

Code of Conduct for Volunteers

Myinnerstar Ltd (“Innerstar”) is a not-for-profit organisation seeking to deliver high-impact programs to help under-privileged children and youths better realise their potential. We welcome volunteers who share our vision and mission to join us in our programmes. To safeguard the interests of our beneficiaries, we require our volunteers to agree and abide by the Code of Conduct for Volunteers (“Code of Conduct”) set forth herein.

Our Vision

1. To be an organization that makes a real difference by creating a positive lasting impact on the children. To be a valuable partner and friend to all the charities we support.

Our Mission

2. To provide children in need with the opportunities to develop skills that will equip them for their future.

Our Volunteers

3. Volunteers are a valuable resource to Innerstar. Our volunteers (“volunteer”) can be an organisation or individual who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of Innerstar. A volunteer must understand the mission and core values of Innerstar, agree and abide by the Code of Conduct, and be formally accepted by Innerstar prior to carrying out the assigned volunteer duties and/or activities. The acceptance process would typically involve the submission of a volunteer application form and an interview with an Innerstar person-in-charge.

Our Beneficiaries

4. Innerstar’s beneficiaries (“beneficiary”) can be an organisation, individual or group of individuals to whom we deliver our programmes.

Our Partners

5. Innerstar’s partners (“partner”) can be an organisation or individual with whom we work to design and/or conduct our programmes.

GENERAL CONDUCT

6. Volunteer Screening and Child Protection

To safeguard the beneficiaries' safety and wellbeing, all volunteers are required to provide referee contacts and are subject to security screening at the discretion of the management. In particular, volunteers who will be working directly with children, youths and families are required to give consent to forward their particulars to the Ministry of Social and Family Development for security screening.

7. Voluntary Service

Volunteers are a valuable resource to Innerstar and our beneficiaries. To help our volunteers give the most of their precious time when volunteering with Innerstar, it is recommended that our volunteers prepare themselves adequately for the activity by:

- a. Reading and understanding pre-issued reading materials (if any)
- b. Participating in orientation and/or training (if any) that is conducted by Innerstar

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- c. Reporting punctually for the assigned voluntary service
- d. Being responsible for all personal belongings
- e. Take proper care of Innerstar's property and the property of the beneficiaries

Volunteers shall inform Innerstar if they are unable to attend the assigned volunteer activity, orientation or training.

8. Dress Code

Volunteers shall dress appropriately when carrying out their duties. Attires that are deemed as offensive, revealing or sexually provocative are not allowed during the period of volunteer activity.

9. Alcohol, Drugs and Smoking

The use or possession of alcohol and drugs while carrying out the volunteer activity is strictly prohibited. Volunteers are also not allowed to smoke during the period of volunteer activity, or at the premise of the volunteer activity.

10. Prohibited Items

The use or possession of prohibited items is not allowed during the volunteer activity and at the premise of the volunteer activity.

11. Commercial Activity

Volunteers shall not engage, whether directly or indirectly, in commercial activities during the period of volunteer activity. Commercial activities include but are not limited to:

- a. Exploiting one's volunteer status for financial gain
- b. Engaging in any business or activity for profit or personal financial gain

INTERACTIONS WITH BENEFICIARIES

12. Behaviour and Conduct

Volunteers shall conduct themselves with integrity and be respectful when interacting with beneficiaries in their care, and shall not use profanities and words that are offensive or discriminatory in nature. Volunteers shall not mete out any form of verbal and/or physical punishment to the beneficiaries, which could lead to the emotional, psychological and/or physical abuse of the beneficiaries.

13. Inappropriate Physical or Sexual Contact

Volunteers are advised to maintain a proper relationship with beneficiaries in their care. Inappropriate physical and/or sexual contact with beneficiaries are strictly not allowed, even if it is consensual. Volunteers shall not be involved in any intimate personal care of the beneficiaries, such as assistance with dressing of attire, bathing or toileting.

14. Contact beyond Volunteer Activity

Volunteers shall not give/obtain personal contact to/from the beneficiaries, and shall not attempt to contact the beneficiaries and/or the beneficiaries' family/guardian beyond the volunteer activity. This includes and is not limited to contact via mobile phone, social media and web-based video-/tele-conference platforms.

15. Gifts and Gratuities

Volunteers shall not accept any gifts and/or gratuities from the beneficiaries in return for their service. Volunteers shall not give gifts and/or gratuities to the beneficiaries without Innerstar's consent.

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16. **Proselytising**

Volunteers shall not make use of volunteer activities to proselytise religious beliefs, or promote personal values and beliefs to the beneficiaries.

PUBLIC AND SOCIAL MEDIA COMMUNICATIONS

17. **Media Communication**

Volunteers shall refer all press and media enquiries relating to Innerstar to Innerstar. Volunteers should not engage the press or media, directly or indirectly.

18. **Social Media Communication**

Volunteers are prohibited from taking photographs and posting personal comments of Innerstar activities on social media platforms (such as Facebook, Instagram, Twitter, weblogs), unless it is for official use and with Innerstar's consent. Volunteers will also abide by the Code of Conduct of the beneficiaries, if any.

CONFIDENTIALITY

19. **Confidentiality of Information**

Volunteers shall maintain the confidentiality of all proprietary or privileged information of Innerstar, partners and beneficiaries, to which they are exposed while serving as a volunteer.

20. **Personal Data Protection**

Innerstar undertakes to manage volunteers' personal information according to Innerstar's Personal Data Protection Policy, which complies with the Personal Data Protection Act. Volunteers shall not collect, use or disclose personal information of Innerstar employees, volunteers, partners and beneficiaries without prior consent of Innerstar.

Termination

21. Both Innerstar and the volunteer can terminate the volunteer relationship in writing. Volunteers shall note that conduct and behaviour affecting the proper discharge of volunteer duties and responsibilities, or the reputation of Innerstar, may lead to the termination of the volunteer relationship.

AGREEMENT

22. I hereby accept and acknowledge the terms and conditions stated below of being an Innerstar volunteer:
- a. I acknowledge and agree that my participation in Innerstar volunteer activities is on a voluntary basis and that I have ascertained that risks may be inherent during my service and I hereby confirm that I voluntarily assume those risks.
 - b. I agree and abide to uphold Innerstar's name in an appropriate manner in accordance with Innerstar's vision, mission and the code of conduct as listed above, by displaying appropriate behaviour and conduct at all times during my volunteer service with Innerstar.

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- c. I agree to abide by the code of conduct of the relevant beneficiaries during the volunteer activities, a copy of which have been provided to me.
- d. In the event of any unfortunate incidents, injury, accident or mishap whether fatal or otherwise, before, during or after the volunteer activity, my family and I shall not hold Innerstar, its employees, volunteers, partners, beneficiary and/or other persons responsible, and the same shall not be required to compensate me in monetary or alternatives, should I suffer any harm or loss whether directly/indirectly during my course of service. These shall include, physical harm such as illness, injury or death, harm to my reputation, or loss of or damage to personal property owned or used by me in the provision of my services.
- e. I agree and consent to Innerstar, as well as its representatives and agents, collecting, using, disclosing and sharing amongst themselves my personal data provided as well as in the records of Innerstar from time to time, and disclosing such personal data to Innerstar's authorised service providers, beneficiaries and relevant third parties for purposes reasonably required by Innerstar to administer, manage and terminate my volunteer relationship with Innerstar.
- f. I agree and consent to Innerstar to forward my particulars to the Ministry of Social and Family Development (MSF) for security screening in protection of the safety and wellbeing of the children, should I be required to work directly with children and youths in the duration of my volunteer service.
- g. I agree that any images/pictures taken in relation (directly/indirectly) during my course of service, shall remain as the official property and in ownership of Innerstar. I agree that images, prints and information of programmes with Innerstar may be used for Innerstar's promotional, publicity, fundraising or other reasonable purposes as Innerstar may deem fit. Unless otherwise specified, it is understood that any and all rights to proofs, final or sample prints, thereof shall remain the property of Innerstar. Innerstar shall not be liable for any claims on the misuse, misinterpretation or factual errors of the information used in part or whole.
- h. I understand that Innerstar reserves the right to terminate my service as a volunteer if I am found to breach the terms set forth in this Agreement, or any other grounds as deemed fit by Innerstar.

NRIC Number

Name (as in NRIC)

Contact Number

Signature

Date

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Parental/Guardian's Consent (For volunteers below 21 years of age)

23. I hereby accept and acknowledge the terms and conditions stated below of my child/ward being an Innerstar volunteer:
- a. I consent to my child's/ward's participation as an Innerstar volunteer, and hereby confirm that he/she has of his/her own free will, consented to participating as an Innerstar volunteer, and to abide by the terms as set out in the Agreement above.
 - b. I understand that as a volunteer with Innerstar, my child/ward will be volunteering his/her services solely for his/her personal purpose or benefit without promise or expectation of compensation or benefits.
 - c. I understand that Innerstar will take all reasonable steps to provide care and safety for its volunteers, but I am aware that Innerstar and/or its employees and/or its volunteers cannot assume responsibility for any injury/death, loss, damage or harm to any volunteer or to his/her property during the course of the activity, including travelling to and from the activity site.
 - d. I will not take any legal actions and/or claims (including but not limited to medical expenses etc) against Innerstar and/or its employees, volunteers and all persons and/or agencies connected with the activity and shall defend and hold the same harmless from all claims and damages (personal injuries/death, mishap, etc) arising from my child/ward's participation before, during and after the activity.
 - e. I declare that my child/ward is medically and mentally fit to participate in this volunteer activity, of which the relevant details have been provided to me.

Parent's/Guardian's NRIC Number

Name (as in NRIC)

Contact Number

Signature

Date