



Food from the Heart Code of Conduct for Volunteers

The Food from the Heart (FFTH) Code of Conduct for Volunteers aims to ensure that all volunteers understand the standard of conduct required. Volunteers are expected to behave in a manner which abides with the code of conduct at all times when carrying out their duties and interactions.

Our Vision:

To be the leading charity in Singapore devoted to alleviating hunger through efficient distribution of food.

Our Mission:

To reach out to the less-fortunate and brighten their lives by alleviating hunger through a food distribution programme and bringing joy through the distribution of toys and birthday celebrations.

Our Values:

We embrace the values of professionalism, efficiency, transparency and self-sustainability.

A. Volunteers shall:

- A1. Maintain high standards at all times, conducting oneself in an appropriate manner relating to language, behaviour, appearance, and punctuality.
- A2. Be responsible for your own belongings.
- A3. Respect beneficiaries' privacy and dignity.
- A4. Observe personal boundaries of other volunteers, along with event partners, guests, and participants.
- A5. Maintain the confidentiality of all proprietary or privileged information they are exposed to while serving as a volunteer.
- A6. Inform and seek advice from staff whenever necessary.
- A7. Inform and seek permission from FFTH before buying any gifts for beneficiaries.

B. Volunteers shall not:

- B1. Behave in any manner which may bring disrepute to FFTH.
- B2. Take any photos or videos or any type of recording of beneficiaries without seeking permission from FFTH.
- B3. Collect, use, or disclose any information regarding beneficiaries, donors, sponsors, volunteers, community partners without seeking permission from FFTH.
- B4. Purchase any gifts for beneficiaries without seeking permission from FFTH.
- B5. Accept any gifts from beneficiaries.
- B6. Have any form of inappropriate physical contact with beneficiaries.
- B7. Make any commitments for FFTH without seeking permission from FFTH.
- B8. Make contact with beneficiaries outside of the confines of the voluntary service without first seeking permission from FFTH.

- B9. Share or upload photographs of beneficiaries to mainstream media, online platforms; including website, blog or any form of social media without seeking permission from FFTH.
- B10. Share any information regarding the beneficiary and his or her family with others.
- B11. Engage in any form of communication with the media in the capacity of a FFTH volunteer, without seeking permission from FFTH.
- B12. Promote any personal values, beliefs, or religion to beneficiaries.

C. When in Contact with Children:

Volunteers are expected to abide by the following rules in addition to sections A & B when in contact with children. Children are defined here as being below 18 years-old. Children are also considered as beneficiaries in sections A & B.

- C1. To treat all children with respect without showing any preference or deference in detriment to others.
- C2. Avoid behaviour or language which could negatively influence children or set a bad example.

Breaches of the code of conduct for volunteers:

I understand that any breaches of the code of conduct for volunteers may lead to immediate termination of services as a volunteer.