

IMPACT REPORT 2022



Help us spread smiles



24,053
Evaluations



15,093
Surgeries



1,017
Volunteers



182
Missions



13
Countries

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MESSAGE FROM CHAIRMAN

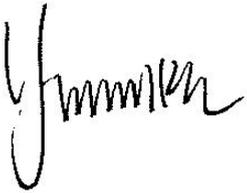
The Smile Mission pressed on with our programmatic efforts in the fiscal year 2022. As Covid-19 continued to impact us and our alliance charities, we further extended our support to provide ongoing surgical care in our cleft care centres in India and Cambodia. We were able to provide a comprehensive medical evaluation to 1,022 patients, with 989 of them receiving surgery through the engagement of our experienced in-country medical volunteers.

After a one-year hiatus, the Asia Student Leadership Conference was organised virtually from 17-18 July 2021 and was attended by 138 participants, including 55 student leaders representing 11 other countries.

Thankfully, our fundraising projects have picked up this year as Covid-19 restrictions eased in Singapore. The eleventh instalment of Smile Asia Week in Singapore was yet another successful campaign, thanks to the amazing efforts by the Ladies & Gentlemen of The Ritz-Carlton, Millenia Singapore. Also, in partnership

with True Fitness and Mr Bean, we organised an indoor cycling challenge, Fitness4Smiles. This was also our first physical event since the pandemic, and we are very grateful to all the participants for their enthusiasm.

As we begin to see the light at the end of the tunnel, The Smile Mission, together with the rest of the Smile Asia alliance, are ready to resume our activities and more. A huge thank you to all of you for your constant support and belief in us despite the tough times. My colleagues and I look forward to presenting our new initiatives and restarting our medical missions next year.



A/Prof (Dr) Vincent Yeow
Chairman



SmileA

ABOUT US

Our Vision

Raise standards of medical care by creating opportunities for collaborative learning through the delivery of free surgery to children with facial deformities.

Our Mission

- Initiate platforms for medical volunteering
- Deliver free surgical care to children
- Establish training & education programmes
- Build an open-source knowledge depository
- Instil a sense of volunteerism in the community

The Smile Mission Ltd

The Smile Mission Ltd (TSM) is the International Secretariat of Smile Asia. It is registered as a company limited by guarantee, set up on 01 November 2007 and registered as a non-profit under Charities Act, approved on 17 January 2008. TSM aims to instil a sense of volunteerism among Singapore residents and create overseas volunteering opportunities. The affiliation to Smile Asia helps TSM to further its own objectives with greater ease.

Smile Asia is a global alliance of charities working together to treat facial deformities. We raise standards of medical care by creating opportunities of collaborative learning and exchange of best practices.

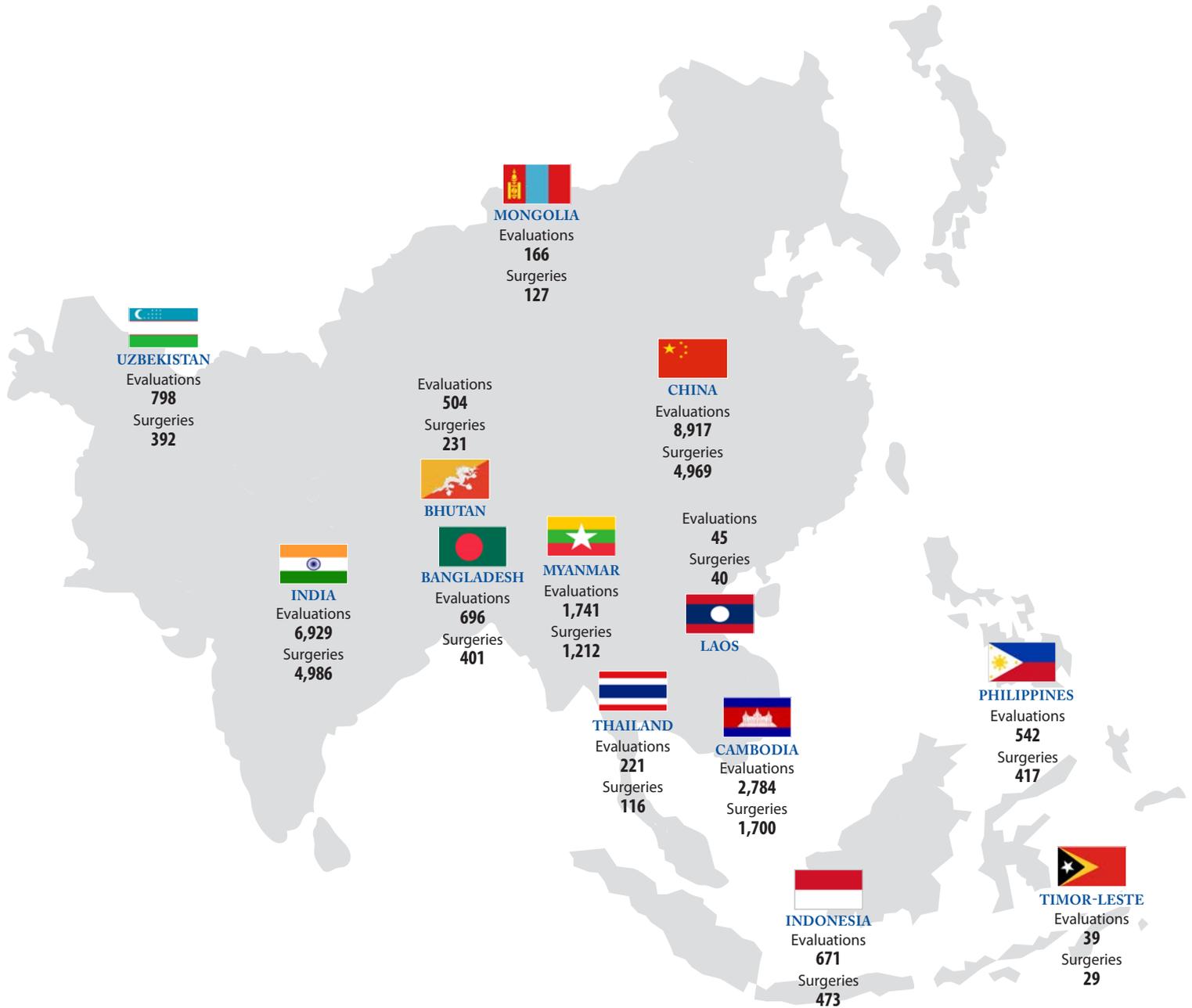
We deliver free surgical care through medical missions and outreach centres. These initiatives build trust and bridge cultures among different communities. Together with a raised level of medical care, a groundwork is laid for self-sufficiency across many regions.

With activities across 20 countries and territories, Smile Asia member charities have collectively delivered over 80,000 surgeries across Asia till date.

Smile Asia has programmatic activities in Bangladesh, Bhutan, Cambodia, China, India, Indonesia, Laos, Mongolia, Myanmar, Philippines, Thailand, Timor-Leste and Uzbekistan. It also has resource-generating activities in Hong Kong, Japan, Macau, Malaysia, Singapore, South Korea and United States.



ASIA PRESENCE



The numbers denote only the surgeries where there were contributions from The Smile Mission Ltd

OUR WORK



All our programmes aim to provide educational and collaborative learning opportunities. They also build trust and bridge cultures among different communities. Our objectives are achieved through the following programmes.

Medical Mission

Deliver surgical care and provide knowledge-sharing platforms by organising medical missions involving multi-country participation.

Outreach Centre

Deliver surgical care and provide knowledge-sharing platforms by extensive use of local infrastructure and proficiencies involving multi-country participation.

Volunteering & Awareness

Instil a sense of volunteerism by encouraging healthcare professionals to join our activities.

Training & Education

Organise specialised training and education programmes for healthcare and allied professionals.

Student Initiative

Encourage volunteerism and provide leadership development opportunities to the student community.

Singapore Care

Post-operative care for Singapore-based children, inclusive of research and infrastructure development.

EXPLAINING A MISSION

On a typical surgical mission, a team of 35 credentialed medical professionals (nurses, surgeons, anaesthetists, paediatricians, dentists etc.) from around the world travel to a partner country to treat children over a period of 7 days. More than 80 lives are transformed.

1 Evaluation

Patient waits for his turn to begin the physical examination and screening process.



3 Physical Examination

Patient is examined by nurses, surgeons, anaesthetists, paediatricians, dentists etc.



5 Pre-Operative Care

A Child Life Specialist prepares patient for what will happen during surgery



7 Recovery and Post-Operative Care

A team provides patient's parents instructions for follow-up care.



2 Medical Records

Patient details are taken for electronic and paper medical charts.



4 Surgery Schedule

Medical team leaders confirm patient's placement on a four-day surgery schedule.



6 Surgery

A cleft lip surgery can take as little as 45 minutes.

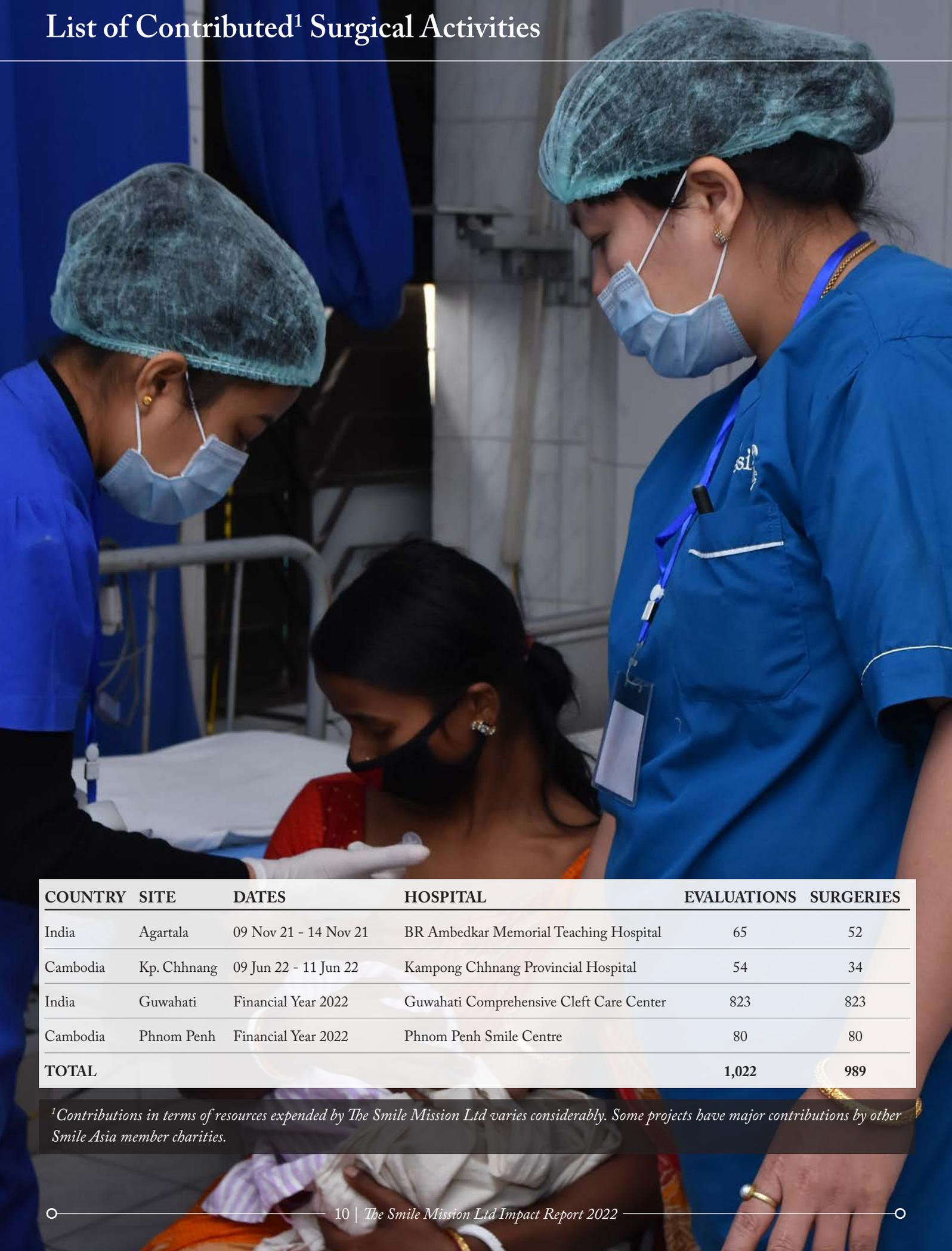


8 Follow-Up

Patient's beautiful new smile is evaluated by in-country team.



List of Contributed¹ Surgical Activities



| COUNTRY | SITE | DATES | HOSPITAL | EVALUATIONS | SURGERIES |
|--------------|-------------|-----------------------|--|--------------|------------|
| India | Agartala | 09 Nov 21 - 14 Nov 21 | BR Ambedkar Memorial Teaching Hospital | 65 | 52 |
| Cambodia | Kp. Chhnang | 09 Jun 22 - 11 Jun 22 | Kampong Chhnang Provincial Hospital | 54 | 34 |
| India | Guwahati | Financial Year 2022 | Guwahati Comprehensive Cleft Care Center | 823 | 823 |
| Cambodia | Phnom Penh | Financial Year 2022 | Phnom Penh Smile Centre | 80 | 80 |
| TOTAL | | | | 1,022 | 989 |

¹Contributions in terms of resources expended by The Smile Mission Ltd varies considerably. Some projects have major contributions by other Smile Asia member charities.

STUDENT INITIATIVE

National Executive Committee (NEC)



James Hong, *President*

James was from Anglo-Chinese School (Independent) and was involved in the Smile Asia Student Chapter. He is currently pursuing a double degree programme in Business & Computer Engineering at Nanyang Technology University.

Tan Shan Jing, *Vice President*

Shan Jing is from Anglo-Chinese School (Independent), where she previously served as the Vice-President of the Smile Asia Student Chapter. As Vice-President, she has enjoyed extensive collaboration with other members of the NEC in organising events for Smile Asia.

Xie Ning Xin, *General Secretary & Treasurer*

Ning Xin is studying in Raffles Girls' School (RGS) and is involved in the Smile Asia Student Chapter. She is also part of the school's Student Chapter and oversees publicity. Currently, she is helping a RGS and ACSI Student Chapters joint-fundraising concert.

ReeAnn Soh, *Publicity Manager*

ReeAnn is currently in a final year student in Raffles Institution where she served as the President of the school's Smile Asia Student Chapter. She is extremely interested in the field of medicine and volunteerism and plays basketball during her free time.

Asia Student Leadership Conference

Asia Student Leadership Conference (ASLC) 2021 was the first virtual conference we organised in face of the pandemic. A total of 138 participants, including 55 international students, joined the online conference.

The conference was themed Lux Brumalis (The Light of Winter). Akin to how Covid-19 has caused immense social damage and continues to affect millions around the world, winter signifies a harsh environment where people struggle to receive help and thrive. This year's ASLC hence sought to remind youths that despite our constraints, as long as we have the will and passion to serve, we can be the light of others' winters as we strive to make a difference to society.

The significance of the online event was that it provided a platform of connection for both our local and overseas student participants especially when physical interactions have been limited since the start of the pandemic.

Participants also joined individual breakout rooms to learn about each other's personal service-learning journey where they shared their volunteering experiences that are unique to the participants' native country. This sharing encouraged the exchange of ideas and best practices across diversified backgrounds.

Day two of ASLC was a series of talks by speakers from all walks of life. Smile Asia Ambassador and professional Triathlon Choo Ling Er, student volunteer Emma Nguyen, and long-time supporter Justyn Olby shared their experience volunteering with Smile Asia.

Cheryl Chong (The Social Co.) and Tan Lai Yong (Halogen Foundation) shared about how they amplify the social industry working with youths. As a leadership coach, Preeti Dubey (STRIVE HIGH) spoke about various leadership concepts. Digital creator Tea Zi Le opened up about her mental health journey and ways to cope with it.



SMILE ASIA WEEK

Smile Asia Week returned to Singapore this fiscal year from 02-10 May. In partnership with The Ritz-Carlton, Millenia Singapore, 3,000 specially crafted delectable Valrhona Chocolate Banana cakes were sold. A huge thank you to the Ladies & Gentlemen from the Ritz-Carlton, Millenia Singapore and volunteers for yet another successful campaign.



FITNESS4SMILES

On 5 June 2022, the Smile Asia Cycle held its first ever physical indoor cycling challenge called Fitness4Smiles. The event was organised in partnership with True Fitness and supported by Mr Bean.

The fitness event saw 40 teams of 3 cyclists each competing with a goal to cycle as many kilometres as possible within one hour in a relay format. The total distance cycled was matched by pledges garnered by each team through friends and family prior to the event.

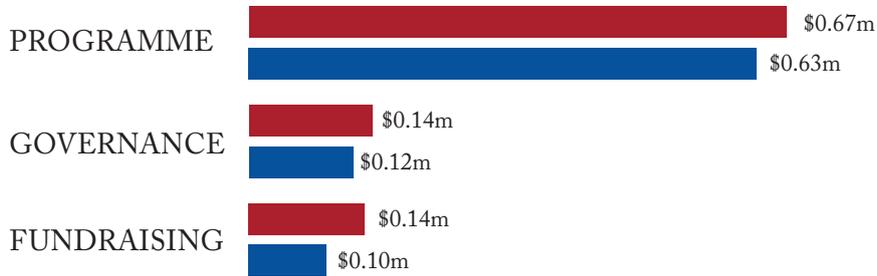


FINANCIAL INFOGRAPHICS

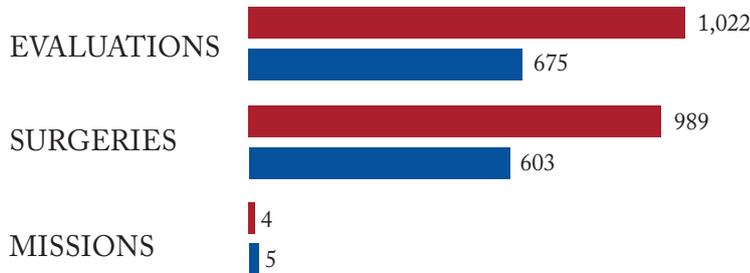
INCOME COMPARISON



EXPENSE COMPARISON



SURGICAL CARE COMPARISON



| | |
|-------------|--|
| INCOME | All revenues for the financial year |
| FUNDRAISING | Cost of fundraising activities |
| GOVERNANCE | Cost of general administration |
| PROGRAMME | Direct costs on charitable activities |
| EVALUATIONS | Patients receiving medical evaluations |
| SURGERIES | Patients receiving surgical care |
| MISSIONS | Number of medical missions |

■ FY 2022 ■ FY 2021

GOVERNANCE

Our committed leaders at TSM have kept us on the forefront of the cause. The TSM Board provides strategic direction and oversight of TSM's programmes and objectives and steer the charity towards fulfilling its vision and mission through good governance. Board meetings are held quarterly.

Board Term

The term of the Chairman is six years. It can be renewed by the Board. There is no limit to the number of times it can be renewed.

The term of the Treasurer is three years. It cannot be renewed.

The term of Board Members shall be three years. It can be renewed after peer review. There is no limit to the number of times it can be renewed.

Board Remuneration

Board Members do not receive any remuneration from TSM.

Board Meeting Attendance

| Directors | Attendance |
|---------------|------------|
| Vincent Yeow | 4 out of 4 |
| Josephine Tan | 3 out of 4 |
| Paul Wilden | 2 out of 4 |
| Kong Ho Loon | 3 out of 4 |
| Sean Tan | 4 out of 4 |
| Janice Gan | 2 out of 4 |
| Diana Lim | 4 out of 4 |

Committees

To enhance TSM corporate governance, the Board appoints its members to chair the following committees:

Audit Committee

The Audit Committee (AC) held one meeting during the financial year. In carrying out its functions as specified in its terms of reference, the AC reviewed the overall scope of the external and internal audit and met with the charity's independent external auditor and internal auditor to discuss the findings of their audits. The AC also reviewed the financial statements of the charity and the auditor's report for the financial year.

Finance Committee

The Finance Committee is responsible for overseeing the fund, the charity's financial performance and annual budget. The committee met one time during the financial year and reviewed the financial performance and annual budget of the organisation. The Finance Committee also discussed on the Reserve Policy, the level of reserves and disclosure in Annual Report and finance report.

Programme Committee

The Programme Committee (PC) held one meeting during the financial year. The PC reviewed the outcomes of existing programmes to ensure that they are in line with the vision, mission and objectives of the organisation. The PC also reviewed the development of service delivery mechanisms, programme evaluations and new programme developments.

Fundraising Committee

The Fundraising Committee supports the organisation in fundraising activities and helps to identify and solicit funds from external sources. The committee held one meeting during the financial year. The Fundraising Committee also ensures ethical practices and cost-effectiveness in fundraising efforts of the organisation.

BOARD OF DIRECTORS



A/Prof (Dr) Vincent Yeow | Chairman

A/Prof (Dr) Vincent Yeow is Managing Partner of Dream International Holdings. He is also a Visiting Consultant at KK Women's and Children's Hospital in Singapore, where he had headed the Plastic, Reconstructive and Aesthetic Centre and Cleft and Craniofacial Centre from 2004 to 2014. He was the President of the Singapore Association of Plastic Surgeons. Dr Yeow volunteered and led over 30 surgical missions across various countries since 1995.

Joined Board on 01 Nov 2007 | Chairman since 01 Jan 2013



Sean Tan | Treasurer

Sean Tan is the Group Legal Advisor for Technovator International Limited and held similar positions in other Hong Kong main board listed companies. Prior to that, he spent 12 years in private practice which included commercial litigation, insolvency, corporate restructurings and turnarounds. Mr Tan is also the President and Co-Founder of the Singapore Fitness Alliance and was on the board of one of the largest fitness and wellness groups in Asia.

Joined Board on 01 Sep 2016



Dr Josephine Tan | Member

Dr Josephine Tan is a Senior Consultant at KK Women's and Children's Hospital and headed the Department of Paediatric Anaesthesia from 2006 to 2015. She completed her Bachelor of Medicine and Bachelor of Surgery from National University of Singapore and became a specialist in Anaesthesiology following training in Singapore and Canada. Dr Tan supervises the management of cargo for our medical missions.

Joined Board on 08 Sep 2011



Janice Gan | Member

Janice Gan is Vice President, Legal for IHG across the Asia, Middle East & Africa region. She is responsible for leading the regional legal team, directing legal resources in support of IHG's business across a diverse geography of nearly 40 countries. Ms Gan has more than 10 years of experience in the tourism and hospitality industry. Prior to her in-house roles, she was in private practice in various Singapore and international law firms.

Joined Board on 01 Sep 2016



Paul Wilden | Member

Paul David Wilden is Global Head of Capital Markets Services at the TMF Group. He was previously responsible for the Corporate Agency & Trust (CAT) business globally at Standard Chartered Bank. Mr Wilden chaired the bank's Philippines Trust Committee and held a variety of Trustee Directorships for the bank in Singapore, Malaysia and Hong Kong. He is actively involved in the industry and participates in several industry forums.

Joined Board on 14 May 2014



Diana Lim | Member

Diana Lim is a painter and art enthusiast. She worked in the creative industry until retirement in 2017. Together with her husband and daughters, she supports young artists with seed funds and collects modern contemporary artworks from across Asia. She aspires to encourage others to be interested in art. She also believes that giving back to society is essential. As a board member of The Smile Mission, she hopes to contribute actively.

Joined Board on 14 May 2018



Kong Ho Loon | Member

Kong Ho Loon is a Managing Director at Credit Suisse. He has more than 20 years of regulatory and compliance experience across Asia Pacific markets, with a track record in leading large compliance teams and managing regulatory risks across multiple business lines. Prior to that, he worked at Bank of America Merrill Lynch, Morgan Stanley and Lehman Brothers. Mr Kong is passionate about giving back to society in whatever way he can.

Joined board on 01 Sep 2016.

Board Committees

| Audit Committee | Finance Committee | Programme Committee | Fundraising Committee |
|---|----------------------------------|--|-----------------------------------|
| Kong Ho Loon <i>Chairperson</i> | Sean Tan <i>Member</i> | Josephine Tan <i>Chairperson</i> | Diana Lim <i>Member</i> |
| Paul Wilden <i>Member</i> | | Vincent Yeow <i>Member</i> | |
| Sean Tan <i>Member</i> | | Paul Wilden <i>Member</i> | |

GENERAL DISCLOSURES

Remuneration Disclosure

Disclosure of annual remuneration of three highest paid staff who each receives more than \$100,000, in bands of \$100,000:

| Remuneration band between | Number of Staff |
|---------------------------|-----------------|
| \$100,000 to \$200,000 | 1 |

The above staff doesn't serve in the Board of the charity.

The charity has no paid staff who are close members of the family or friends of the Executive Director or Board Members.

Conflict of Interest

All Board Members and staff are required to comply with the charity's conflict of interest policy. The Board has put in place documented procedures for Board Members and staff to declare actual or potential conflicts of interests on a regular and need-to basis. Board Members also abstain and do not participate in decision-making on matters where they have a conflict of interest.

Whistleblowing Policy

Our charity has in place, a whistle-blowing policy to address concerns about possible wrongdoing or improprieties in financial or other matters within the charity.

STATUTORY DISCLOSURES

A. Governing Instrument – Objects

The objects for which TSM is established are:

- I. To research and advance developments and care in the areas of plastic, reconstructive and specialized surgery by such methods as the Directors shall from time to time deem feasible and appropriate for people in necessitous circumstances.
- II. To improve training and education programmes for medical doctors and other professionals to expand the base of qualified persons in Singapore.
- III. To encourage volunteerism and awareness in Singapore.
- IV. To sponsor and/or coordinate special projects to deliver services, health care, and education where necessary, in the areas of plastic, reconstructive and specialized surgery to patients otherwise unable to afford or obtain such services.
- V. To encourage or fund relevant research in the field of cleft and craniofacial surgery for identifying etiological factors, improving outcomes and preventing disease.
- VI. To sponsor and/or coordinate fundraising projects to raise funds for various projects, medical missions and other interests of the Company. These fundraising projects are to include car washes, dinner functions, outings and any other fundraising activities or projects necessary for the raising of funds for the purposes of expanding and developing the interest of the company.
- VII. To develop the necessary organisational structures of volunteers, so that they may provide health care and sustain the company's programmes in coming years.

B. Reserves Policy

TSM aims to have a reserve of approximately six months of administrative expenses to tide over any unforeseen situations when revenue generation dips.

C. Name and Address of Banker

DBS Bank, Singapore
12 Marina Boulevard, Financial Centre Tower 3
Singapore 018982

D. Name and Address of Corporate Secretary

MC Corporate Services Pte Ltd
1 Coleman Street #05-06A, The Adelphi
Singapore 179803

E. Name and Address of Auditors

Suhaimi Salleh & Associates
71 Ubi Crescent #08-01, Excalibur Centre
Singapore 408571

F. Financial Statement

You can download the financial statement for the year ending 30 June 2022 at www.smileasia.org. Alternatively, please email us at info@smileasia.org.

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