

LCCS Volunteer Management Policy

Volunteering WITH Us

Our volunteers are a vital part of the organisation in supporting individuals from all communities towards our mission to drive a restorative movement to break the cycle of hurt and build connected communities of empowered individuals.

When you volunteer with us, you get to contribute in various causes, cultivate new skills and build community amongst other volunteers.

Volunteering Opportunities

Befrienders

Help engage our families in the communities by befriending them; through conversations. Every individual in the community has a story, so let's listen to their story and by a support to them.

Mentor

Support our youth by journeying through with them, and playing a big role in effecting change in their lives. The role of a mentor is vital in cultivating positive influence in a child/youth's life.

Community Engager

Support the individuals in our communities to build a strong network of support amongst individuals in the community. Our community engagers connects with various individuals from the young to elderly from all walks of life.

How to apply?

Sign up with us as a volunteer through the form on <https://lccs.socialservicesconnect.com/volunteer-form/>

Share with us your interest as well as how we can contact you, and our volunteer manager would get in touch with you to guide you through our volunteering process.

Didn't find what you were looking for?

You would still like to contribute but didn't find something? Email us and tell us your area of interest and contributions at nigel.lee@lccs.org.sg. We'll get in touch with you when opportunities arise or possibly co-create opportunities to support our communities.

VOLUNTEER APPLICATION FORM

| I. Personal Particulars | | | |
|-------------------------|--|--|-------------------------|
| Name (as in NRIC) | | | Gender Male/ Female* |
| Date of Birth | | | Age |
| Nationality | <input type="checkbox"/> Singaporean | <input type="checkbox"/> Others (specify): | |
| | <input type="checkbox"/> Singapore PR | | |
| Address | | | |
| Email Address | | | |
| Contact Nos. | Home | | Office |
| | | | Mobile |
| Trained in RP? | <input type="checkbox"/> Yes, if so please state date of training: _____ <input type="checkbox"/> No | | |

| II. Volunteering | | | |
|---|------------------------------------|---------------------------------|----------------------------------|
| Volunteering Experience | Yes/ No* | | |
| | If yes, please specify: | | |
| What interests you to join LCCS as a volunteer? | | | |
| What issues are you passionate about? | | | |
| What are your strengths/ talents? | | | |
| I can volunteer | <input type="checkbox"/> Weekly | <input type="checkbox"/> 1 time | <input type="checkbox"/> 2 times |
| | <input type="checkbox"/> Fortnight | <input type="checkbox"/> 1 time | <input type="checkbox"/> 2 times |
| | <input type="checkbox"/> Monthly | <input type="checkbox"/> 1 time | <input type="checkbox"/> 2 times |
| | | | <input type="checkbox"/> 3 times |

III. Other Information

The following questions provide insights into some challenging life circumstances that you might have gone through. Please be fully assured that responding yes to any of the following does not necessarily disqualify you from the role that you are applying to be involved in.

| | | |
|---|--|----------|
| 1 | Do you have any history of psychological conditions (includes depression), substance abuse (includes smoking), gambling addiction or pornographic addiction? | Yes/ No* |
| 2 | Have you ever been involved in domestic violence, sexual abuse or child abuse? | Yes/ No* |
| 3 | Do you have any communicable diseases? | Yes/ No* |
| 4 | Do you have any history of major chronic illnesses? | Yes/ No* |
| 5 | Have you ever been convicted in a court of law in any country? | Yes/ No* |
| 6 | Have you ever been dismissed or discharged from the services of any company? | Yes/ No* |
| 7 | Have you ever received counselling or therapy to cope with your life's issues? | Yes/ No* |

If you responded 'yes' to any of the questions above, please share with us your story to the extent that you are comfortable. LCCS believes in breaking the hurt cycle, and what you have experienced matters to us. In the event that you are onboard LCCS, we would like to know what support you may need to thrive:

IV. Declaration

I declare that I have given truthful and accurate information in the application form and that any false representation or omission of information may result in my application being rejected or my service being terminated upon acceptance as a volunteer.

“By signing below, I consent to the collection, use, and disclosure of my personal data provided in this application form, to LCCS, LCCS’ employees and/or volunteers handling such applications, any government authorities and any other relevant parties for the purposes of processing my application and, if successful, for my engagement with LCCS.”

Signature of Applicant

Date

* Please delete accordingly

| V. For Official Use | | |
|--------------------------|-----------------------------------|-----------------------------------|
| Application received by | | |
| Date received | | |
| Volunteer interviewed by | | |
| Application Outcome | <input type="checkbox"/> Accepted | <input type="checkbox"/> Rejected |
| | Area(s) of involvement: | Reason(s) for rejection: |
| Volunteer Ref. Number | | |
| Remarks (if any): | | |
| | | |

Lutheran Community Care Services

Code of Conduct for Volunteers

Adhere to the PDPA, the Volunteer PDPA Agreement and any other instructions provided by LCCS in relation to any personal data handled while volunteering.

Volunteers are expected at all times to:

- Be present for their duties, otherwise to inform their manager / volunteer manager as early as possible.
- Carry out their duties responsibly, safely and in a competent manner.
- Be appropriately dressed for their duties.
- Maintain confidentiality of all data and information obtained while volunteering.
- Observe all safety procedures.

Volunteers are expected not to:

- Act in any way that may create liability or bring into disrepute the organisation and its name.
- Disclose confidential client information to unauthorised persons.
- Use organisation property, resources, information or funds for any purpose other than authorised uses.
- Seek or accept rewards, benefits or gifts without authorisation.
- Engage in any activity that may bring harm (e.g. physical or mental) to another person or property.
- Be under the influence of alcohol and non-prescription drugs while volunteering.
- Falsify or change any documents or records.
- Post any photographs or videos on reports, advertisement, promotional material or social media without obtaining permission from relevant personnel.
- Act as a spokesperson for the organisation unless prior permission or authority has been given.

Conflict of Interest:

- Volunteers are expected to avoid situations which may have conflict of interest with the organisation (e.g. other commitments, roles in other organisations). If any potential area of conflict arises, please consult with your manager / volunteer manager.

Breaches of the Volunteer Code of Conduct:

I understand that any breaches of the Volunteer Code of Conduct may lead to a warning of unacceptable behaviour or immediate termination of services as a volunteer.

Declaration:

I have read and understood the requirements and commitments written in this agreement. I accept and agree to abide by the Code of Conduct for Volunteers fully.

Name

Signature

Date

Lutheran Community Care Services

Volunteer PDPA Agreement

To: Lutheran Community Care Services Ltd ("LCCS")

In consideration of LCCS' agreement to assume its obligations herein, the undersigned, a volunteer of LCCS (the "Volunteer"),

AGREES AND UNDERTAKES as follows:

1. Confidential Information

1.1 The Volunteer understands that "Confidential Information" means any LCCS proprietary information, technical data, trade secrets or know-how, including, but not limited to, research, product plans, products, services, suppliers, employees, volunteers, and third parties' personal data held or otherwise under the control of LCCS, customer lists, prices and costs, markets, software, developments, inventions, laboratory notebooks, processes, formulas, technology, designs, drawings, engineering, hardware configuration information, marketing, licenses, non-public information relating to LCCS' financial position or budgets, and any other information that by its nature is considered as confidential disclosed to the Volunteer by LCCS either directly or indirectly in writing, orally or by drawings or observation of parts or equipment or created by the Volunteer during the his/her engagement with LCCS whether or not during official hours.

1.2 The Volunteer understands that Confidential Information includes, but is not limited to, information described above in Clause 1.1 pertaining to any aspect of LCCS' business, which is either information not known by actual or potential competitors of LCCS or other third parties not under confidentiality obligations to LCCS, or is otherwise proprietary information of LCCS or its customers or suppliers whether of a technical nature or otherwise.

1.3 The Volunteer further understands that Confidential Information does not include any of the foregoing items which has become publicly and widely known.

1.4 The Volunteer agrees at all times during the term of the Volunteer's engagement with LCCS and at any time thereafter, to hold in strictest confidence, and not to use or disclose to any other person, firm, corporation or other entity any Confidential Information that the Volunteer create, receive or otherwise learn about in the course of the Volunteer's engagement with LCCS.

1.5 The only exceptions to this prohibition are that the Volunteer may use and disclose Confidential Information:

1.5.1 for the sole benefit of LCCS and only to the extent absolutely necessary for the Volunteer to provide services to LCCS in connection with the Volunteer's engagement with LCCS; or

1.5.2 only to the extent the Volunteer has received express written pre-authorization from LCCS via an agreement to permit a specific disclosure/use signed by the Data Protection officer of LCCS.

1.6 The Volunteer further agrees that he/she shall not remove any Confidential Information from LCCS' premises, nor shall the Volunteer make copies, excerpts or summaries of Confidential Information except as necessary to perform services in connection with the Volunteer's engagement with LCCS.

1.7 The Volunteer also agrees that during and after the Volunteer's engagement with LCCS, the Volunteer shall take all reasonable and necessary precautions to avoid inadvertent disclosure and use of Confidential Information not otherwise permitted by this Agreement.

2. Third Party Information

2.1 The Volunteer recognizes that LCCS has received and in the future will receive confidential or proprietary information from non-employee third parties subject to a duty on LCCS' part to maintain the confidentiality of such information and to use it only for certain limited purposes, consistent with LCCS' agreement with such third party ("Third Party Information").

2.2 The Volunteer agrees to hold all such Third Party Information in the strictest confidence and to treat it the same as Confidential Information.

3. Return of LCCS Property and Documents

The Volunteer agrees that, at any time during his/her engagement with LCCS as may be requested by LCCS and at the time following the termination of his/her engagement with LCCS, the Volunteer will deliver to LCCS (and will not keep in his/her possession, recreate or deliver to anyone else) any and all devices, records, data, notes, reports, proposals, lists, correspondence, specifications, drawings, blueprints, sketches, laboratory notebooks, materials, flow charts, equipment, other documents or items of property, or reproductions of any of the aforementioned items developed by the Volunteer during his/her engagement with LCCS, or otherwise belonging to LCCS, its successors or assigns.

4. No expectation of privacy in using LCCS' equipment

The Volunteer ACKNOWLEDGES AND AGREES that

(a) he/she has no expectation of privacy with respect to his/her use of LCCS' telecommunications, networking or information processing systems (including, without limitation, stored company files, e-mail messages, voice messages and text

messages), even if the Volunteer is allowed to secure any of them by way of personally-selected passwords, and that the Volunteer's activities and any files or messages on or using any of those systems may be monitored at any time by LCCS without notice to the Volunteer;

(b) LCCS' premises; any property situated on LCCS' premises including, but not limited to, disks and other storage media, filing cabinets, closets, desks and other work areas; and any items of personal property that the Volunteer may bring onto LCCS' premises, even if the Volunteer is allowed to secure them by a personally provided lock or personally selected code, are subject to search and inspection by LCCS' personnel for legitimate businesses reasons and subject to applicable law, and the Volunteer shall not have any expectation of privacy in his/her use of LCCS' premises and/or any LCCS property.

5. Personal Data

5.1 By signing this Agreement, the Volunteer consents to LCCS' collection, use, storage and processing, both electronically and manually, personal data (as this term is defined herein) of the Volunteer, including without limitation, personal data already disclosed by the Volunteer or on his/her behalf prior to the date hereto; any personal data which may subsequent hereto be furnished by the Volunteer or on his/her behalf; as well as any other alteration to such data in the future, for the purposes of:

- normal business practices related to the Volunteer's role and function in LCCS;
- publishing the Volunteer's name, picture and professional credentials on LCCS' website(s) and other publications;
- volunteer management and administration in general (including both during and after the Volunteer's engagement);
- verifying volunteering history
- administering volunteer benefits, administering benefits (e.g., short and/or long term compensation and bonus programs);
- evaluating performances;
- managing corporate human resources programs;
- conducting disciplinary proceedings;
- addressing labour relations issues;
- payment of remuneration;
- processing insurance claims; and
- maintaining and monitoring usage of internal networks and IT systems

5.2 The Volunteer, expressly and without any reservation, consents, for the period of engagement and after its termination, to the disclosure of such data to any organisation related to LCCS, or any third party service provider performing functions on LCCS' behalf for the purpose of fulfilling the purposes in Clause 5.1 only.

5.3 The Volunteer, from time to time, has the right to apply for access to the Volunteer's personal data which is in the possession of LCCS. Such right shall not extend to personal data held by LCCS purely for evaluative purposes and/or for such other purposes exempt from the right to access under the Personal Data Protection Act 2012 (the "Act").

5.4 In the event where the Volunteer applies to access to his/her personal data, the Volunteer shall approach LCCS in accordance with LCCS' procedures as stated in LCCS' Privacy Policy which can be found at <https://lccs.org.sg/pdpa/>

5.5 For the purposes of this Agreement "personal data" shall mean "data, whether true or not, about an individual who can be identified — (a) from that data; or (b) from that data and other information to which LCCS has or is likely to have access; and/or any other personal data", as defined under the Act.

6. Notification of changes of Personal Data

6.1 The Volunteer shall immediately inform LCCS of any change to his/her Personal Data (e.g. marital status, education, home address, home telephone number, mobile telephone number, emergency contact details, next of kin, professional qualifications, outside business interests, external directorships and shareholdings) to such detail so as to allow LCCS to remain in compliance with the Act. LCCS shall endeavour to use reasonable efforts but shall not be obliged to procure personal data updates from the Volunteer on a regular periodic basis. For the avoidance of doubt, LCCS shall not be liable to the Volunteer for any damage, claim and/or harm suffered by the Volunteer as a result of the Volunteer's failure to update LCCS of any change in Personal Data.

6.2 Should the Volunteer fail to inform LCCS of his/her new home address, any correspondence sent by LCCS to the Volunteer's last home address shall be deemed to have been duly received by the Volunteer.

6.3 Further, it is agreed that the delivery of any documents providing rights to the Volunteer and affecting the Volunteer's salary must be in writing and signed by LCCS.

7. Compliance

7.1 The Volunteer is responsible for reading, understanding and complying with all aspects of the personal data compliance policies and procedures applicable to the Volunteer from time to time. Should the Volunteer have any queries or concerns, the Volunteer should discuss these with LCCS' Data Protection Officer ("DPO"), or with such other authorised representative of LCCS as may be stated from time to time in LCCS' Privacy Policy.

7.2 The Volunteer is also responsible for reading, understanding and complying with all aspects of LCCS' Privacy Notice and Privacy Policy and all other engagement and operational policies, as may be amended and applicable to the Volunteer from time to time. By signing this Agreement, the Volunteer agrees and confirms that he/she has read LCCS' Privacy Notice and Privacy Policy and agrees and consents to its content.

8. Protection of Personal Data

8.1 During his/her engagement with LCCS, the Volunteer may receive or otherwise may be exposed to third party Personal Data. This data may relate to other employees, volunteers, contractors, consultants, partners, customers, sales prospects, vendors and others who engage LCCS for business purposes ("data subjects").

8.2 The Volunteer must take reasonable and appropriate measures to maintain the confidentiality and integrity of the Personal Data of data subjects that is entrusted or accessed by the Volunteer in

the course of his/her engagement and to prevent the unauthorized use or disclosure of such data subjects' Personal Data.

8.3 In the event where the Volunteer has knowledge or otherwise has a reason to believe that such data subjects' Personal Data has been leaked or otherwise exposed to any unauthorized entities, the Volunteer shall immediately notify LCCS' DPO and will take all necessary actions as instructed by the DPO in order to prevent the continuance of this leakage and to minimize, as much as possible, the exposure of such Personal Data.

8.4 It is the duty and responsibilities of the Volunteer to follow LCCS' Privacy Notice, Privacy Policy, and take appropriate safeguards to protect Personal Data of data subjects. The Volunteer is to prevent unauthorized use or disclosure of Personal Data, sharing it only within the scope of his/her engagement duties with authorized persons in accordance with the Act and only (a) to those authorized individuals who have a need to know such Personal Data in order to facilitate LCCS' contractual obligation(s) with the data subject, (b) to facilitate LCCS' management and administration or (c) to allow LCCS to carry out its legal obligations.

8.5 Upon the termination of the Volunteer's engagement in LCCS, for any reason whatsoever, the Volunteer shall (a) transfer to LCCS all the data subject's Personal Data of any type that he/she has been given or otherwise in possession of; and (b) immediately cease all further use of such data subject's Personal Data. The Volunteer will provide LCCS, upon request, with a written confirmation that all such Personal Data have been transferred to LCCS, destroyed or otherwise deleted, and is no longer in the possession of the Volunteer.

8.6 In the event of that any Personal Data has been leaked or otherwise exposed to any unauthorized entities, the Volunteer undertakes to take all measures as instructed by LCCS' DPO in order to prevent the continuing of this leakage and to minimize, as much as possible, the exposure of such Personal Data.

9. Contacting the Volunteer and Emergency Contact

9.1 By signing this Agreement, the Volunteer agrees and confirms that LCCS and/or third parties acting on its behalf may also contact the Volunteer for the purposes of offering him/her

corporate benefits, promotions and invitations to events and lectures and other relevant services.

These will be offered to the Volunteer at the sole discretion of LCCS.

9.2 The Volunteer hereby agrees and confirms that LCCS and/or any third parties acting on its behalf may contact the Volunteer, for the purposes listed in Clause 5.1 above, using all the Volunteer's means of communication in LCCS' possession, including, but not limited to, voice calls, SMS, MMS, Whatsapp, email, fax or other similar communication applications or methods. The Volunteer may withdraw his/her consent in accordance with LCCS' Privacy Notice and Privacy Policy. Please contact LCCS' DPO for further information.

9.3 The Volunteer may be required to provide LCCS with the name and contact details of an emergency contact. The Volunteer hereby agrees and confirms that he/she has obtained all necessary consents, in accordance to the Act, from the emergency contact, for the collection, storage and use of the emergency contact's Personal Data by LCCS.

10. Indemnity

10.1 The Volunteer shall be indemnify LCCS any damage, expense, loss, payment or any other harm incurred or suffered by LCCS or any third party in connection with this Agreement, insofar as such damage, expense, loss, payment or harm was caused by an action or omission of the Volunteer.

10.2 The Volunteer warrants and undertakes that he/she shall indemnify LCCS against any legal action, demand and/or claim brought against LCCS by a third party (including but not limited to an individual or any competent authority), and any losses, damages, liabilities, penalties and fines (including but not limited to legal costs) which LCCS may incur or suffer, as a result of any breach by

the Volunteer of his/her obligations under this Agreement and/or the Act (including, without limitation, the DNC provisions).

11. Representations and Covenants

Facilitation of Agreement

11.1 The Volunteer agrees that during the term of the Volunteer's engagement with LCCS and for any time thereafter to execute promptly any proper oath or verify any proper document required to carry out the terms of this Agreement upon LCCS' written request to do so.

No Conflicts

11.2 The Volunteer represents that none of the Volunteer's obligations under this Agreement breaches any pre-existing agreement, or any agreement that the Volunteer will enter into with any third party including, without limitation, any agreement to keep in confidence proprietary information or materials acquired by the Volunteer in confidence or in trust prior to his engagement with LCCS.

11.3 The Volunteer agrees not to enter into any written or oral agreement that conflicts with the provisions of this Agreement.

Governing Law

11.4 The validity, interpretation, construction and performance of this Agreement shall be governed by the laws of Singapore and the parties submit to the non-exclusive jurisdiction of the courts of Singapore.

Severability

11.5 If one or more of the provisions in this Agreement are deemed void by law, then the remaining provisions will continue in full force and effect.

Survival

11.6 The provisions of this Agreement shall survive termination of the Relationship, and any assignment of this Agreement by LCCS to any successor in interest or other assignee.

Remedies

11.7 The Volunteer acknowledges and agrees that violation of this Agreement by him/her may cause LCCS irreparable harm, and therefore agree that LCCS will be entitled to seek extraordinary relief in court, including but not limited to temporary restraining orders, preliminary injunctions and permanent injunctions without the necessity of posting a bond or other security and in addition to and without prejudice to any other rights or remedies that LCCS may have for a breach of this Agreement.

Knowing and Voluntary Execution

11.8 The Volunteer certifies and acknowledges that he/she has carefully read all of the provisions of this Agreement, that the Volunteer understands them, and that the Volunteer agreeing to voluntarily accept such provisions, and that the Volunteer will fully and faithfully comply with such provisions.

Entire Agreement

11.9 This Agreement is supplemental to the Employment Agreement and shall form an addendum thereto. Except as expressly amended and supplemented by this Agreement, the Employment Agreement shall remain in full force and effect.

11.10 In any event of a conflict between the terms of this Agreement and the terms of the Employment Agreement, the terms of this Agreement shall prevail.

11.11 No representation or promise regarding any of the subject matters of this Agreement has been made to the Volunteer by LCCS, or any apparent representative of LCCS, that (i) is contrary to any provision of this Agreement, or (ii) is not expressly written in this Agreement.

11.12 No modification or amendment to this Agreement, nor any waiver of any rights under this Agreement, will be effective unless in writing signed by the Volunteer and a corporate officer of LCCS.

In Addition

11.11 All of the Volunteer's undertakings hereunder are in addition to, and do not derogate from, any obligation that the Volunteer may be subject under applicable law or any LCCS policy or agreement.

THE VOLUNTEER

Name

Signature

Date