

Objective

The objective of this document is to define the conduct of volunteers while participating in SASCO Senior Citizens' Home ('HOME') events, programmes, and activities.

Definition

Volunteer – Members of public who offer their time and services for the benefit of SASCO Home on pro-bono basis.

Code of Conduct

1. General Introduction of the Code of Conduct ("Code")

1.1 Definition & Objectives

a) This Code represents the commitment of SASCO Senior Citizens' Home (HOME) to conduct its activities and operations lawfully and ethically to the highest standards. This Code shall apply to all volunteers of the Home (hereafter known as "volunteers")

b) Whilst the Code attempts to cover as many areas as possible, if there are any queries or issues, volunteers are advised to address their concerns to the Community Engagement Department.

1.2 Objectives of the Home

Our Vision: To be a leader in providing social and care services to the community.

Our Mission: To provide affordable and quality holistic care programmes that make a positive difference in clients' lives.

2. Confidentiality

a) The use of HOME information for personal benefit is strictly prohibited and may incur legal repercussions. Confidential information may only be disclosed by COM Members and/or Staff authorised to do so, and only to individuals on a need-to-know basis.

b) If a volunteer encounters difficulties in handling sensitive information, he/she should refer the matter to the Community Engagement Department.

2.1. Handling of Personal Data

HOME takes a serious stand in protecting personal data of all stakeholders. A breach of Personal Data Protection Act (PDPA) could result in reputational and financial loss to HOME and cause harm to the affected individuals. Volunteers are strongly encouraged to adhere to good practices for safeguarding both physical and electronic personal data, including but not limited to the following:

a) Personal data of any individual should not be disclosed to unauthorised persons, or authorised persons outside of the context or necessity of the relevant job scope

- b) Physical copies of personal data including printouts should be kept secured in designated locations. Physical records should not be left unattended in the common areas even if they are meant to be discarded. Any uncollected printouts or faxes that contain personal data should be destroyed.
- c) In the event where there is a transfer of personal data (e.g. where personal data is sent to vendors for printing of mailers), the electronic file containing the personal data must be encrypted. The encryption key/password should not be revealed in the same email or message.
- d) In the event where personal data records are to be disposed upon approval, the hardcopy records must be shredded. Electronic data should be overwritten by specific software and/or specialized hardware appliances intended to completely erase electronically stored data.

Note

1. For guidance on the handling of personal data, please liaise with the Data Protection Officer.
2. All PDPA guidelines shall follow the established Act and the published advice of PDPC

3. Conduct of Operations

3.1 Integrity

Volunteers are expected to act with integrity in their dealings with HOME's stakeholders, in particular, beneficiaries, volunteers, donors, vendors and consultants. In negotiations with these parties, accurate data and information shall be presented. Volunteers shall not willfully submit a proposal or statement, which they know to be false, incomplete or misleading.

3.2 Interaction with Beneficiaries

Volunteers shall not, under any circumstances, engage in close personal relationships with HOME's beneficiaries and/or the beneficiaries' families. Examples of close personal relationships may include but not limited to sexual activities/contact, romantic relationships, giving and/or accepting gifts, taking pictures or videos for personal usage, providing personal social networking contacts, posting of beneficiaries' pictures or videos in personal social media platforms etc. Volunteers shall not maintain direct contact with the beneficiaries and/or the beneficiaries' families or bring them out on outings in a personal capacity.

3.3 Bribery, Gifts & Entertainment

- a) Bribery is fundamentally inconsistent with HOME's values and ethics and any payment, or promise of payment or any other similar inducements, which are not in direct pursuance of HOME's mission, made directly or indirectly in any form, to gain perceived advantage for self or HOME is strictly prohibited.
- b) All gifts, favours and entertainment from third parties shall be handled prudently. Accepting lavish or excessive gifts and entertainment/hospitality can create expectations that may potentially be

problematic for HOME, if not met. Likewise, the offering of lavish or excessive gifts or entertainment/ hospitality to outside parties may also pose problems for HOME.

- c) Gifts, favours and entertainment/hospitality may be provided on behalf of HOME if:
 - i) They are consistent with generally accepted work practice, custom and ethical standards
 - ii) They cannot be construed as bribes, enticement or kickbacks in any way, with regard to form, cost, frequency of giving and the manner and circumstances under which they are given
 - iii) They do not violate the laws and regulations of Singapore or those of HOME
 - iv) HOME will not be embarrassed or be liable for any legal or regulatory liability.
- d) In determining their propriety, the following factors shall be considered:
 - i) Form and cost of the gift, favour or entertainment/hospitality, their frequency, timing and manner of the giving
 - ii) Whether the setting and context are conducive to building or maintaining a good working relationship
 - iii) Whether the gift, favour or entertainment/hospitality are, or can be, fully visible to the management or authority of the organisation or entity whose employee or representative receives it.
- e) Approval must be sought by Community Engagement from the COM, if the recipient represents the Government or Statutory Boards or is regulator-linked, before the gift, favour or entertainment/hospitality can be made. Government bodies may have restrictions on the provisions of business or social courtesies or things of value offered to government employees. Volunteers conducting dealings with government bodies must respect all such restrictions. It should be noted that any such gift, favour or entertainment/hospitality must never be construed as an attempt by HOME to exert improper influence on such individuals. Exceptions may be made for tokens of appreciation given to Guests of Honour at HOME's official functions if the gift value does not exceed \$250, is a donated item or is crafted by HOME's clients, volunteers or staff.

3.4 Political Activities

HOME is an independent Social Service Agency, not linked or affiliated to any political party in Singapore. It remains neutral on political issues. However, when the need arises, HOME will lobby, within legal limits and boundaries, on issues that concern its operations/activities and its stakeholders, so as to promote, protect and preserve its interests and those of its stakeholders.

3.5 Harassment and Discrimination

- a) HOME takes allegations of harassment, including sexual and racial harassment, seriously and prohibits all forms of discrimination on the basis of race, religion, gender, age, marital status, etc. If a volunteer is aware of such harassment or discrimination, he/she should report this to the Community Engagement Department. The identity of the volunteer concerned shall be kept confidential.

3.6 Health & Safety

- a) HOME undertakes to provide a safe and healthy work environment for all persons working with HOME in accordance with the Singapore Workplace Safety and Health Act. Volunteers are covered under insurance for accidental injury while providing services to HOME. In turn, volunteers have a duty to fully co-operate and observe safety & health regulations in HOME. All parties must jointly work towards an accident-free work environment. Volunteers who are aware of unsafe work conditions or processes should notify the Community Engagement Department so that appropriate measures can be taken to remove or minimise such health and safety hazards from the workplace.

3.7 Illegal Drugs & Fitness for Duty

- a) The use, sale or possession of illegal drugs at HOME's premises is strictly prohibited. When participating in HOME programmes and activities, volunteers must always be free from the influence of drugs and alcohol.
- b) Fitness for duty means that volunteers are physically and mentally fit to perform their duties safely and efficiently without endangering themselves or others. If volunteers are unwell, they should seek medical treatment and not attend any HOME programmes and activities until they are fully recovered.

3.8 Communication with the Media and External Parties

All corporate communications shall be through the Corporate Planning department. There shall, strictly, be no direct communication with the media or external parties on HOME corporate matters. HOME may in some instances designate certain individuals to speak on specific subjects. Unless a volunteer has been given such authority, he/she shall not directly engage with the local or international media on matters regarding HOME. Subject to the nature and sensitivity of the matter, volunteers are advised to direct all queries from external parties concerning HOME's matters, firstly, to the Community Engagement Department.

3.9 Entering into Contractual Relations

Unless otherwise authorised, volunteers are not allowed to enter a contractual relationship with a third party on behalf of HOME. Examples of third parties with whom HOME enters contractual arrangements include donors, suppliers, corporate partners, banks etc. If the nature of service requires the volunteer

to enter such contractual relationship on behalf of HOME, they must be authorised to do so by the CEO or the COM through Community Engagement Department.

3.10 Office Property (Equipment/IT Resources) and Premises

- a) In order for volunteers to perform their duties, they may be entrusted with property or equipment which they are expected to take care of. It is their responsibility to take care of and protect such properties or equipment from loss, damage, misuse and theft.
- b) Volunteers are not permitted to use HOME's premises, properties or equipment to carry out illegal activities or to generate any profits for personal gain. Properties and equipment shall be returned to HOME when the volunteer ceases his/her service with HOME. Unless it is for providing services to HOME, no volunteer shall be allowed to remove HOME's properties and equipment to another location.

4. Conflict of Interests

4.1 Disclosure Policy and Procedure

- a) A Conflict-of-Interest Disclosure Statement is required to be submitted to the Community Engagement Department upon commencement of service. The HCM, through the CE department shall be informed of any subsequent changes in personal or professional interests. The Conflict-of-Interest Disclosure Statement will be renewed on an annual basis.
- b) Transactions with parties with whom a conflicting interest exists may be permitted only if all the following are observed:
 - i) The conflicting interest is to be fully disclosed
 - ii) The person with the conflict of interest is to abstain from the discussion, voting and approval of such a transaction
 - iii) Competitive bids or comparable valuation is to be obtained; and
 - iv) The Management (CEO, HCM and HODs) has determined that the transaction is in the best interests of HOME though there may be a conflict of interest.
- c) The HCM shall determine whether a conflict exists and in the case of an existing conflict, whether the contemplated transaction may be authorised as fair and reasonable to HOME. The decision of the HCM on these matters shall rest in his/her sole discretion, and their concern must be the welfare of HOME and the advancement of its purpose. All decisions made by the HCM on such matters shall be recorded, filed and copied to CEO, HOME's Chairman, and be made available for the reference of Sector Regulators and SASCO Limited Exco (Executive Committee) where requested.



SASCO Senior Citizens' Home

Volunteer Code of Conduct

- d) Any disclosure of conflicting interest made by volunteers where they may be involved in a potentially conflicting situation(s), must be recorded, filed and updated appropriately by all parties involved.

5. Financial Accounting and Fraud

No payment may be requested, approved or made with the intention that any part of such payment is to be used for any purpose other than as described in the document supporting it. All financial transactions fall under the purview of the Finance Department and any related enquiries shall be directed to this Department.

HOME is committed to disclose complete and accurate information in all material respects to the public regarding the financial conditions and results of operations in accordance with the requirements as specified/required by the regulatory body.

5.1 Zero Tolerance Policy

- a) HOME maintains a zero-tolerance policy towards fraud. HOME defines fraud as intentional deception, misappropriation of resources or manipulation of data or information to the advantage or disadvantage of a person or entity. Some examples of fraud include:
 - Falsification of financial results
 - Falsification of expenses, invoices and quotations
 - Alteration or falsification of records
 - Failure to account for monies collected; or

5.2 Fraud Detection and Reporting

- a) All volunteers have the duty to report concerns or reliable information provided to them, about possible fraudulent activity of any COM Member, staff, volunteer, vendor, supplier, corporate partners or any other party associated with HOME.
- b) Given the seriousness of allegations of fraud and that persons whom are of more senior in rank or hierarchy could be involved in such allegations; several independent reporting avenues (e.g. MSF or MOH) shall be made available to ensure confidentiality and impartiality.
- c) Volunteers may report their concerns to any of the following, as appropriate:
 - CEO/COM Chairman/HCM/Community Engagement Department

Please refer to Section 7 for HOME's Whistleblowing Policy.

- d) The identity of the person reporting shall be kept confidential, within the limits allowed by law. HOME does not tolerate any reprisals or retaliations against the person who files such reports if the person has acted reasonably and in good faith. HOME, however, cannot protect persons who file reports which they know to be false and without reasonable belief in the accuracy of

the information. Persons who maliciously fabricate their reports and feedback shall be severely dealt with.

- e) The COM Chairman and CEO shall be informed of any investigation resulting in confirmation of a fraudulent act. If deemed necessary, HOME shall notify and fully co-operate with the appropriate law enforcement agency in any investigation.
- f) Violations of this Code shall not be tolerated, and violators shall face disciplinary action or dismissal by HOME. Violators shall be reported to the relevant authorities. In cases involving monetary losses, HOME may pursue the recovery of such losses.

6. Administration of the Code

- a) It shall be a breach of the Code for any volunteer not to report any violation that comes to his/her knowledge.
- b) All volunteers shall report any concerns or information they may have, concerning a possible violation of the Code to the HCM/CEO/COM Chairman as appropriate.
- c) All reports of violations of the Code shall be taken seriously and shall be investigated accordingly. The person reporting must, however, identify himself or herself to the CEO and General Affairs Manager before investigations can proceed. HOME may not act on an anonymous allegation of violation of the Code, except in the situation where the allegation is accompanied by valid supporting evidence.
- d) All volunteers are responsible for fully understanding and complying with the Code, including any updates or changes that may be made to the Code from time to time. They shall be asked to acknowledge that they have read, understood and would comply with the Code. This procedure may be undertaken through Community Engagement Department on a periodic basis to be determined by HOME's CEO or when there are updates to the Code.

7. Whistleblowing Policy

- a) HOME has put in place a Whistleblowing Policy that sets out the avenues for volunteers to raise concerns on irregularities within the organisation. The Policy allows reporting by volunteers to the CEO or the COM Chairman without fear of unfair treatment or any adverse consequences.
- b) HOME will not tolerate harassment or victimization against volunteers who raise a concern in good faith. Volunteers who believe that they are being unfairly treated because of having made a report may raise a complaint to the CEO or the COM Chairman.
- c) If a volunteer reports a concern in good faith, which is not confirmed by subsequent investigations, no action will be taken against the volunteer. In reporting a concern, volunteer should exercise due care to ensure the accuracy of the information. If, however, an allegation is made frivolously, maliciously, or for personal gain, legal action may be taken to deter any abuse of the Whistleblowing Policy.



SASCO Senior Citizens' Home

Volunteer Code of Conduct

I hereby acknowledge that I have read and understood, and agree to abide by the Code of Conduct for Volunteers as above:

Name / Signature	Date