

Corporate Governance Report
Financial Year 2022

1. BOARD GOVERNANCE

1.1 BOARD ROLES AND COMPOSITION

Board Composition

The members of the Board for the financial year ended 31 December 2022 were as below:

Name	Board Role	Role Appointment Date
Mr Vellu s/o Venu ¹	Chairman	1 October 2018
Ms Sano Hitomi	Vice Chairman	1 October 2018
Ms Kayeelasam Majeswary ²	Treasurer	25 June 2021
Ms Tan Yong Chuan Jacqueline	Member	10 December 2019
Ms Edwina Shi-En Yeo	Member	25 June 2021
Ms Susila Ganesan	Member	25 June 2021
Ms Kaushikee Ghose	Member	25 June 2021
Ms Mohana Radha d/o Rajoo ³	Member	5 October 2022

Remarks: -

¹Mr Vellu s/o Venu was appointed as Chairman in place of Ms Tan Yong Chuan Jacqueline following the conclusion of the Annual General Meeting held on 31st May 2022.

²Ms Kayeelasam Majeswary was appointed as Treasurer in place of Mr Vellu s/o Venu following the conclusion of the Annual General Meeting held on 31st May 2022.

³Ms Mohana Radha d/o Rajoo was appointed as Trustee (Director) and member of Board of and this was approved at meetings of Nomination Committee and Board of Trustees held on 16th September 2022.

Mr Wong Yee Seng Jeremy retired as a member of the Board of Trustees and this was approved at meetings of Nomination Committee and Board of Trustee held on 16 September 2022.

To ensure objectivity in decision-making, the Board is totally independent from the staff working for the organisation where the staff is not allowed to chair the Board and the numbers of staff who joined the Board do not comprise more than one-third (1/3) of the Board.

The following are included in the Terms of Reference (“TOR”) of Board which form part of the Corporate Governance Manual adopted by the organisation in 2016 and was updated as of December 2022: -

- Job descriptions of office bearers
- Responsibilities of individual board members
- Board membership (under TOR of Board)
- Role of Chairman of Board (under TOR of Board)
- Procedures of meetings (under TOR of Board)

- Tenure of the board member (under TOR of Board)
- Appointment and resignation procedure (under TOR of Board)

Appointment, Retirement and Re-election of Trustees

The Nomination Committee oversees the appointment, resignation, retirement and re-election of Trustees in accordance with the requirement of the Singapore Companies Act, Cap. 50, Charities Act, Cap. 37, and Constitution of organisation. An insolvency search will be conducted for each Trustee to ensure that he/she is not undischarged bankruptcy person and qualified to act as Trustee (Director) of the organisation.

In accordance with the Constitution, at each Annual General Meeting (AGM) of the organisation, one-third (1/3) of the Trustees for the time being or, if their number is not three or a multiple of three, then the number nearest one-third, shall retire from office. A retiring Trustee shall be eligible for re-election. The Trustees to retire in every year shall be those who have been longest in office since their last election, but as between persons who became Trustees on the same day those to retire shall (unless they otherwise agree among themselves) be determined by lot.

Pursuant to the Regulation 51 of the Constitution, Ms Kayeelasam Majeswary, Ms Tan Yong Chuan Jacqueline, Ms Kaushikee Ghose shall retire by rotation at the forthcoming AGM and each of them, being eligible, would offer themselves for re-election at the forthcoming AGM.

Resignation of Advisors

Dr Thirumalai Chandran @ T Chandroo resigned on 18 October 2022

1.2 BOARD COMMITTEES

The Board has established six (6) Board Committees, namely: -

- (i) Audit Committee;
- (ii) Finance Committee;
- (iii) Nomination Committee;
- (iv) Human Resources and Volunteer;
- (v) Programme and Services Committee; and
- (vi) Fundraising Committee;

Following the Board meeting on 16th September 2022, the above committees were merged to form five (5) Board committees, namely: -

- (i) Audit Committee
- (ii) Human Resource, Admin & Finance Committee
- (iii) Nomination Committee
- (iv) Programme, Services & Volunteer Management Committee
- (v) Fundraising Committee

to assist the Board in fulfilling its duties and responsibilities, as well as to consider certain issues and factions in more details. Each Board Committee has a formal Term of Reference (TOR) and has been granted certain delegations.

(i) Audit Committee

The Audit Committee is responsible for the monitoring and review of: -

- Accounting, financial reporting and disclosure processes and procedures;
- Risk management (financial, fraud and legal risks) and internal control systems; Internal audit (resources, performance and scope of work);
- External audit (qualifications, independence, engagement and fees);
- Compliance (legal, regulatory and charity policies); and
- Interested persons transactions (IPTs).

The Audit Committee consists of five (5) members: -

Ms Mohana Radha d/o Rajoo (Chairman) ¹

Ms Koh Han Wei

Ms Dharmambal Shanti Jayaram

Ms Ratadevi Vishwanatham

Ms G Thanya²

Ms V M Vidthiya³

¹Ms Mohana Radha d/o Rajoo was appointed as Chairman of the Audit Committee and this was approved at meetings of Nomination Committee and Board of Trustees held on 27th December 2022.

²Ms G Thanya was appointed as a Member of the Audit Committee and this was approved at meetings of Nomination Committee and Board of Trustees held on 16th September 2022.

³Ms V M Vidthiya was appointed as a Member of the Audit Committee and this was approved at meetings of Nomination Committee and Board of Trustees held on 16th September 2022.

Mr. Kandrikar Mohamed Akmal retired as a member of the Audit Committee and this was approved at meetings of Nomination Committee and Board of Trustees held on 16 September 2022.

(ii) Human resource, Admin & Finance Committee

The Human resource, Admin & Finance Committee is responsible to: -

- review and monitor the effectiveness of human resources;
- oversee the development and implementation of human resources policies in compliance with the relevant statutes, regulations, standards and guidelines;
- review budgets initially prepared by staff, to help develop appropriate procedures for budget preparations, and on a consistency basis between the budget and the organisation's plans;
- ensure regular and accurate monitoring and accountability for funds and report to the Board on any financial irregularities and concerns;

- recommend financial guidelines to the Board (such as to establish a reserve fund or to obtain a line of credit for a specified amount);
- work with staff to design financial reports and ensure that reports are accurate and timely;
- oversee short and long-term investments, unless there is a separate investments committee; and
- advise the executive director and other appropriate staff on financial priorities and information systems, depending on committee members' expertise.

The Human Resource, Admin & Finance Committee consists of nine (9) members: -

Ms Kayeelasam Majeswary (Chairman)¹

Ms Sano Hitomi (Vice Chairman)²

Ms Edwina Shi-En Yeo³

Mdm Saraswathy Arumugam⁴

Mr Lingeswaran s/o Karupaiah⁵

Ms Belleza Gilzen Asuncion⁶

Ms Naina Bhatia⁷

Ms Han Ching Ching Emmeline⁸

Ms Rajeswari d/o Kayeelasam⁹

¹ Ms Kayeelasam Majeswary was appointed as Chairman of the Human Resource, Admin & Finance Committee and this was approved at meeting of Board of Trustees held on 16 September 2022.

² Ms Hitomi Sano was appointed as Vice Chairman of the Human Resource, Admin & Finance Committee and this was approved at the meeting of Board of Trustees held on 16 September 2022.

³ Ms Edwina Shi-En Yeo was appointed as a Member of the Human Resource, Admin & Finance Committee following the merger of committees which was approved at the meeting of Board of Trustees held on 16 September 2022.

⁴ Mdm Saraswathy Arumugam was appointed as a Member of the Human Resource, Admin & Finance Committee following the merger of committees which was approved at the meeting of Board of Trustees held on 16 September 2022.

⁵ Mr Lingeswaran s/o Karupaiah was appointed as a Member of the Human Resource, Admin & Finance Committee following the merger of committees which was approved at the meeting of Board of Trustees held on 16 September 2022.

⁶ Ms Belleza Gilzen Asuncion was appointed as a Member of the Human Resource, Admin & Finance Committee following the merger of committees which was approved at the meeting of Board of Trustees held on 16 September 2022.

⁷ Ms Naina Bhatia was appointed as a Member of the Human Resource, Admin & Finance Committee following the merger of committees which was approved at the meeting of Board of Trustees held on 16 September 2022.

⁸Ms Han Ching Ching Emmeline was appointed as a Member of the Human Resource, Admin & Finance Committee following the merger of committees which was approved at the meeting of Board of Trustees held on 16 September 2022.

⁹Ms Rajeswari d/o Kayeelasam was appointed as a Member of the Human Resource, Admin & Finance Committee following the merger of committees which was approved at the meeting of Board of Trustees held on 16 September 2022.

(iii) Nomination Committee

The Nomination Committee is responsible to: -

- review the structure, size and composition of the Board;
- ensure that all Board appointees undergo an appropriate induction and orientation programme for them to understand their responsibilities and the activities of the Charity;
- ensure the performance of members of the Board and Board Committees are reviewed at least annually; and
- take the lead in board renewal and succession planning.

The Nomination Committee consists of eight (8) members: -

Ms Tan Yong Chuan Jacqueline (Chairman)¹

Mr Vellu s/o Venu

Ms Sano Hitomi

Ms Edwina Shi-En Yeo

Ms Kayeelasam Majeswary

Ms Susila Ganesan

Ms Kaushikee Ghose

Ms Mohana Radha d/o Rajoo²

¹Ms Tan Yong Chuan Jacqueline was appointed as Chairman of the Nomination Committee in place of Ms Edwina Shi-En Yeo and this was approved at meetings of Nomination Committee and Board of Trustees held on 27 December 2022.

²Ms Mohana Radha d/o Rajoo was appointed as a Member of the Nomination Committee and this was approved at meetings of Nomination Committee and Board of Trustees held on 16 September 2022.

Mr Wong Yee Seng Jeremy retired as a member of the Nomination Committee and this was approved at meetings of Nomination Committee and Board of Trustee held on 16 September 2022.

(iv) Programme, Services & Volunteer Management Committee

The Programme, Services & Volunteer Management Committee is responsible to: -

- oversee, support and coordinate the development and approval of new programmes and services;
- ensure that the new programmes and existing programmes and services are consistent with the vision, mission, objective and strategic plans of the Charity;

- develop annual programme and services budget and recommend same to the board;
- to review and monitor the effectiveness of volunteer management programmes; and
- oversee the development and implementation of volunteer policies and handbook in compliance with the relevant statutes, regulations, standards and guidelines.

The Programme, Services & Volunteer Management Committee consists of eleven (11) members: -

Ms Susila Ganesan (Chairman)¹
 Ms Kaushikee Ghose (Vice Chairman)²
 Ms Tan Yong Chuan Jacqueline³
 Ms Junita Devi d/o Sockalingam⁴
 Dr Radhika Lakshmanan⁵
 Ms Julya Siti Azura Saripi⁶
 Ms Siti Nur Diyanah Hardy⁷
 Mr Abdul Hakim Bin Adzhari⁸
 Ms Roselyn Rebecca, Robertson⁹
 Ms Normanisha Binte Sarmani¹⁰
 Ms Sarann Johnson¹¹

¹*Ms Susila Ganesan was appointed as Chairman of the Programme, Services & Volunteer Management Committee in place of Ms Tan Yong Chuan Jacqueline and this was approved following the merger of committees which was approved at the meeting of Board of Trustees held on 16 September 2022.*

²*Ms Kaushikee Ghose was appointed as a Vice Chairman of the Programme, Services & Volunteer Management Committee and this was approved following the merger of committees which was approved at the meeting of Board of Trustees held on 16 September 2022.*

³*Ms Tan Yong Chuan Jacqueline was appointed as a member of the Programme, Services & Volunteer Management Committee and this was approved following the merger of committees which was approved at the meeting of Board of Trustees held on 16 September 2022.*

⁴*Ms Junita Devi d/o Sockalingam was appointed as a member of the Programme, Services & Volunteer Management Committee and this was approved following the merger of committees which was approved at the meeting of Board of Trustees held on 16 September 2022.*

⁵*Dr Radhika Lakshmanan was appointed as a member of the Programme, Services & Volunteer Management Committee and this was approved following the merger of committees which was approved at the meeting of Board of Trustees held on 16 September 2022.*

⁶*Ms Julya Siti Azura Saripi was appointed as a member of the Programme, Services & Volunteer Management Committee and this was approved following the merger of committees which was approved at the meeting of Board of Trustees held on 16 September 2022.*

⁷Ms Siti Nur Diyanah Hardy was appointed as a member of the Programme, Services & Volunteer Management Committee and this was approved following the merger of committees which was approved at the meeting of Board of Trustees held on 16 September 2022.

⁸Mr Abdul Hakim Bin Adzhari was appointed as a member of the Programme, Services & Volunteer Management Committee and this was approved following the merger of committees which was approved at the meeting of Board of Trustees held on 16 September 2022.

⁹Ms Roselyn Rebecca, Robertson was appointed as a member of the Programme, Services & Volunteer Management Committee and this was approved following the merger of committees which was approved at the meeting of Board of Trustees held on 16 September 2022.

¹⁰Ms Normanisha Binte Sarmani was appointed as a member of the Programme, Services & Volunteer Management Committee and this was approved following the merger of committees which was approved at the meeting of Board of Trustees held on 16 September 2022.

¹¹Ms Sarann Johnson was appointed as a member of the Programme, Services & Volunteer Management Committee and this was approved following the merger of committees which was approved at the meeting of Board of Trustees held on 16 September 2022.

Ms Eileen Goh Min Hu retired as a member of the Programme, Services & Volunteer Management Committee and this was approved at meetings of Nomination Committee and Board of Trustee held on 16 September 2022.

Mr Lim Yuan Chuan Jonathan retired as a member of the Programme, Services & Volunteer Management Committee and this was approved at meetings of Nomination Committee and Board of Trustee held on 16 September 2022.

Ms Priyanitha d/o Kalai Selvan retired as a member of the Programme, Services & Volunteer Management Committee and this was approved at meetings of Nomination Committee and Board of Trustee held on 16 September 2022.

Ms Naaz Fathima retired as a member of the Programme, Services & Volunteer Management Committee and this was approved at meetings of Nomination Committee and Board of Trustee held on 16 September 2022.

(v) Fundraising Committee

The Fundraising is responsible to: -

- evaluate the fundraising programmes, communications and marketing initiatives, budgets, staffing levels and reporting standards;
- ensure that the fundraising objectives and the purpose of the Charity are met;
- assume leadership for the: -
 - development of project proposals to submit to potential donors; and
- certain types of outreach efforts such as chairing annual gala dinner or hosting fundraising parties.

The Fundraising Committee consists of five (5) members: -

Mr Wong Yee Seng Jeremy

Ms Fiona Denny

Ms Esther Oon-Bybjerg

Ms Kanageswari d/o Krishnasamy

Mr Gordon Tan Shih Yong¹

¹Mr Gordon Tan Shih Yong as appointed as a member of the Fundraising Committee and this was approved at meetings of Nomination Committee and Board of Trustees held on 31 May 2022.

1.3 BOARD MEETINGS

The Board met four (4) times for the financial year ended 31 December 2022. The quorum of at least three (3) members was fulfilled for each Board meetings held on 2 March 2022, 31 May 2022, 16 September 2022 and 27 December 2022.

The Trustees' attendance at these meetings are summarised in the table below:

Name of Trustees	Attendance/Number of Meetings Held
Mr Vellu s/o Venu	4/4
Ms Sano Hitomi	2/4 2 meetings - absence
Ms Kayeelasam Majeswary	4/4
Mr Wong Yee Seng Jeremy	3/3
Ms Tan Yong Chuan Jacqueline	4/4
Ms Edwina Shi-En Yeo	1/4 3 meetings - absence
Ms Susila Ganesan	3/4 1 meeting – absence
Ms Kaushikee Ghose	3/4 1 meeting – absence
Ms Mohana Radha d/o Rajoo	Appointed as Trustee – 5 October 2022 1/1

Ms Sano Hitomi, Mr Vellu s/o Venu and Mr Wong Yee Seng Jeremy retired as Trustee (Director) by rotation and were re-elected in the Annual General Meeting held on 31 May 2022.

2. CONFLICT OF INTEREST

A Conflict-of-Interest Policy with Conflict-of-Interest Disclosure Form are adopted and maintained in place where every member of the Board and Board Committee as well as the staff are required to complete the Conflict-of-Interest Disclosure Form upon joining as member / staff of the organisation.

Also, each of the Board members is required to disclose their related party transactions or conflict of interest at each Board meeting. Where a conflict of interest arises at a Board meeting, the Board member concerned will recuse himself/ herself from the meeting, as well as not participate in the discussions and abstain from voting on the matters.

For the financial year ended 31 December 2022: -

- All the Board members were volunteers where they did not receive any remuneration; None of the staff was involved in setting his or her own remuneration;
- None of the permanent and part time staff recruited were the close member of the family of the Board members; and
- There were no material contracts entered between the organisation involving the interest of the Chief Executive Officer (CEO)

3. STRATEGIC PLANNING

3.1 OBJECTIVES

The Board review and approve the vision and mission of the organisation periodically to ensure that they stay relevant to its changing environment and needs. The vision and mission of the organisation is communicated to the stakeholders via social media (e.g. website and Facebook), internal compliance manual and policies, as well as the yearly Annual Report.

3.2 LONG-TERM PLANNING

The Board has always ensured that there is adequate resource to sustain the organisation's operations and that such resource is effectively and efficiently managed.

4. PROGRAMME MANAGEMENT

The operations and programmes of the organisation are directed towards the achievement of the organisation's objectives.

A total of three (3) programme and services / Programme, Service & Volunteer Management committee meetings were held during the financial year ended 31 December 2022 where the committee members discussed and updated the progress of programme, services and volunteer management, as well as to ensure that the outcomes of each programme were clearly defined. The conclusions made in the Programme and Service/ Programme, Services & Volunteer Management committee meetings were circulated to the Board for final review and approval.

5. HUMAN RESOURCE AND VOLUNTEER MANAGEMENT

The following policies and manuals were in place since 2015: -
Human Resources Manual (for human resources team)
Employee Handbook (for employees)
Volunteer Management Manual (for volunteer management team)
Volunteer Orientation Handbook (for volunteers)

Each of the manual and handbook covers the following areas including but not limited to:-

- Employment process;
- Remuneration;
- Fringe and leave benefits;
- Reimbursements;
- Performance appraisal;
- Training and developments;
- Separation of employment; and
- Workplace guidelines such as disciplinary action, code of conduct and grievances.

Since 2017, a detailed Code of Conduct Policy for staff is in place, and all employees of the organisation are covered by the Workmen Compensation Insurance.

A total of four (4) Human Resource/ Human Resource, Admin & Finance committee meetings were held during the financial year ended 31 December 2022. The conclusions made in Human Resource/ Human Resource, Admin & Finance meetings were circulated to the Board for final review and approval.

6. FINANCIAL MANAGEMENT AND INTERNAL CONTROL

6.1 OPERATIONAL CONTROLS

A Financial Control Manual was adopted by the organisation since 2015, which covers the following areas:

- Financial accounting routine and responsibilities;
- Bank account policy;
- Petty cash policy;
- Debtor and creditor management;
- Payroll;
- Fixed asset management; and
- Risk assessment process.

The following internal controls are in place as well: -

- (i) Procurement procedures and controls
 - The Procurement Policy which was drafted and approved by the Board on 15 May 2017 was updated on 22 December 2022 and subsequently approved by the Board on 27 December 2022.

- (ii) Receipting, payment procedures and controls
 - The procedures for bank account transactions (i.e. cash donation, GIRO donation and cheque deposits) are documented under the Financial Control Manual.
 - The flow chart of payment for invoice and procedure for drawing cheque are included in the Financial Control Manual.
- (iii) System of delegation of authority and limits of approval was in place
 - A delegated authority documents covering the type of transactions and name of authorised personnel in- charge are spelled out under the Financial Control Manual.

The internal controls, processes, key programmes and fundraising events were reviewed periodically during the quarterly Human Resource, Admin & Finance Committee, Audit Committee and Board meetings held during the financial year ended 31 December 2022.

6.2 BUDGET PLANNING AND MONITORING

The annual budget was prepared and tabled to the Human Resource, Admin & Finance Committee, Audit Committee and Board for discussion, review and approval during the respective meetings held. The expenditures are monitored as to ensure the expenses incurred within the budget or else explanation shall be given during the meetings of Board and Board Committee.

The organisation has budgeted its expenses at \$500,776 for the Financial Year 2023. The breakdown of the organisation's budgeted expense is as follows:

Manpower: \$ 359,503

Other Operating Costs: \$141,273 (including governance, administration and Programme & Services cost)

Total Budgeted Expenses: \$500,776

6.3 CAPITAL ASSET MANAGEMENT

The fixed assets register as of 31 December 2022 was set in place to account for all the fixed assets of the organisation.

6.4. RESERVES MANAGEMENT

The organisation's Operating Reserve Policy is in place currently, since 2017, as to ensure that an adequate level of unrestricted net assets is built and maintained in supporting the organisation's day-to-day operations of the event of unforeseen shortfalls. As the operating costs have increased as compared to 2017 expenses, the Audit Committee has approved to increase the current reserves policy from one (1) year's operating expenses or \$120,000 to three (3) times of its annual operating expenses during the Audit Committee meeting held on 22 May 2019, followed by the approval from the Board members on 22 May 2019. None of the organisation's reserve is invested.

7. FUNDRAISING PRACTICES

7.1 CONDUCT OF FUNDRAISING

A Fundraising Manual was set in place since 2015 as to ensure that the fundraising activities will preserve the integrity and transparency of the organisation.

7.2 ACCOUNTABILITY TO DONORS

The organisation has always ensured that all donors or prospects donors receive accurate and ethical advice about the organisation, the intended use of donations as well as the value and tax implication of donations.

For instances: -

- All GIRO donors received an update about the 250% tax deduction on their monthly donations upon the attainment of Institutions of Public Character (IPC) status of the organisation; and
- The monthly GIRO donations received are used to support the daily operation costs such as salaries and utilities bills and each donor is informed of the intended use before their pledge of donations.

The guidelines on donations received (e.g. GIRO receipts and donation boxes) which stated in the Fundraising Manual are strictly abided by the fundraising personnel where all donations received are properly accounted for and promptly deposited.

The organisation respects the donors' confidentiality where the identity and/or information of donors will not be disclosed without the prior permission from the donors.

7.3 Fundraising Expenses

The organisation intends to raise \$416,000 in the financial year 2023. The fundraising expenses will be from the online donation platform fees and fundraising charity gala. At present, the fundraising ratio is 7.3%. This is payable to the online platform service provider and expenses incurred for organising the charity gala.

8. DISCLOSURE AND TRANSPARENCY

Annual Report

The yearly annual report is made available to the stakeholders of the organisation via the Charity Portal and the organisation website at www.nulife.com.sg, which include information on the organisation's: -

- Organisation chart (board and board committee members and management)
- Programmes and activities for the financial year
- Financial highlights
- Corporate governance report*
- Audited financial statements
- Future plans and commitments

*The inclusion of corporate governance report in the Annual Report is in place on yearly basis, since the financial year ended 31 December 2017, as to increase the disclosure of transparency of the organisation to its stakeholder.

Board Members

The number of Board meetings held during the financial year ended 31 December 2022 and attendance of each Board member, on a named basis, was disclosed under “1.3 Board Meetings” of this Annual Report.

As disclosed under “2. Conflict of Interest” of this Annual Report, all Board members were volunteers of the organisation and did not receive any remuneration for their Board services for the financial year ended 31 December 2022.

Employees

The organisation had a total of five (5) full-time and two (2) part-time staff during the financial year ended 31 December 2022: -

Full-time staff:

Ms Pushpalatha Sheena Jebal	(since 7 March 2022)
Ms Rockey Sharmila	(since 3 January 2022)
Ms Elaine Lim	(since 1 April 2022)
Ms J Aishwrya	(since 1 July 2020)
Ms Sarala Devi S	(since 1 August 2022)

Part-time staff:

Ms G Kesha	(since 1 July 2021, converted to In-House Intern on 4 May 2022)
Ms Neirmaladevi d/o Nathan	(since 4 October 2022)

Resigned staff:

Ms Quek Hui Bing	(since 2 November 2020 – 23 February 22)
Ms G Thanya	(since 1 January 2018, converted to Part-time on 3 February 2020 – 30 September 2022)
Ms Patricia Chew	(since 1 October 2021 – 4 March 2022)
Ms Mathialagam Anudharshini	(since 1 June 2022 – 12 August 2022)
Ms Lee Siow Ling Audrey	(since 1 August 2022 – 31 October 2022)
Ms Koh Hui Ling	(since 1 June 2022 – 29 July 2022)

None of the abovementioned staff receive annual remuneration exceeding S\$100,000/- nor are close members of the family of the Executive Head or Board members.

9. PUBLIC IMAGE

The organisation adopted a Public Relation Manual since 2015, covering the following aspects: -

- Public relation statement and responsibilities
- Developing media relations
- Social media and website
- Recover actions
- Consistence in message to stakeholders

Ms Pushpalatha Sheena Jebal, being the founder as well as the Chief Executive Officer (CEO) of the organisation, is the designated public relation official spokesperson of the organisation.