



VOLUNTEER MANAGEMENT POLICY

Adopted by the Board of Directors, 31 July 2023

1. INTRODUCTION

Volunteers are vital contributors to Singapore Chinese Dance Theatre (the “Company”) as they generously dedicate their time and effort for the betterment of society. Their involvement is entirely voluntary and without any financial gain.

Within the Company, volunteers are involved in:

- the Board of Directors
- the Advisory Panels
- promoting the interest and welfare of the Company as ambassadors
- bringing diverse talents, skills, and experience to augment the Company’s resources

The following principles of good practice will guide the involvement of volunteers:

- the tasks to be performed by volunteers will be clearly defined so that everyone is clear of their respective roles and responsibilities;
- the organisation will comply with the Personal Data Protection Act in the use of data handled by all volunteers;
- volunteering opportunities will complement rather than replace the work of staff;
- volunteers will be provided with regular opportunities to share ideas/concerns with the Company’s Management staff;

2. PURPOSE

With this policy, the Company aims to:

- reflect the purpose, values, standards and strategies of the Company in its approach of involving volunteers;
- recognise the respective roles, rights and responsibilities of volunteers;
- confirm our commitment to involving volunteers in our work;
- establish clear principles for the involvement of volunteers and
- ensure the ongoing quality of both the volunteering opportunities on offer and the work carried out by our volunteers;

3. RECRUITMENT

Most of the Company's volunteers support the organisation in the planning and execution of programmes and initiatives that promote Chinese dance in Singapore.

The Company recruits its volunteers through the following:

- Social Media and website;
- Existing programmes and initiatives;
- Brochures;
- Word of Mouth and
- Referred by Singapore Hokkien Huay Kuan ("SHHK")

Except for volunteers referred by SHHK, all persons wishing to volunteer must submit the [Volunteer Application Form](#) available on the Company's website. They must also submit the **completed Appendix below** and agree to abide by the policies and procedures in the Company's Volunteers Management Policy.

Appendix 1 for Conflicts of Interest Disclosure Statement

Appendix 2 for Volunteer Indemnity Form

Appendix 3 for Letter of Undertaking (For Confidentiality of Information)

Note:

- a) For persons below 18 years old, consent shall be obtained from one of your parents or guardians.
- b) Volunteers may specify the areas and programmes they wish to contribute and will be assigned tasks accordingly. Volunteers who do not specify any areas will be assigned to programmes by the Company's staff.
- c) Upon registration, volunteers will receive an email of acknowledgement and a request for an interview if necessary. The Company has the discretion to reject unsuitable volunteers.
- d) As part of the recruitment process, volunteers will be informed if there are any specific training requirements they may need to undergo or whether further disclosure checks are to be made.
- e) The Company will maintain a database of volunteers. All information relating to volunteers will be kept confidential and adhere to the Data Protection Act. No information relating to a volunteer should be given to any other person without the consent of the volunteer.

The main contact and key liaison for the Volunteer Management is the Senior Manager, Corporate Services ("SM") of the Company.

4. VOLUNTEER DEPLOYMENT AND TRAINING

Registered volunteers will receive an invite at least **eight weeks** before any deployment exercise. Volunteers have **two weeks** to respond to the invite and will receive a confirmation for their deployment. Volunteers who wish to withdraw from the deployment should write to **volunteers@scdt.com.sg** earliest possible.

New volunteers will be briefed about the Company's mission and activities to better understand the objectives and scope of the Company's programmes and initiatives. Volunteers will receive specific training to provide them with the information and skills necessary to perform their volunteer assignments.

5. VOLUNTEER RESPONSIBILITIES

Volunteers are expected to comply with the Company's policies and procedures. Where volunteers cannot attend to their volunteering duties, they should inform SM or the assigned staff in charge to ensure that the Company can arrange alternative cover. No show may result in termination.

Volunteers are responsible for signing in and out at the Front Desk before and after their volunteer tasks. Volunteers should contact the assigned staff if they need help performing their job.

Where a concern is highlighted – either by a volunteer or about a volunteer, the Company will investigate the matter fairly and objectively.

Volunteers must act in the best interest of the Company and disclose any potential conflict of interest that may arise in their respective capacities.

6. TERMINATION

The Company has the right to terminate a volunteer without cause but will always consider the reason leading to the termination. Grounds for immediate dismissal may include but are not limited to:

- Gross misconduct or insubordination
- Fail to perform their volunteer assignment satisfactorily
- Reporting for a volunteer assignment under the influence of alcohol or drugs
- Theft of property or misuse of equipment or materials
- If you commit a serious criminal offence or one which involves dishonesty on your part, whether or not in connection with your volunteering services with us
- Abuse or mistreatment of clients, volunteers or staff

- Releasing confidential information
- Unwillingness to support and further the mission of the organisation

7. RECOGNITION

In recognition of volunteers' efforts, the Company will periodically organise informal gatherings at staff levels as well as appreciation events for volunteers to be hosted by the Chair and/or Management. These occasions would present an opportunity to recognise long-term volunteers who serve the cause of the Company.

This Manual will be reviewed every other year and subject to amendment when needed.

By signing below, I acknowledge that I have fully read, understood, and agreed to the policies and procedures above.

Full Name of Volunteer

Last 3 digits and checksum of NRIC/FIN*

** Delete where applicable*

Signature of Volunteer

Date

For volunteers below the age of 18:

I, _____ (Full Name of *Parent/Guardian),
 _____ (last 3 digits and alphabet of *NRIC/FIN No.) permit my child/ward,
 _____ (Volunteer's Name) to participate in the
 Programme and its activities. I understand that by signing below, I am agreeable to all the terms and
 conditions stated in the Volunteer Management Policy.

Signature of Parent/Guardian*

** Delete where applicable*

Date

CONFLICT OF INTEREST DISCLOSURE STATEMENT FOR SINGAPORE CHINESE DANCE THEATRE

Volunteers (referred to as the members) have an obligation to act in the best interest of Singapore Chinese Dance Theatre (the “Company”). Hence, it is pertinent that they avoid situations where a member’s personal or family interest conflicts with those of the Company.

Declaration

With regard to my service as a Volunteer of the Company, this is to certify that I, except as described below, am not now nor at any time during the past year have been:

- ☐ A participant, directly or indirectly, in any arrangement, agreement, investment, or other activity with any vendor, supplier, or other party doing business with the Company which has resulted or could result in personal benefit to me.
- ☐ A recipient, directly or indirectly, of any salary payments, loans, gifts of any kind, free service, discounts, or other fees from or on behalf of any person or organisation engaged in any transaction with the Company.
- ☐ Made known of a potential or actual conflict of interest situations between myself, including persons affiliated¹ to me and the Company.

Any exceptions to 1, 2, or 3 above are stated below with a full description of the transactions and of the interest, whether direct or indirect, which I have (or have had during the past year) in the person or organisations that have transactions with the Company.

- ☐ I have the following potential conflict of interest to declare:

S/n	Area of Conflict	Details
1	Affiliation to another charity/organisation	

¹ Affiliated refers to the following:

- Spouse, domestic partner, child, mother, father, brother, or sister or close associates;
- any corporation, business, or non-profit organisation of which you are a staff, officer, Board Member, partner, or participate in the management or are employed by;
- any trust or other estate in which you have a substantial interest or as to which you serve as a trustee or in a similar capacity.

Appendix 1 – Conflicts of Interest Disclosure Statement

2	Affiliation to any vendor, supplier, or any other party providing or bidding for providing services with the Company, having a direct or indirect interest in any business transaction(s), agreement, or investment	
3	Having any business dealings or transactions with a vendor, supplier or any other party, which could result in benefit to me. I, or the person(s) I have affiliation with, have an interest in purchasing services from the Company.	
4	Affiliated to any staff or Board Members of the Company.	
5	Affiliated to any person(s) who is involved in/is a party to or has an interest in any pending legal proceedings involving the Company.	
6	Other interests:	

**Please attach a separate sheet if space is insufficient*

I hereby confirm that:

- ☐ The disclosure made above is complete and correct to the best of my knowledge and belief.
- ☐ I agree that should any conflict-of-interest situation arise in the course of my service, will abstain from participating in the discussion, decision making and/or voting (where applicable) on the said matter.
- ☐ I will notify the Artistic Director or Senior Manager (Corporate Services) of the Company immediately if I become aware of any information that might indicate that this disclosure is inaccurate or that I have not complied with the conflict-of-interest policy.

Full Name of Volunteer

Last 3 digits and checksum of NRIC/FIN*

** Delete where applicable*

Signature of Volunteer

Date

VOLUNTEER INDEMNITY FORM FOR SINGAPORE CHINESE DANCE THEATRE

I hereby agree that I am participating in the Singapore Chinese Dance Theatre (the “Company”) Volunteer Programme (the “Programme”) of my own accord, without promise or expectation of compensation or benefits.

I hereby confirm that I shall release and not hold the “Company” or any of its employees or contractors liable in any way whatsoever for any loss, bodily injury, mishap, accident and/or loss of life or property that arise directly or indirectly incur as a result of or in connection with my voluntary participation.

I personally undertake at all times to indemnify the Company and its employees, representatives and agents from and against all actions (including but not limited to third-party actions), proceedings, liabilities, claims and damages, costs and expenses which the Company may sustain or incur by reason of or in connection with the Programme.

I fully accept with understanding the above agreement. I will not hold the Company and its employees, representatives and agents responsible for any action taken at the Company’s discretion without compromising my safety in any way. I am aware that I can seek legal advice or have already sought legal advice in respect of this waiver of liability before signing this document.

Full Name of Volunteer

Last 3 digits and checksum of NRIC/FIN*

** Delete where applicable*

Signature of Volunteer

Date

For volunteers below the age of 18:

I, _____ (Full Name of *Parent/Guardian),
 _____ (last 3 digits and alphabet of *NRIC/FIN No.) permit my child/ward,
 _____ (Volunteer’s Name) to participate in the
 Programme and its activities. I understand that by signing below, I am agreeable to all the terms and conditions stated in the Volunteer Indemnity Form.

Signature of Parent/Guardian*

** Delete where applicable*

Date

LETTER OF UNDERTAKING (FOR CONFIDENTIALITY OF INFORMATION) FOR SINGAPORE CHINESE DANCE THEATRE

I shall ensure that during my course of volunteering at Singapore Chinese Dance Theatre (the “Company”), I shall protect any information to which I have been given access to, be it corporate or client-centred, from any use which may be deemed detrimental to the integrity of the Company. This non-disclosure, whether directly or indirectly, extends to my family members and fellow volunteers who are not authorised to have access to such information;

I shall commit to observe the code of confidentiality as set out:

- (a) Refrain from copying, reproducing, extracting, translating or using information for any unofficial or unauthorised use;
- (b) Will not share nor communicate any information regarding my volunteer work to any external parties, such as the media, competitors, external authorities, etc., without prior approval from the Senior Manager (Corporate Services);
- (c) Safeguard with integrity of all confidential information and must not remove, falsify, deface or destroy such information in any manner;
- (d) Will not compromise the security of confidential information where the action may give rise to potential misuse of information by unauthorised individuals;
- (e) Should I receive any information in any form or mode that was accidentally sent to me, I shall duly inform the Sender. All information received must not be in any circumstances retain, copy, reproduce, extract, forward, propagate or use in any way the information so received;
- (f) In the event the official task is deemed completed, I shall surrender, without demand, all information, documents and tangible items held in my possession or under my control. I shall be held liable if I destroy or remove any information or paraphernalia belonging to the Company without any proper authorisation, which could result in disciplinary or legal action commenced against me;

In the event of a breach of confidentiality, my volunteering service will be terminated. I may also face legal action in the event that the Hospital seeks compensation for any claims, damage or losses suffered as a result of or in connection with such breach;

The Letter of Undertaking is deemed valid throughout the duration of my volunteering service. I acknowledge and accept that my agreement herein survives the termination or resignation of my volunteering service with the Company mentioned in this Letter of Undertaking.

I have read and fully understand the contents of this Letter of Undertaking. I hereby accept the terms and conditions as stated herein and confirm that I have signed this Letter of Undertaking after I have fully understood the contents herein.

Full Name of Volunteer

Last 3 digits and checksum of NRIC/FIN*

** Delete where applicable*

Signature of Volunteer

Date

For volunteers below the age of 18:

I, _____ (Full Name of *Parent/Guardian),
_____ (last 3 digits and alphabet of *NRIC/FIN No.) permit my child/ward,
_____ (Volunteer's Name) to participate in the
Programme and its activities. I understand that by signing below, I am agreeable to all the terms and
conditions stated in the Letter of Undertaking.

Signature of Parent/Guardian*

** Delete where applicable*

Date