



卫理合作社

METHODIST CO-OPERATIVE SOCIETY LTD

Reg. No: 216

ANNUAL REPORT

2012 – 2013

496 Upper Bukit Timah Road #04-21
John Wesley Centre
Singapore 678099
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Website: www.methodistcoop.org.sg

OUR VISION

To be a premier co-operative society based on biblical values.

OUR MISSION

To develop, manage and invest in social enterprises to meet the needs of the community.

OUR ROLES

The roles and objectives of the Methodist Co-operative Society Ltd are:

- To promote the economic interest of the members in accordance with co-operative principles;
- To encourage co-operation, self-help and mutual assistance amongst its members;
- To develop, provide or procure childcare, educational, legal, medical, welfare, recreational, housing and transport services for the benefit of its members;
- To promote the buying and selling of consumer and medical goods and services on a co-operative basis;
- To promote healthy, wholesome and simple lifestyles;
- To establish and operate such co-operative schemes, ventures and projects.

METHODIST CO-OPERATIVE SOCIETY LTD (Reg No: 216)

Board of Directors

Chairman	:	Mr John Cheong Puk Fai
Vice Chairman	:	Mr Reginald Lim Beng Huat
Honorary Secretary	:	Mr Colin Chow Yee Shing
Honorary Assistant Secretary	:	Dr Matthew Sim Heng Chye
Honorary Treasurer	:	Mr Francis Cheang Kong Wah (<i>resigned on 21 Mar 2013</i>) Mr Poh Peng
Honorary Assistant Treasurer	:	Mr Victor Seow Wee Yee
Members	:	Rev Paul Nga Hook Sing Rev Ho Yu Choy (<i>resigned on 26 Jan 2013</i>) Mr Chao Ye Peng Mr Wong Peng Meng Mr Timothy Yen Chong Hock Mr Vernon Kang Beng Tat (<i>appointed on 28 Sep 2013</i>) Mr Thangaraju s/o Moses (<i>appointed on 28 Sep 2013</i>)
Internal Auditors	:	Mr Edward Lee Jim Teck Mr Sunny Ong Ghee Leong

COMMITTEE CHAIRPERSONS

Bereavement Services	:	Mr John Cheong Puk Fai
Common Good Fund/Membership	:	Rev Paul Nga Hook Sing
Corporate Development	:	Mr Victor Seow Wee Yee
Finance & Investment	:	Mr Wong Peng Meng
Food & Beverage Services	:	Mr Victor Seow Wee Yee
Human Resources	:	Dr Matthew Sim Heng Chye
New Business Projects	:	Mr John Cheong Puk Fai
Property & General Services	:	Mr Timothy Yen Chong Hock
Property Investment	:	Mr John Cheong Puk Fai

KEY EXECUTIVE STAFF

Methodist Co-operative Society Ltd

General Manager	:	Mr Edmund Kwan Wai Keng (<i>appointed on 1 Aug 2012 and resigned on 9 Sep 2013</i>)
Admin Manager	:	Ms Sophia Wong Swee Lin (<i>appointed on 2 Jan 2013</i>)
General Manager (Admin)	:	Ms Sophia Wong Swee Lin (<i>re-designated on 1 Nov 2013</i>)
General Manager (Business Development)	:	Mr Ryan Toh Lin Chung (<i>appointed on 1 Nov 2013</i>)
Operations Manager (Cleaning Services)	:	Mr Peter Khoo Boo Leong (<i>resigned on 12 Apr 2013</i>)
Senior Property & General Services Executive	:	Mr Daniel Lim Chin Heng (<i>appointed on 22 Apr 2013</i>)
Accounts Executive	:	Ms Pamela Lau Siew Lan (<i>resigned on 18 Mar 2013</i>)
Accounts Executive	:	Ms Agnes Chan Chai Lin (<i>appointed on 21 Mar 2013</i>)



CHAIRMAN'S MESSAGE

The Methodist Co-operative Society Ltd (MCSL) was formed on 25 July 1995 and has some 800 members to date, of which more than 80% are Methodists.

Over the past years, MCSL has honed its vision and mission of being a premier co-operative society based on biblical values. To this end, it continues to develop, manage and invest in social enterprises to meet the needs of our community. Some of its businesses are already familiar names with our Methodist family, such as the Hosanna Bereavement Services Pte Ltd, which serves as a compassionate ministry of helping bereaved Christian families when their loved ones depart from them to be with the Lord.

Several churches and kindergartens are also subscribers to our cleaning and caretaking services under the MCSL Management Pte Ltd. A business of great potential, we look to expanding into other general services, viz., security, real estate management, etc, in the coming years even as we seek God for His continued guidance.

We thank ACS (Barker Road) and ACS (Primary) schools for granting us the opportunity to operate the cafeteria at their Sports Centre under our brand name Fish & Loaves 2.5 Café. It has been a blessed experience to meet the dining needs of students and staff at the ACS Barker Road campus. We thank iDeaf-Connect LLP which is a social enterprise for the hearing impaired, for their joint collaboration and partnership over the past 2½ years. Their presence in operating a small convenience shop within the cafe at ACS has promoted awareness of the hearing impaired community.

Members are an important component to the Co-operative's life. For this reason, we have set aside a Common Good Fund annually to encourage our members to take an active part in activities organized by MCSL. These include social, educational and recreational programmes to address our members' varied interests. MCSL continues to seek the support from its diversified members in the services we are providing. We also welcome members to prayerfully come on board to serve in the various capacities offered by the co-operative. Who knows? Perhaps, one great idea could germinate into a new social enterprise on its own.

It is worthy to note that MCSL and its members have been public recipients of awards given by the Singapore National Co-operative Federation (SNCF). On 4 July 2008, MCSL received the Commendation Plaque for its meritorious contributions to the co-operative movement within Singapore. At the same award ceremony, there was also an individual Commendation Medal by Dr Vivian Balakrishnan, then Senior Minister, Ministry of Community Development, Youth and Sports (MCYS).

Following from the above, we have received another Special Commendation Medal this year. The award was presented by Mr Lim Swee Say, Minister, Prime Minister's Office and Secretary General, National Trade Union Congress, on 19 January 2013 at the SNCF Honour Awards cum International Year of Co-operatives Closing Ceremony Dinner held at the Sands Expo & Convention Centre, Marina Bay Sands. The SNCF Honour Awards are given every two to four years to recognize the important contributions of co-operatives, co-operators and friends of the co-operative movement who have made a difference to the co-operative movement in Singapore and/or on an international level.

With additional key members added to the existing team, we are looking forward to added activities to our existing social enterprises. We are targeting them to become part of the portfolio of the Coop – this shall include areas in education, nanny services, wedding / children party arrangements and others – that shall benefit not only the members but to the community.

On behalf of the Board, I wish to acknowledge Bishop Dr Wee Boon Hup, Bishop Emeritus Dr Robert Solomon, Presidents of the Trinity Annual Conference, Chinese Annual Conference and Emmanuel Tamil Annual Conference, all Methodist Institutions and Agencies, as well as Pastors and Members of our Methodist Churches for their much appreciated support. I would also like to thank my past and present fellow members on the Board for their efforts and contributions during the past years.

To God be the Glory!

A handwritten signature in black ink, appearing to read 'John Cheong', written in a cursive style.

Mr John Cheong
Chairman

COMMON GOOD FUND / MEMBERSHIP (CGF/M) COMMITTEE

*As set out under clause 7.5 in the By-Laws of the Methodist Co-operative Society Ltd (MCSL), the **Common Good Fund (CGF)** shall be used for the benefit of members of the Society and may be devoted to any educational, medical, social or charitable purposes. The Common Good Fund was set up in July 2003. This Fund is derived from our yearly surplus and apportioned to us by the MCSL Board.*

Committee Members (FY 2012/2013)

Chairman	Rev Paul Nga Hook Sing
Vice-Chair	Mr Chao Ye Peng
Secretary	Mr Sunny Ong Ghee Leong
Members	Mrs Janet Lim Mui Lian
	Ms Rossy Ghee Lak Peng
	Rev Peter Goh Cheng Teck

One of our main responsibilities is to organize the Annual MCSL Thanksgiving Function. This is an occasion for members to come together to express our thanks to God for His blessings on the various social enterprises of MCSL, as well as to celebrate over fun, fellowship, and food. On 2 March 2013, it was a special joy and our honor to have Bishop Dr Wee Boon Hup and his wife, Mrs Catherine Wee, as our Guests of Honour for the function held at Harbourfront Ban Heng Pavilion Restaurant. About 180 members from various age groups participated, and many had the privilege to meet with and congratulate the newly elected Bishop.

Our MCSL Chairman, Mr John Cheong, expressed his gratitude to those present for their continuing support of MCSL through their participation in most, if not all, of the co-operative's activities and programmes. He also thanked all volunteers and staff for their invaluable contribution to MCSL all these 18 years of her existence.



Best dressed nominees getting ready for their "cat-walk"



From left to right: Mrs Serene Cheong, Mr John Cheong (Chairman MCSL), Bishop Dr Wee Boon Hup, Mrs Catherine Wee

An exciting programme peppered the dinner with many fun-filled activities, serving to foster interaction among those present. Those present enthusiastically and sportingly participated in the various contests and games – thus providing much entertainment. Every table was spontaneous in forming "choirs" to compete in the hymn singing contest. Laughter filled the hall when the best dressed nominees of both gender "fought" for attention in their "cat-walk" or Gangnam-styled dance.

On a more serious side, we were reminded of our roots through interesting biblical quizzes which "forced us" to recall lessons which we had learnt during our Sunday School days – for many several decades ago! The blessing draw at the end culminated the evening as some "chosen ones" walked away with gifts and prizes.

Based on feedback to a survey which we conducted, and having been assured of our members' many and multi talents from the fun and games, members were encouraged to form niche groups specializing in areas they have a passion for, such as cooking, baking, traveling, singing, dancing, etc. To date, we are in the final stages of our process to form niche groups for cooking, singing, and travel. We pray that this will encourage more participation from our members in the various activities organized by the CGF/M Committee – which address their needs and cater to their interests.

2013 is a record breaking year for organizing two separate all-you-can-eat-durian trips to taste the irresistible king of the fruits in August and December. Due to overwhelming response, we had to charter two coaches for the August trip.

Praise and thank the Lord for His goodness, faithfulness, and blessings.

MCSL MANAGEMENT PTE LTD (Reg No: 201005389H)
[Fully Owned Subsidiary of the Methodist Co-operative Society Ltd]



Board of Directors (FY 2012/2013)

Chairman	Mr John Cheong Puk Fai
Vice-Chairman	Mr Reginald Lim Beng Huat
Members	Mr Timothy Yen Chong Hock
	Dr Matthew Sim Heng Chye
	Mr Francis Cheang Kong Wah (<i>resigned on 21 Mar 2013</i>)
	Mr Poh Peng (<i>appointed on 20 Apr 2013</i>)



The Methodist Co-operative Society Ltd (MCSL) has been offering property management and maintenance services to churches and organizations within the Methodist family and Christian community since more than a decade ago. MCSL Management Pte Ltd, a wholly owned subsidiary of the MCSL, was formed in August 2011 with property management and general services as its principal business activities.

We have since enlarged our services and residential and corporate clientele, including other churches, kindergartens and commercial properties. The bulk of our business now comes from providing cleaning and caretaking services which are very labour intensive. We face challenges resulting from high operational costs which affect our profitability.

However, notwithstanding the difficulties commonly faced by the service industry, we continue to strive to fulfill these social responsibilities. With such day-to-day mundane responsibilities offloaded, our clients can then focus on their intended corporate objectives and goals. A conducive and clean working premise and surrounding are not only prerequisites for a functional environment, but also the basis for productivity in any organization.

With the introduction of mandatory licensing of all cleaning companies in 2014, we are in the process of training our team of operational staff to achieve the Clean Mark Silver/Gold as required by NEA.

The Property & General Services Committee is looking into offering integrated facilities management services for potential clients.



HOSANNA BEREAVEMENT SERVICES PTE LTD
(Reg No: 200010388H)

HOSANNA CASKET SERVICES PTE LTD
(Reg No: 201200899Z)

[Fully Owned Subsidiaries of the Methodist Co-operative Society Ltd]



"Precious in The Sight of The Lord is The Death of His Saints." Psalms 116:15

Board of Directors (FY 2012/2013)

Chairman

Mr John Cheong Puk Fai

Vice-Chairman

Mr Victor Seow Wee Yee

Members

Mr Edward Lee Jim Teck (HBS only)

Mr Wong Peng Meng

Mr Chow Yee Shing (HCS only)

Honorary Chaplain

Rev Paul Nga Hook Sing

Key Executive Staff

Funeral Director

Mr Ricky Guok Seng Ling

Accounts cum Admin Executive

Mr Chan Yu Keung

Hosanna Bereavement Services Pte Ltd (HBS), the Co-operative's fully owned subsidiary, is in the compassionate ministry of helping bereaved Christian families when their loved ones depart from them to be with the Lord. It operates a one-stop centre for all funeral services. HBS is an established funeral service company of 13 years, trusted by the Methodist community. It has steadily grown to become one of the leading Christian bereavement services in Singapore.

As part of our compassionate ministry, we are committed to providing assistance to poor families who may not have the financial means for such services. With this in mind, Hosanna Casket Services Pte Ltd (HCS), which is another wholly owned subsidiary of the Co-operative, was incorporated on 10 January 2012. It was set up to meet the needs of the lower end of the market segment to cater to the growing number of clients seeking more affordable services. Besides fair prices, we are committed to professionalism and quality service. We have a team of motivated and empowered funeral director and assistants who do their best for the bereaved families, and ensure that their departed loved ones receive a dignified funeral.

Hear what our clients say about us:



"Thank you to the team for the services rendered during my late mother's embalming and cremation. Thank you on behalf of my family for a job well done!"

Thank all of you for the help and invaluable advice you provided during our recent loss.

Not only did your professionalism, compassion and dignified handling of the funeral arrangements make a difficult time a little easier to bear, it brought us a measure of comfort. All our concerns and requests were addressed with care and respect.

Overall, with both HBS and HCS working alongside each other, our range of services has improved to serve our clients better. We have performed better financially too. The number of cases increased from 470 in 2012 to 515 in 2013.

As a gesture of our support to the Methodist family, discounts are extended based on criteria and affiliation. For any enquiry, members may contact our hotline at tel. no. 63527797.

We would like to thank our Trinity Annual Conference Pastor, Rev Paul Nga, and Chinese Annual Conference Pastor, Rev Ho Yu Choy (resigned on 26 January 2013), who served as our Honorary Chaplains for HBS and HCS. Their invaluable contributions and advice helped to enhance the spiritual dimension of this ministry.

FISH & LOAVES 2.5 PTE LTD (Reg No: 201111916K)
[Fully Owned Subsidiary of the Methodist Co-operative Society Ltd]



Board of Directors (FY 2012/2013)

Chairman	Mr John Cheong Puk Fai
Vice-Chairman	Mr Reginald Lim Beng Huat
Members	Mr Victor Seow Wee Yee
	Mr Francis Cheang Kong Wah (<i>resigned on 21 Mar 2013</i>)
	Mr Wong Peng Meng (<i>appointed on 21 Mar 2013</i>)
	Mr Poh Peng (<i>appointed on 20 Apr 2013</i>)

The Co-operative established its food catering arm in 2001 to primarily fulfill the social objective of providing affordable daily meals to our nursing and elderly homes. An entity focusing on food, beverage and catering services was successfully incorporated on 19 May 2011 under the brand name of Fish & Loaves 2.5 Pte Ltd (F&L 2.5).

The F&B business has been extremely challenging due to the competitive market place and poor marginal returns. It is with regret that we closed down the cafeteria outlet at ACS Barker Road campus in September 2013. We thank iDeaf-Connect LLP, a social enterprise for the hearing impaired, for their partnership in running a complementary convenience shop within the premises for the past 2½ years. We will continue to look at ways to re-position and evolve our wholly owned subsidiary under the brand name Fish & Loaves 2.5 Pte Ltd, as and when opportunities arise.

Our focus has always been to develop social enterprises with a concern for the community and the society-at-large through commercially viable projects with well-controlled costs and well-managed marketing efforts. One key area is the market and patronage, without which, we cannot generate sufficient revenue to make our projects viable and profitable, and to support our community in return. We, therefore, covet your continued support in all our endeavours. Do pray with us as we explore better opportunities.