

## CODE OF CONDUCT FOR VOLUNTEERS

At Aidha, we strive to create a safe and respectful environment for our students, staff as well as our volunteers.

For students, we seek to provide an environment where they are able to build confidence in themselves and their future.

For volunteers, we seek to provide an environment where they are able to offer their professional knowledge and experience to improve the lives of migrant domestic workers and low-income Singaporean women. In return, we would like volunteers to actively perform their duties to the best of their abilities and to be mindful of the mission and vision of Aidha.

Volunteers are representatives of Aidha and should be positive examples to the students and community. We kindly request that all volunteers observe this Code of Conduct at all times when carrying out their duties.

### Respecting each other

- All members of the Aidha community, staff, volunteers and students should speak and act in a respectful manner towards each other.
- Volunteers should respect the privacy and dignity of the students.
- Volunteers should not promote personal values and beliefs.

### Competence

- Some of the issues that our students face might require professional assistance. Volunteers should be mindful of the extent to which one can extend help to the students. We recommend that volunteers do not get involved in the private matters of the students. Please refer students to an Aidha representative where appropriate.
- Volunteers should report to an Aidha representative if any student reveals information that is of threat to themselves or others.

### Privacy and confidentiality

- Volunteers should respect and maintain confidentiality with regards to all personal and/ or financial information, including pictures and videos, shared by the students, or obtained in the course of working with Aidha employees, other volunteers or students. Please do not use, collect or disclose such information without seeking prior permission.

### General

- Volunteers should be responsible for their own personal belongings at all times.
- Volunteers should dress appropriately at Aidha related activities, whether it is mentoring at class or at events, and not in a manner that can be deemed offensive or provocative.
- Volunteers should not use or possess alcohol or any toxic substance in the presence of students or within the office/campus premises.
- Volunteers should not use profanities and/ or words that are offensive or discriminatory.

- Volunteers are encouraged to discuss and share with an Aidha representative any difficulties and problems encountered in the course of the voluntary service.

For Mentors and Volunteers with Student Interaction:

- Please come prepared for the classes. Do review the mentor materials prior to class, and take note of which are the essential activities to cover during the session.
- Please refer to the class schedule provided and ensure that you come for class on the dates indicated.
- If the mentor is unavailable for a class, please inform an Aidha representative and follow appropriate procedures to seek replacement in a timely manner.
- Please refrain from bringing any friend or unauthorised person into the premises of the campus/classes without the permission of an Aidha representative.
- Mentors should not develop emotional or physical relationships with students. Should these emerge, or should a student indicate an interest in such a relationship, the volunteer should inform an Aidha representative.
- Mentors should not solicit or accept any payment from students at any point in time for any reason.
- Mentors should not invest in a student's business or set up partnerships with students for business purposes.
- If the mentor would like to give the students a gift, please ensure that all students receive the same gift and that the value is less than SGD10 per student, OR the gift should be something that can be shared amongst the students i.e. a box of chocolates, a cake etc. (Note: a small prize offered to promote friendly competition is permitted and does not need to be provided to all, but should also not exceed \$10 in value. Should any students give you a gift, please declare it to an Aidha representative if the amount is estimated to be more than SGD20.

PLEASE READ AND AGREE TO THE STATEMENTS BELOW:

- I agree to abide by Aidha's mission and core values of respect, passion, diversity and learning.
- I fully understand and agree to the Code of Conduct listed above.
- I agree and consent to Aidha, as well as its representatives, collecting, using, disclosing and sharing amongst themselves the personal data provided as well as in records of Aidha from time to time only for the reasonable purposes for which the data was collected. Aidha will also make sure that the data is securely stored and that only people who need to access the data can do so.
- I agree that without Aidha's prior written consent, I will not: (a) disclose Confidential Information to any third party; (b) make copies of Confidential Information; or (c) make any commercial use of Confidential Information. Note that Confidential Information includes Aidha's curriculum materials.
- I will abide by these agreements for as long as I render my voluntary services to Aidha.
- Whilst reasonable precaution will be taken by Aidha and/or its partner(s) to ensure the safety of volunteers, I confirm and agree that Aidha and/or its partner(s) will not be held liable by me for any personal injury arising from my participation in volunteering activities.
- Aidha reserves the right to terminate my services if I fail to comply with the above.