 2018 - 02 Oct 2021

Member
03 Oct 2021 - 23 Sep 2023
05 Oct 2008 - 29 Sep 2018

PASTOR



Bridget Wong
Teo Soh Peng 张素萍

Member
since 30 Sep 2018

PAST APPOINTMENT(S)
Nil

GENERAL EDUCATION OFFICER, MOE



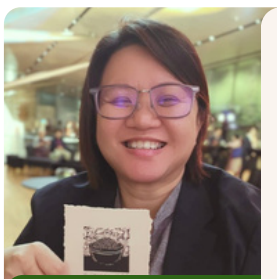
Soh Pik Chuan
苏碧泉

Member
since 24 Sep 2023

PAST APPOINTMENT(S)

Honorary Secretary
06 Mar 2003-27 Sep 2022

RETIRED

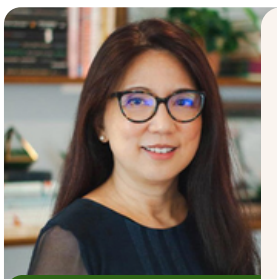


Tan Song Mui
陈颂美

Member
since 5 October 2025

PAST APPOINTMENT(S)
Nil

SENIOR SOCIAL WORKER



Loh Bee Chin Cindy
卢美真

Member
since 5 October 2025

PAST APPOINTMENT(S)
Nil

PRINCIPAL COUNSELLOR

Council Committees

AUDIT

Chairperson: Bridget Wong Teo Soh Peng

Member: Goh Chin Chuan

Member: Cindy Loh

HUMAN RESOURCES

Chairperson: Goh Chin Chuan

Member: Soh Pik Chuan

Co-opted: Eileen Hoo

Co-opted: Jenny Chui

Co-opted: Serene Hia

Staff, ED: Chan Chui Han

Staff: Julie Joseph

FINANCE

Chairperson: Tan Toong Wuay

Member: Goh Chin Chuan

Co-opted: Tan Guang Hui

Staff, ED: Chan Chui Han

Staff: Isabelle Tan

STRATEGY

Chairperson: Nigel Sim

Member: Goh Chin Chuan

Staff, ED: Chan Chui Han

Staff: Isabelle Tan

PROGRAMME

Chairperson: Tan Song Mui

Member: Cindy Loh

Member: Bridget Wong Teo Soh Peng

Staff, ED: Chan Chui Han

Staff: Isabelle Tan

ECSS Organisation Structure

ECSS BOARD / CHAIRMAN
TAN YEW KENG
APPOINTED ON 6 MAR 2003

EXECUTIVE DIRECTOR
CHAN CHUI HAN
APPOINTED ON 1 FEB 2016

DEP. EXECUTIVE DIRECTOR
GOH CHIN CHUAN
APPOINTED ON 1 OCT 2022

DIRECTOR OF CORPORATE SERVICES & STRATEGY
ISABELLE TAN
APPOINTED ON 1 SEP 2025

- HUMAN RESOURCES
- ADMINISTRATION & IT
- FINANCE & ACCOUNTING
- COMMUNICATIONS & PARTNERSHIPS

PROGRAMME MANAGER
ROSALIND ONG
APPOINTED ON 1 SEP 2024

- TRI-LOVE ELDERLY PROGRAMMES
- VOLUNTEER MANAGEMENT
- FACILITIES & LOGISTICS

HEAD OF SOCIAL & COMMUNITY CARE
CHAN CHUI HAN
APPOINTED ON 1 OCT 2022

- COUNSELLING
- SOCIAL & COMMUNITY WORK



Highlights

FY2025/2026

"Every contribution entrusted to ECSS carries a responsibility to use it wisely, both for those we serve today and for the continuity of our work tomorrow. We thank our funders, donors and partners for standing alongside us in FY2025/26.

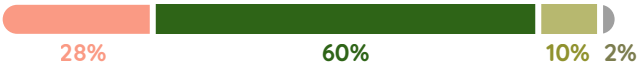
Our focus remains on accountable stewardship and long-term financial sustainability, ensuring that the resources available to us support purposeful programmes and lasting community impact."

Tan Toong Wuay
Honorary Treasurer

Income Summary

Total Income **$1,271,526**

Breakdown (%)



Individual / Corporate Donations	Government & Non-government Funding [1]	Programme Income	Others [2]
$359,216	$757,050	$124,112	$31,148

[1] **Government & non-government funding** from: National Silver Academy (NSA), Community Silver Trust (CST), Enhanced Silver Volunteer Fund (ESVF), Capacity and Capability Building Grant, etc.

[2] **Programme income** includes NSA programme income ($92,455) and other programme income ($31,657).

[3] **Other income** includes Panettone sales ($25,364.30), other miscellaneous income and interest income.

Summary of Services Provided

Service Types Provided

- Community Engagement & Wellness Activities | TOUCH
- Skills Training & Lifelong Learning | TRAIN
- Volunteerism & Community Contribution | TRANSFORM
- Counselling, Group Support & Financial Assistance | SOCIAL & COMMUNITY CARE

2,388	79	502	10,062h
Beneficiaries Served	Programmes delivered	Volunteers engaged	Volunteer hours served

PROGRAMMES & ACTIVITIES

COMMUNITY ENGAGEMENT & WELLNESS ACTIVITIES

Key Objectives

- To engage seniors through accessible and enjoyable activities that support social interaction, emotional wellness and a sense of belonging.
- To create opportunities to stay active, explore creativity and connect across generations.

RESISTANCE BAND EXERCISE (CTH)



Programme Highlights

- **Fitness:** EN Ball Exercise, Fitness Dance and Resistance Band Exercise
- **Music:** Ukulele, Sing & Drum and Percussion
- **Arts & crafts:** Chinese Ink Painting & Calligraphy, Nagomi Art and Sewing
- **Intergenerational learning:** Striking the Same Chord, Fun with Paper Quilling and Crafting Connections

STRIKING THE SAME CHORD (TNCC)



Finding an activity to enjoy can be the first step towards feeling part of a community. In FY2025/2026, ECSS's TOUCH activities offered seniors welcoming ways to **stay active, explore their interests and connect with others** through fitness, music and creative activities.

Taking part alongside others brought more than enjoyment. Whether exercising, practising a rhythm or creating something by hand, seniors had space to **express themselves, exchange ideas and encourage one another**. Familiar interests became reasons to gather and enjoy one another's company.

This spirit of sharing also brought generations together. Through music and crafts, seniors and younger participants could learn from one another and share their ideas, creating opportunities for **mutual learning** and **connection across ages**.

Beyond these activities, celebrations and outings gave seniors time to enjoy familiar traditions and discover new surroundings together. Across the different experiences, TOUCH nurtured **joy, curiosity and a sense of belonging, helping seniors feel connected to the people and community around them.**

PROGRAMMES & ACTIVITIES

SKILLS TRAINING & LIFELONG LEARNING

Key Objectives

- To support lifelong learning and seniors' fitness through skills development and structured practice.
- To equip volunteers with practical skills to support others and contribute through music and creative activities.

Programme Highlights

- **Ukulele:** Performing group developing musical skills for shared performances
- **Creative Club:** Handicrafts such as crochet and sock doll making
- **Functional Fitness Test (FFT) & Functional Fitness Improvement Programme (FFIP):** Fitness testing paired with a 10-session Functional Fitness Improvement Programme to improve seniors' fitness

UKULELE (PRW)



CREATIVE CLUB (TNCC)



ECSS's TRAIN pillar nurtures **lifelong learning**, giving seniors opportunities to discover what they can do, build practical skills and stay active. Learning alongside others brings encouragement and a shared sense of purpose, making each new skill a chance to grow and connect.

To support **seniors' fitness**, the Functional Fitness Test (FFT) was paired with a **10-session Functional Fitness Improvement Programme (FFIP)**. Fitness assessment and guided exercise helped seniors work towards greater physical capability, with the aim of making everyday activities more manageable.

Learning also took musical and creative forms. The **Ukulele performing group** developed musical skills for shared performances, while **Creative Club** encouraged creative expression through crochet, sock doll making and other handicrafts.

Whether practising a tune or creating something by hand, seniors had opportunities to encourage one another and take pride in what they could achieve together.

PROGRAMMES & ACTIVITIES

VOLUNTEERISM & COMMUNITY CONTRIBUTION

Key Objectives

- To create opportunities for seniors and volunteers to share their time, talents and skills in service to others.
- To prepare volunteers for community roles through practical training and shared experiences.

HAMIDA (VM)



Programme Highlights

- **Music groups:** Such as Sing & Drum, Percussion and Singing
- **HAMIDA:** Sharing time and skills to support caregivers of children with disabilities
- **Wheelchair Service Training:** Practical skills to support others in the community

WHEELCHAIR SERVICE TRAINING (VM)



Volunteerism gives seniors a place to **share their strengths** and **care for others**. Under ECSS's TRANSFORM pillar, time and talents become opportunities for **meaningful contribution**, recognising seniors as people who can support and encourage those around them.

Sing & Drum, Percussion and Singing offered ways to **contribute through music and shared performances**. These activities connected personal interests with the joy of bringing people together.

Service also calls for **practical preparation**, alongside **a willingness to help**. Wheelchair Service Training equipped volunteers with skills to support others in the community. HAMIDA provided another opportunity to engage and support caregivers of children with disabilities.

Together, these experiences gave volunteers different ways to take part, learn and contribute. They reflect ECSS's belief that everyone has something to offer, and that **care grows through participation**.

PROGRAMMES & ACTIVITIES

CELEBRATIONS & COMMUNITY OUTINGS

Key Objectives

- To bring seniors together through festive celebrations and shared cultural experiences.
- To encourage connection and discovery through outings beyond the centres.

Programme Highlights

- **Mid-Autumn Celebration:** Connecting through a shared cultural occasion
- **Jewel Blooms:** Enjoying an outing and shared discoveries
- **Eco Green x Pasir Ris Beach:** Exploring outdoor surroundings together



MID-AUTUMN CELEBRATION (CTH)



JEWEL BLOOMS (PRW)



ECO GREEN X PASIR RIS BEACH (TNCC)



Familiar traditions can bring people closer, giving seniors a reason to gather and something meaningful to share. ECSS's festive celebrations created time to enjoy one another's company and experience the **warmth of being together**.

Mid-Autumn Celebration brought this warmth into a shared occasion. As seniors enjoyed the festive spirit, there was room for **conversation, companionship and memories** — connecting familiar traditions with the people around them.

Alongside the comfort of familiar celebrations, outings offered the pleasure of discovering something new. Jewel Blooms and Eco Green x Pasir Ris Beach invited seniors to **explore beyond the centres, appreciate their surroundings and enjoy shared discoveries**.

Whether gathering for a festival or exploring outdoors, spending time together gave participants experiences to talk about and memories to carry with them. These moments supported TOUCH's focus on **joy and belonging, nurturing connections through both familiar traditions and new experiences.**

PROGRAMMES & ACTIVITIES

FUNDRAISING

Key Objectives

- To bring the community together in support of ECSS's mission through performances and fundraising.
- To offer supporters meaningful ways to contribute to ECSS's work.

MUSICAL CONCERT



Fundraising Highlights

- **Musical Concert:** Volunteer performances that combined musical talents with community support for ECSS's mission
- **Panettone For Good:** Festive giving that invited supporters to contribute to ECSS's programmes and services.

PANETTONE FOR GOOD



Fundraising gives the community ways to support ECSS by **sharing their talents, joining an event or contributing through a campaign.** In FY2025/2026, the Musical Concert and Panettone For Good brought volunteers and supporters together in the spirit of giving.

At the **Musical Concert**, volunteers shared their musical talents through performances that invited others to support ECSS's work. **Panettone For Good** offered another way to contribute through festive giving.

Together, **these initiatives helped raise resources for ECSS's programmes and services**. We are **grateful to everyone who contributed their time, talents and resources**, helping sustain opportunities for seniors to stay active and connected, alongside support for individuals and families.

We remain mindful of the trust behind each contribution and our responsibility to use these resources with care.

SOCIAL & COMMUNITY CARE (SCC)

"Lasting change begins with a caring relationship. We walk alongside individuals and families, listening to their needs and offering support that honours their dignity and helps them find connection and hope."

Chan Chui Han
Executive Director of ECSS

Key Objectives

- To support children, youths and families through learning, connection and emotional care.
- To address everyday needs while strengthening wellbeing and family relationships.

Programme Highlights

- **Learning & family connections:** 11 students in mentoring and 11 families in Parent-Child Bonding Workshops
- **Counselling & group support:** 29 individuals in counselling and 13 individuals in group work
- **Grocery Vouchers:** 27 families / individuals supported with $100 in NTUC vouchers every two months

INTERGENERATIONAL DYNAMICS (CTH)



MANAGING MINDFULNESS (PRW)



SCC combines **learning and family connections** with **emotional and practical support**. Its programmes create space for individuals and families to be heard, develop everyday skills and **connect with others**.

In collaboration with Teach SG (NUS), weekly mentoring offered children and youths from low-income families **academic guidance and life skills activities**. Parent-Child Bonding Workshops brought parents and children together through shared activities, guided reflections and learning journeys, giving families time to connect and explore ways to support one another.

Support extended beyond learning and family activities. **ProjeKawan & EN Friends individual counselling** offered space to work through personal challenges, with support focused on self-awareness and coping strategies. **ProjeKawan group work** complemented this support through facilitated sharing and reflection.

Grocery vouchers helped eligible families meet everyday food needs, linking practical assistance with counselling, workshops or group work sessions.

Community talks on intergenerational dynamics, mindfulness and eldercare extended opportunities for shared learning, supporting wellbeing and family bonds.

TESTIMONIALS



Ms Jessie

Fitness Trainer &
Volunteer of ECSS

Jessie's connection with En Community Services Society (ECSS) began 15 years ago, when she first served as a Family Life Educator trainer. As she entered her senior years, her mission naturally evolved. Recognising a shared need among her peers, she shifted her focus toward leading physical workouts and dance sessions for fellow seniors — a transition that transformed her life.

Guiding these workouts did far more than improve Jessie's personal health and physical condition. Seeing fellow seniors regain their mobility and confidence quickly became the most inspiring part of her days. Because Jessie and her participants share the same stage of life, their sessions are more than routine exercise; they have become a supportive space for sharing life experiences and growing healthier together.

Through ECSS, seniors find a vibrant community where they can stay active and lead purposeful lives. Dedicated to learning, sharing, and walking alongside her peers for as long as she can, Jessie continues her journey with a heartfelt rally for the organisation: "恩群， 加油!"

Mr Yeo

Volunteer of ECSS

Mr Yeo began volunteering with ECSS 8 years ago. His desire to serve grew into a meaningful journey of connecting with seniors and bringing warmth to the community.

He recalled a senior who sat silently, reluctant to engage. Taking time to break the ice and listening patiently, Mr Yeo helped them join a handicraft session. He shared with a smile, "We don't care about the final results; it is about giving them a chance to use their hands and minds, and sharing joy together." Afterwards, the senior smiled warmly and thanked the team for coming.

Volunteering has taught Mr Yeo to be more observant, patient, and compassionate in daily life. Reflecting on his dedication, he said, "Even tiny efforts, like water ripples spreading outward, can fill our community with love."





Mdm Ng

Volunteer of ECSS

When her children grew up and established lives of their own, Mdm Ng found herself with more time and a quiet household. Wanting to stay active and connected, she joined ECSS. Her search for meaningful ways to spend her days became a new chapter of growth, purpose, and community.

Today, ECSS is a joyful and meaningful part of her weekly routine. She visits the centre around four days a week, exercising on Mondays and Thursdays and enjoying dancing, singing, and painting on other days. Beyond participating, she volunteers her time and energy to support others, building warm, lasting friendships along the way. These activities and connections help her stay active and engaged in community life.

Reflecting on her eight years with ECSS, Mdm Ng shares how ECSS has brought health, vitality, and a sense of belonging and fulfilment to her later years. She values the opportunities to learn, participate, and contribute alongside fellow seniors. Grateful for these experiences, she hopes to see even more programmes in the future, so that others can discover the same warmth, companionship, and community.



Richard

Volunteer of ECSS

When retirement arrived in 2022, Richard wasn't quite ready to simply sit back and let the days slide by. Noticing his desire to stay engaged, his wife gently pointed him toward En Community Services Society (ECSS) — a small step that quickly opened up a new world.

What started as a practical goal to upgrade his skills and keep busy soon uncovered something far deeper. For Richard, helping those who are less fortunate live better lives wasn't just a daily duty; it became a genuine passion. Along the way, he found himself making new friends and feeling more energised than he ever did during his former working years. "I love the job very much," he shares warmly, his face lighting up with real affection for the community he serves.

In Richard's world, retirement isn't about stepping back from life. It's about stepping into a community where learning, giving back, and living fully never have to stop.

Our Community Partners

"We are grateful for partners who share their strengths and walk alongside us. Their care and commitment help us support the people we serve and nurture a sense of belonging in the community."

Rosalind Ong
Programme Manager

ECSS is thankful for the support of our partners across the **public**, **private** and **people** sectors. Each brings knowledge, experience and resources that help us respond to community needs and offer meaningful programmes.

We value the **trust and willingness to work together** behind these relationships. With our partners' support, we continue learning how to better serve individuals and families, creating opportunities for **connection and participation in community life**.

THE YEAR AHEAD

2027: Growing Our Reach, Deepening Our Care

Integrating Nutrition with Fitness

The proposed Fitness & Nutrition Programme (FNP) will combine closer exercise guidance with practical nutrition learning, with the aim of supporting seniors' strength, confidence and everyday wellbeing.

A. Building confidence in movement

With encouragement and guidance, seniors can feel more confident trying exercise movements that may initially feel unfamiliar or challenging. We are working towards providing closer guidance from trained student interns and professional trainers, helping seniors exercise safely at a level suited to their abilities.

Through this initiative, we hope to make fitness sessions more meaningful and staying active more enjoyable.

B. Supporting wellbeing, day by day

Small everyday choices can help seniors care for their wellbeing. This programme aims to integrate short nutrition segments after exercise, with content developed alongside a qualified nutrition professional, helping seniors understand their protein needs, the importance of hydration and practical food choices.

By building nutrition awareness and practical knowledge, we aim to support seniors in caring for their health and fitness more holistically.





Growing Our Reach & Connection

We are preparing for **an AAC partnership in Pasir Ris**, drawing on our programmes, volunteers and community networks to welcome more seniors into community life.

A. Shared interests, new connections

Through our proposed partnership with Vanguard Healthcare, we aim to reach more seniors in Pasir Ris through physical activities, learning, outings and volunteering opportunities.

We have seen how a shared interest can become the beginning of a friendship. Building on these experiences, the proposed collaboration would create more opportunities for seniors in Pasir Ris to connect with one another and develop a sense of belonging.

B. Companionship through befriending

Having someone to talk to and share everyday moments with can bring warmth to a senior's day. Through regular buddying and befriending, trained volunteers would offer companionship to seniors assessed with factors associated with social isolation.

These relationships would give seniors space to feel heard and valued, with gentle encouragement to connect with others and take part in community life.

With your support, we can help more seniors stay active, build friendships and feel a sense of belonging, while shaping our plans around community needs and available resources.

Fundraising Plans for FY2026/2027

Care grows with the support of a community. Our two fundraising events in 2026 and 2027 will help sustain ECSS's active ageing and learning programmes for seniors, alongside care and counselling services for individuals and families. We are grateful for every contribution that helps this work continue.

1. Christmas Fundraising (Nov – Dec 2026)

A thoughtful gift can express appreciation for the people who matter to us. Our Christmas fundraiser will bundle **panettone with popular gift items**, offering supporters a way to thank family, friends, staff and colleagues while supporting ECSS.

Each purchase will help raise funds for **seniors' active ageing and learning programmes**, and **support for individuals and families facing challenges** — extending the warmth of Christmas giving to the wider community.





2. Family Day (6 Mar 2027)

- Bedok Reservoir Park
- Scavenger hunt • 4.3 km walk (Approx. 1.5 hours)

Time spent together gives families space to talk, laugh and discover something new. Guided by the theme **Many Generations, One Family**, our Family Day invites families to explore nature and solve clues on a scavenger hunt walk around the reservoir, **completing activities at eight stations** together along the way.

Each station offers an opportunity for generations to share ideas, encourage one another and enjoy a common challenge. By taking part, families also support **programmes that help seniors stay active and connected**, alongside **care and counselling services for individuals and families**.

Expenditure Plans for FY2026/2027

1. Programme Expenses

- Senior engagement, learning and fitness programmes
- Counselling, care and family services
- Programme trainers, materials and delivery costs
- Volunteer training, engagement and appreciation

2. Operating Expenses

- Professional services, including accounting, audit and banking
- IT, communications, marketing and insurance
- Premises rental, maintenance and general administration
- Fundraising activities and donor engagement

3. Employment Expenses

- Salaries and employer CPF for management, programme and support staff
- Staff insurance, training, welfare and benefits

Corporate Governance

Role of the Governing Board

The Council of En Community Services Society (ECSS) provides strategic leadership and oversight to ensure that the organisation remains true to its vision of **Every Home A Happy Home** and its mission to **Touch, Train and Transform** lives and communities.

In fulfilling this role, the Board:

- Determines corporate and service strategies, and restructuring initiatives;
- Approves policies and organisation standard operating procedures;
- Reviews and endorses annual budgets, funding, and allocation of financial resources;
- Approves the annual report, audited accounts, and other statutory filings;
- Reviews interested person transactions and any matter involving a conflict of interest for a Director;
- Appoints office bearers, establishes committees, and approves major governance policies;
- Oversees financial performance, internal controls, and risk management frameworks;
- Monitors progress and outcomes of key programmes and initiatives; and
- Upholds ECSS's Code of Conduct, compliance with laws and regulations, and the organisation's core values across all levels of governance and service delivery.

Term Limit of Board Members

To ensure effective succession planning and steady renewal, ECSS Board members serve a maximum of ten (10) consecutive years. The Treasurer position carries a term limit of two (2) years.

Board member(s) who have served more than 10 consecutive years:

Tan Yew Keng

- The Chairman has served beyond the 10-year limit as he is the founder of the organisation, providing continuity, historical insight, and strategic guidance essential to ECSS's ongoing development.

Board Meetings & Attendance

A total of four (4) Board meetings and one (1) AGM were held during the financial year. The following sets out the individual Board member's attendance at the meetings:

NAME OF BOARD MEMBER	ATTENDANCE
Tan Yew Keng	5 / 5
Nigel Sim Kay Jin	4 / 5
Tan Toong Wuay	3 / 5
Goh Chin Chuan	5 / 5
Bridget Wong Teo Soh Peng	5 / 5
Soh Pik Chuan	5 / 5
Tan Song Mui	5 / 5
Loh Bee Chin Cindy	3 / 5

Disclosure of Remuneration & Benefits

No members of the Board were remunerated or received any benefits in respect of their Board services during the financial year.

Sub-Committees

AUDIT COMMITTEE (AC)

CHAIRPERSON: Bridget Wong Teo Soh Peng

MEMBER(S): Goh Chin Chuan, Loh Bee Chin Cindy

The AC oversees audits, internal controls and compliance, monitors follow-up on audit recommendations, and advises the Council on risks and financial irregularities.

FINANCE COMMITTEE (FC)

CHAIRPERSON: Tan Toong Wuay

MEMBER(S): Goh Chin Chuan, Tan Guang Hui, Chan Chui Han, Isabelle Tan

The FC advises on financial sustainability and stewardship, reviewing budgets, financial reports, reserves and investments, and recommending controls for prudent fund management.

HUMAN RESOURCE (HR)

CHAIRPERSON: Goh Chin Chuan

MEMBER(S): Soh Pik Chuan, Eileen Hoo, Jenny Chui, Serene Hia, Chan Chui Han, Julie Joseph

The HR provides oversight of HR policies and people development, reviewing staffing, remuneration and performance management to support fair employment practices aligned with ECSS's Code of Conduct.

STRATEGY (STR)

CHAIRPERSON: Nigel Sim Kay Jin

MEMBER(S): Goh Chin Chuan, Chan Chui Han, Isabelle Tan

The STR advises the Council on ECSS's long-term direction and priorities, reviewing alignment with its mission and community needs, and considering partnerships and opportunities that support sustainable development.

PROGRAMME (PRG)

CHAIRPERSON: Tan Song Mui

MEMBER(S): Cindy Loh, Bridget Wong Teo Soh Peng, Chan Chui Han, Isabelle Tan

The PRG reviews new and ongoing programmes for alignment with ECSS's mission and participants' needs. It recommends improvements to programme quality, relevance and effectiveness.

Corporate Governance

Disclosure of Remuneration

None of the charity's staff receives more than $100,000 in annual remuneration each.

Disclosure of the number of paid staff who are close members of the family of the Executive Head or Board members, who each receives remuneration exceeding $50,000 during the year, in bands of $100,000:

REMUNERATION BAND	DISCLOSURE INFO
Above $50,000 to $150,000	• **No. of Staff:** One (1) • **Name Executive Head or Board member *:** Tan Yew Keng
Above $150,000 to $250,000	• **No. of Staff:** Nil • **Name Executive Head or Board member *:** Nil

* Executive Head or Board member with whom the staff is a close family member.

Reserves Policy

ECSS maintains a reserves policy to ensure long-term financial sustainability and operational continuity. The reserves provide a financial buffer to support the organisation's commitments and essential services in the event of unforeseen circumstances.

As a guiding principle, ECSS aims to hold reserves equivalent to approximately six (6) months of operating expenditure. The Council reviews the reserve level annually to ensure it remains adequate and aligned with the organisation's ongoing needs and future plans.

Charity's Reserves Position

	CURRENT FY	PREVIOUS FY
(A) General / Unrestricted Funds (Reserves)	$459,081	$558,261
Restricted / Endowment Funds	$0	$0
(B) Annual Operating Expenditure	$1,368,900	$1,526,973
Ratio of Reserves	0.34 : 1	0.37 : 1

Formula of Reserve ratio:
(A) Total unrestricted funds ÷ (B) Annual operating expenditure

As at 30 June 2026, ECSS's unrestricted reserves were $459,081, down from $558,261 following the FY2025/2026 deficit of $99,180. This represents approximately four months of annual operating expenditure.

Rebuilding reserves towards the six-month policy target remains a priority. ECSS will focus on prudent budgeting, cost and cash flow monitoring, and sustainable fundraising, while prioritising essential operations and programmes.

Any additional investments will be assessed against available resources and their contribution to service delivery and long-term sustainability.

Conflict of Interest Policy

ECSS upholds the standards of integrity and transparency through its Conflict of Interest Policy, which applies to all Council members, staff, and volunteers. The policy ensures that decisions are made solely in the best interests of the Society and the communities it serves.

All members are required to declare any personal or vested interest in business transactions, contracts, or joint ventures involving ECSS as soon as such a situation arises. They must abstain from discussions, decision-making, and voting on the related matter.

Council members must also declare close relationships (beyond acquaintances) with staff or recruits and refrain from influencing recruitment or employment decisions. Council members serve on a voluntary basis and do not receive any remuneration for their service, and must not accept or offer personal favours or gifts from any beneficiary, staff member, or related interest group.

Declarations of interest are made annually and as and when potential conflicts arise. Council members with declared interests are required to recuse themselves from deliberations on the relevant matter, ensuring objectivity and accountability in all governance processes.

For Volunteers
Volunteers are required to avoid any situation that may give rise to actual or perceived conflicts of interest with the organisation. Where a potential conflict arises, volunteers should promptly declare it to their volunteer coordinator, who will advise on the appropriate course of action.

Whistle-blowing Policy

ECSS has established a whistle-blowing policy that provides a confidential channel for Council members, staff, volunteers, and stakeholders to report concerns about possible wrongdoing, misconduct, or irregularities in financial or operational matters. Reports made in good faith are handled discreetly and in accordance with the organisation's internal procedures.

Corporate Governance

Personal Data Protection Policy

ECSS is committed to maintaining the privacy and confidentiality of personal data entrusted to the organisation. In line with the **Personal Data Protection Act (PDPA)** and relevant regulatory requirements, ECSS ensures that personal information relating to beneficiaries, staff, volunteers, and partners is collected, used, and stored responsibly for legitimate purposes connected to its mission and operations.

Access to personal data is limited to authorised personnel and used strictly on a need-to-know basis. Appropriate administrative and technical safeguards are in place to protect personal data against unauthorised access, use, modification, or disclosure. Data retention and disposal are managed in accordance with operational and regulatory requirements to ensure records are not kept longer than necessary.

ECSS continually seeks to strengthen staff and volunteer awareness of data protection responsibilities through internal communications and good information management practices. Enquiries or requests relating to personal data may be directed to the organisation's designated contact point for data protection matters.

Volunteer Management

Volunteers are integral to ECSS's mission to **Touch, Train** and **Transform** lives. The **Volunteer Management Policy** sets out clear guidelines for the recruitment, engagement, support, and recognition of volunteers in a safe and structured manner.

Volunteers are oriented to ECSS's mission, values, and Code of Conduct, and are supervised to ensure they are equipped to perform their roles effectively. The policy also covers confidentiality, safety, grievance handling, and feedback processes to ensure fairness and consistency.

ECSS values the contributions of all volunteers and seeks to provide a positive and meaningful volunteering experience grounded in respect, accountability, and community partnership.

EXTRACTS FROM
AUDITED FINANCIAL STATEMENTS

FY2025/2026

Statement of Financial Position (As at 30 Jun 2026)

	NOTE	2026 (SGD)	2025 (SGD)
NON-CURRENT ASSETS			
Plant and equipment	4	67,312	107,375
Right-of-use assets	5	43,228	41,249
		110,540	148,624
CURRENT ASSETS			
Other receivables	6	75,408	441,867
Cash and cash equivalents		473,447	244,865
		548,855	686,732
CURRENT LIABILITIES			
Deferred capital grant	7	31,100	53,167
Other payables	8	123,818	180,044
Lease liabilities	9	43,577	38,807
		198,495	272,018
NET CURRENT ASSETS		350,360	414,714
NON-CURRENT LIABILITIES			
Lease liabilities	9	1,819	5,077
		1,819	5,077
NET ASSETS		459,081	558,261
FUNDS			
Accumulated fund		**459,081**	**558,261**

The accompanying accounting policies and explanatory notes form an integral part of the financial statements. Readers are advised to refer to the full set of audited financial statements for detailed disclosures and notes.

EXTRACTS FROM
AUDITED FINANCIAL STATEMENTS

FY2025/2026

Statement of Comprehensive Income (Year ended 30 Jun 2026)

	NOTE	2026 (SGD)	2025 (SGD)
Income	10	1,271,526	1,746,451
Expenditure	11	(1,368,900)	(1,526,973)
Finance cost	12	(1,806)	(3,518)
(LOSS)/PROFIT BEFORE TAX		(99,180)	215,960
Income tax expense	13	-	-
(LOSS)/PROFIT FOR THE YEAR		(99,180)	215,960
Other comprehensive income		-	-
TOTAL COMPREHENSIVE (LOSS)/INCOME FOR THE YEAR		(99,180)	215,960

The accompanying accounting policies and explanatory notes form an integral part of the financial statements. Readers are advised to refer to the full set of audited financial statements for detailed disclosures and notes.

Statement of Changes in Funds (Year ended 30 Jun 2026)

	ACCUMULATED FUND (SGD)
BALANCE AT 1 JULY 2024	342,301
Total comprehensive income for the year	215,960
BALANCE AT 30 JUNE 2025	558,261
Total comprehensive loss for the year	(99,180)
BALANCE AT 30 JUNE 2026	459,081

The accompanying accounting policies and explanatory notes form an integral part of the financial statements. Readers are advised to refer to the full set of audited financial statements for detailed disclosures and notes.

EXTRACTS FROM
AUDITED FINANCIAL STATEMENTS

FY2025/2026

Statement of Cash Flows (Year ended 30 Jun 2026)

	2026 (SGD)	2025 (SGD)
CASH FLOWS FROM OPERATING ACTIVITIES		
(Loss)/profit before tax	(99,180)	215,960
Adjustments for:		
• Amortisation of deferred capital grant	(22,067)	(13,033)
• Depreciation - plant and equipment	42,679	48,579
• Depreciation - right-of-use assets	77,785	72,156
• Interest expense on lease liabilities	1,806	3,518
• Interest income	(2)	(272)
• Write-off - Plant and equipment	-	24,930
• Bad debts written off	-	7,935
Operating profit before working capital changes	1,021	359,773
Decrease/(increase) in other receivables	366,459	(401,101)
Increase/(decrease) in other payables	(56,226)	(162,140)
Net cash generated from/(used in) operating activities	311,254	(203,468)
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of plant and equipment	(2,616)	(37,895)
Decrease in fixed deposit	-	60,000
Interest received	2	272
Net cash (used in)/generated from investing activities	(2,614)	22,377
CASH FLOWS FROM FINANCING ACTIVITIES		
Repayment of lease liabilities	(80,058)	(75,528)
Net cash used in financing activities	(80,058)	(75,528)
Net increase/(decrease) in cash and cash equivalents	228,582	(256,619)
Cash and cash equivalents at beginning of year	244,865	501,484
Cash and cash equivalents at end of year	**473,447**	**244,865**

The accompanying accounting policies and explanatory notes form an integral part of the financial statements. Readers are advised to refer to the full set of audited financial statements for detailed disclosures and notes.

Governance Evaluation Checklist (GEC) | Tier 2

EN Community Services Society (ECSS)

For the period 1 Jul 2025 to 30 Jun 2026

Principle 1

The charity serves its mission and achieves its objectives.

S/N	CALL FOR ACTION	CODE ID	APPLIED PRINCIPLE?	EXPLANATION (IF NO / PARTIAL)
1	Clearly state the charitable purposes (For example, vision and mission, objectives, use of resources, activities, and so on) and include the objectives in the charity's governing instrument. Publish the stated charitable purposes on platforms (For example, Charity Portal, website, social media channels, and so on) that can be easily accessed by the public.	1.1	☑ Yes ☐ No ☐ Partial Compliance	
2	Develop and implement strategic plans to achieve the stated charitable purposes.	1.2	☑ Yes ☐ No ☐ Partial Compliance	
3	Have the Board review the charity's strategic plans regularly to ensure that the charity is achieving its charitable purposes, and monitor, evaluate and report the outcome and impact of its activities.	1.3	☑ Yes ☐ No ☐ Partial Compliance	
4	Document the plan for building the capacity and capability of the charity and ensure that the Board monitors the progress of this plan. "Capacity" refers to a charity's infrastructure and operational resources while "capability" refers to its expertise, skills and knowledge.	1.4	☑ Yes ☐ No ☐ Partial Compliance	

Principle 2

The charity has an effective Board and Management.

S/N	CALL FOR ACTION	CODE ID	APPLIED PRINCIPLE?	EXPLANATION (IF NO / PARTIAL)
5	The Board and Management are collectively responsible for achieving the charity's charitable purposes. The roles and responsibilities of the Board and Management should be clear and distinct.	2.1	☑ Yes ☐ No ☐ Partial Compliance	

Governance Evaluation Checklist (GEC) | Tier 2

S/N	CALL FOR ACTION	CODE ID	APPLIED PRINCIPLE?	EXPLANATION (IF NO / PARTIAL)
6	The Board and Management should be inducted and undergo training, where necessary, and their performance reviewed regularly to ensure their effectiveness.	2.2	☑ Yes ☐ No ☐ Partial Compliance	
7	Document the terms of reference for the Board and each of its committees. The Board should have committees (or designated Board member(s)) to oversee the following areas*, where relevant to the charity: a. Audit b. Finance * Other areas include Programmes and Services, Fund-raising, Appointment/Nomination, Human Resource, and Investment.	2.3	☑ Yes ☐ No ☐ Partial Compliance	
8	Ensure the Board is diverse and of an appropriate size, and has a good mix of skills, knowledge, and experience. All Board members should exercise independent judgement and act in the best interest of the charity.	2.4	☑ Yes ☐ No ☐ Partial Compliance	
9	Develop proper processes for leadership renewal. This includes establishing a term limit for each Board member. All Board members must submit themselves for re-nomination and reappointment, at least once every three years.	2.5	☑ Yes ☐ No ☐ Partial Compliance	
10	Develop proper processes for leadership renewal. This includes establishing a term limit for the Treasurer (or equivalent position). **For Treasurer (or equivalent position) only:** a. The maximum term limit for the Treasurer (or equivalent position like a Finance Committee Chairman, or key person on the Board responsible for overseeing the finances of the charity) should be four consecutive years. If there is no Board member who oversee the finances, the Chairman will take on the role. i. After meeting the maximum term limit for the Treasurer, a Board member's reappointment to the position of Treasurer (or an equivalent position may be considered after at least a two-year break. ii. Should the Treasurer leave the position for less than two years, and when he/she is being re-appointed, the Treasurer's years of service would continue from the time he/she stepped down as Treasurer.	2.6	☑ Yes ☐ No ☐ Partial Compliance	

Governance Evaluation Checklist (GEC) | Tier 2

S/N	CALL FOR ACTION	CODE ID	APPLIED PRINCIPLE?	EXPLANATION (IF NO / PARTIAL)
11	Ensure the Board has suitable qualifications and experience, understands its duties clearly, and performs well. a. No staff should chair the Board and staff should not comprise more than one-third of the Board.	2.7	☑ Yes ☐ No ☐ Partial Compliance	
12	Ensure the Management has suitable qualifications and experience, understands its duties clearly, and performs well. a. Staff must provide the Board with complete and timely information and should not vote or participate in the Board's decision-making.	2.8	☑ Yes ☐ No ☐ Partial Compliance	
13	The term limit for all Board members should be set at 10 consecutive years or less. Re-appointment to the Board can be considered after at least a two-year break. **For all Board members:** a. Should the Board member leave the Board for less than two years, and when he/she is being re-appointed, the Board member's years of service would continue from the time he/she left the Board. b. Should the charity consider it necessary to retain a particular Board member (with or without office bearers' positions) beyond the maximum term limit of 10 consecutive years, the extension should be deliberated and approved at the general meeting where the Board member is being re-appointed or re-elected to serve for the charity's term of service. (For example, a charity with a two-year term of service would conduct its election once every two years at its general meeting), c. The charity should disclose the reasons for retaining any Board member who has served on the Board for more than 10 consecutive years, as well as its succession plan, in its annual report.	2.9a 2.9b 2.9c	☑ Yes ☐ No ☐ Partial Compliance	

Governance Evaluation Checklist (GEC) | Tier 2

S/N	CALL FOR ACTION	CODE ID	APPLIED PRINCIPLE?	EXPLANATION (IF NO / PARTIAL)
14	**For Treasurer (or equivalent position) only:** d. A Board member holding the Treasurer position (or equivalent position like a Finance Committee Chairman or key person on the Board responsible for overseeing the finances of the charity) must step down from the Treasurer or equivalent position after a maximum of four consecutive years. i. The Board member may continue to serve in other positions on the Board (except the Assistant Treasurer position or equivalent), not beyond the overall term limit of 10 consecutive years, unless the extension was deliberated and approved at the general meeting – refer to 2.9.b.	2.9d	☑ Yes ☐ No ☐ Partial Compliance	

Principle 3

The charity acts responsibly, fairly and with integrity.

S/N	CALL FOR ACTION	CODE ID	APPLIED PRINCIPLE?	EXPLANATION (IF NO / PARTIAL)
15	Conduct appropriate background checks on the members of the Board and Management to ensure they are suited to work at the charity.	3.1	☑ Yes ☐ No ☐ Partial Compliance	
16	Document the processes for the Board and Management to declare actual or potential conflicts of interest, and the measures to deal with these conflicts of interest when they arise. a. A Board member with a conflict of interest in the matter(s) discussed should recuse himself/ herself from the meeting and should not vote or take part in the decision-making during the meeting.	3.2	☑ Yes ☐ No ☐ Partial Compliance	
17	Ensure that no Board member is involved in setting his/her own remuneration directly or indirectly.	3.3	☑ Yes ☐ No ☐ Partial Compliance	

Governance Evaluation Checklist (GEC) | Tier 2

S/N	CALL FOR ACTION	CODE ID	APPLIED PRINCIPLE?	EXPLANATION (IF NO / PARTIAL)
18	Ensure that no staff is involved in setting his/her own remuneration directly or indirectly.	3.3	☑ Yes ☐ No ☐ Partial Compliance	
19	Establish a Code of Conduct that reflects the charity's values and ethics and ensure that the Code of Conduct is applied appropriately.	3.4	☑ Yes ☐ No ☐ Partial Compliance	
20	Take into consideration the ESG factors when conducting the charity's activities.	3.5	☑ Yes ☐ No ☐ Partial Compliance	

Principle 4
The charity is well-managed and plans for the future.

S/N	CALL FOR ACTION	CODE ID	APPLIED PRINCIPLE?	EXPLANATION (IF NO / PARTIAL)
21	Implement and regularly review key policies and procedures to ensure that they continue to support the charity's objectives. a. Ensure the Board approves the annual budget for the charity's plans and regularly reviews and monitors its income and expenditures (For example, financial assistance, matching grants, donations by board members to the charity, funding, staff costs and so on).	4.1a	☑ Yes ☐ No ☐ Partial Compliance	
22	Implement and regularly review key policies and procedures to ensure that they continue to support the charity's objectives. b. Implement appropriate internal controls to manage and monitor the charity's funds and resources. This includes key processes such as: i. Revenue and receipting policies and procedures; ii. Procurement and payment policies and procedures; and iii. System for the delegation of authority and limits of approval.	4.1b	☑ Yes ☐ No ☐ Partial Compliance	

Governance Evaluation Checklist (GEC) | Tier 2

S/N	CALL FOR ACTION	CODE ID	APPLIED PRINCIPLE?	EXPLANATION (IF NO / PARTIAL)
23	Seek the Board's approval for any loans, donations, grants, or financial assistance provided by the charity which are not part of the core charitable programmes listed in its policy. (For example, loans to employees/subsidiaries, grants or financial assistance to business entities).	4.2	☑ Yes ☐ No ☐ Partial Compliance	
24	Regularly identify and review the key risks that the charity is exposed to and refer to the charity's processes to manage these risks.	4.3	☑ Yes ☐ No ☐ Partial Compliance	
25	Set internal policies for the charity on the following areas and regularly review them: a. Anti-Money Laundering and Countering the Financing of Terrorism (AML/CFT); b. Board strategies, functions, and responsibilities; c. Employment practices; d. Volunteer management; e. Finances; f. Information Technology (IT) including data privacy management and cyber-security; g. Investment (obtain advice from qualified professional advisors if this is deemed necessary by the Board); h. Service or quality standards; and i. Other key areas such as fund-raising and data protection.	4.4	☐ Yes ☐ No ☑ Partial Compliance	Policies exist across several operational and governance areas, while formal policies for AML/CFT and investment management are still being developed.
26	The charity's audit committee or equivalent should be confident that the charity's operational policies and procedures (including IT processes) are effective in managing the key risks of the charity.	4.5	☐ Yes ☐ No ☑ Partial Compliance	Operational policies are applied in practice, with plans to strengthen the audit committee's involvement in reviewing and assuring their effectiveness.
27	The charity should also measure the impact of its activities, review external risk factors and their likelihood of occurrence, and respond to key risks for the sustainability of the charity.	4.6	☑ Yes ☐ No ☐ Partial Compliance	

Governance Evaluation Checklist (GEC) | Tier 2

Principle 5
The charity is accountable and transparent.

S/N	CALL FOR ACTION	CODE ID	APPLIED PRINCIPLE?	EXPLANATION (IF NO / PARTIAL)
28	Disclose or submit the necessary documents (such as Annual Report, Financial Statements, GEC, and so on) in accordance with the requirements of the Charities Act, its Regulations, and other frameworks (For example, Charity Transparency Framework and so on).	5.1	☑ Yes ☐ No ☐ Partial Compliance	
29	Generally, Board members should not receive remuneration for their services to the Board. Where the charity's governing instrument expressly permits remuneration or benefits to the Board members for their services, the charity should provide reasons for allowing remuneration or benefits and disclose in its annual report the exact remuneration and benefits received by each Board member.	5.2	☑ Yes ☐ No ☐ Partial Compliance	
30	The charity should disclose the following in its annual report: a. Number of Board meetings in the year; and b. Each Board member's attendance.	5.3	☑ Yes ☐ No ☐ Partial Compliance	
31	The charity should disclose in its annual report the total annual remuneration (including any remuneration received in the charity's subsidiaries) for each of its three highest-paid staff, who each receives remuneration exceeding $100,000, in incremental bands of $100,000. Should any of the three highest-paid staff serve on the Board of the charity, this should also be disclosed. If none of its staff receives more than $100,000 in annual remuneration each, the charity should disclose this fact.	5.4	☑ Yes ☐ No ☐ Partial Compliance	
32	The charity should disclose in its annual report the number of paid staff who are close members of the family of the Executive Head or Board members, and whose remuneration exceeds $50,000 during the year. The annual remuneration of such staff should be listed in incremental bands of $100,000. If none of its staff is a close member of the family of the Executive Head or Board members and receives more than $50,000 in annual remuneration, the charity should disclose this fact.	5.5	☑ Yes ☐ No ☐ Partial Compliance	

Governance Evaluation Checklist (GEC) | Tier 2

S/N	CALL FOR ACTION	CODE ID	APPLIED PRINCIPLE?	EXPLANATION (IF NO / PARTIAL)
33	Implement clear reporting structures so that the Board, Management, and staff can access all relevant information, advice, and resources to conduct their roles effectively. a. Record relevant discussions, dissenting views and decisions in the minutes of general and Board meetings. Circulate the minutes of these meetings to the Board as soon as practicable.	5.6a	☑ Yes ☐ No ☐ Partial Compliance	
34	Implement clear reporting structures so that the Board, Management, and staff can access all relevant information, advice, and resources to conduct their roles effectively. b. The Board meetings should have an appropriate quorum of at least half of the Board, if a quorum is not stated in the charity's governing instrument.	5.6b	☑ Yes ☐ No ☐ Partial Compliance	
35	Implement a whistle-blowing policy for any person to raise concerns about possible wrongdoings within the charity and ensure such concerns are independently investigated and follow-up action taken as appropriate.	5.7	☑ Yes ☐ No ☐ Partial Compliance	

Principle 6
The charity communicates actively to instil public confidence.

S/N	CALL FOR ACTION	CODE ID	APPLIED PRINCIPLE?	EXPLANATION (IF NO / PARTIAL)
36	Develop and implement strategies for regular communication with the charity's stakeholders and the public (For example, focus on the charity's branding and overall message, raise awareness of its cause to maintain or increase public support, show appreciation to supporters, and so on).	6.1	☑ Yes ☐ No ☐ Partial Compliance	
37	Listen to the views of the charity's stakeholders and the public and respond constructively.	6.2	☑ Yes ☐ No ☐ Partial Compliance	
38	Implement a media communication policy to help the Board and Management build positive relationships with the media and the public.	6.3	☑ Yes ☐ No ☐ Partial Compliance	

Corporate Information



REGISTERED ADDRESS

2 Kallang Avenue, #06-14,
CT Hub, Singapore 339407

BANKER

OCBC
63 Chulia St, Floor 10,
OCBC Centre

AUDITOR

KBH Integra PAC
20 Peck Seah Street
#04-00, Singapore 079312

ECSS does not engage any lawyers, investment advisors or other advisors.

UNIQUE ENTITY NUMBER (UEN)	T03SS0051L
CHARITY REGISTRATION NUMBER	001727
IPC REGISTRATION NUMBER	IPC000075
ROS REGISTRATION NUMBER	0109/2003WEL
GOVERNING INSTRUMENT	Constitution

Locations & Contacts

MAIN OFFICE

ADDRESS
2 Kallang Avenue #06-14 CT Hub,
Singapore 339407

General Enquiries: +65 6788 6625
For Counselling Services: +65 8768 4798
Email: encom@ecss.org.sg

Operating Hours: 8.30am - 5.30pm (Mon - Fri)

TRI-LOVE ELDERLY @ CT HUB

ADDRESS
2 Kallang Avenue #06-14 CT Hub,
Singapore 339407

For Programmes: +65 9012 3174
For ECSS NSA Courses: +65 9011 8125
Email: tle@ecss.org.sg

Operating Hours: 9.00am - 5.00pm (Mon - Fri)

TRI-LOVE ELDERLY @ PRW

ADDRESS
Pasir Ris Elias Community Club
93 Pasir Ris Drive 3, #03-03,
Singapore 519498

For Programmes: +65 9152 0433
Email: tle@ecss.org.sg

Operating Hours: Call to enquire from 9.00am - 5.00pm (Mon - Fri)

TRI-LOVE ELDERLY @ TNCC

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