



Code of Conduct for Ambassadors

NuLife Ambassadors are NuLife's general volunteers who lend their wholehearted support towards NuLife's various programmes and projects such as Robinhood, Feeding Singapore, Outreach, Festivities and more.

This Code of Conduct outlines the expected behaviours, responsibilities, and ethical standards that all NuLife Ambassadors are required to adhere to.

Commitment to the Mission:

- Demonstrate a genuine commitment to the missions and values of the organisation.
- Work towards the betterment of the community or cause the organisation serves.

Integrity and Honesty:

- Demonstrate integrity, honesty, and transparency in all interactions related to the organisation.
- Uphold high ethical standards and avoid conflicts of interest.

Respect for Beneficiaries:

- Treat beneficiaries with dignity, and compassion.
- Honour their privacy, confidentiality, and personal boundaries.

Non-Discrimination:

- Treat all individuals, including beneficiaries, staff, and fellow volunteers, with fairness and without discrimination based on race, ethnicity, gender, religion, disability, or any other characteristic protected by law.

Confidentiality and Privacy:

- Safeguard sensitive and confidential information related to the organisation, beneficiaries, and fellow volunteers.

Professionalism:

- Maintain a professional demeanour and appearance while representing the organization.
- Follow organisation's policies and guidelines.
- Do not offer or accept money/gifts while performing your duties as a volunteer.

Safety and Well-being:

- Prioritize the safety, well-being, and physical and emotional health of beneficiaries, fellow volunteers, and staff of the organisation
 - Report any safety concerns or incidents promptly.



Teamwork and Collaboration:

- Foster a spirit of teamwork, and cooperation with fellow volunteers and staff.
- Respect diverse perspectives and, contribute equally and positively to the overall goals of the organization.

Reliability and Accountability:

- Fulfil volunteer commitments and responsibilities reliably.
- Communicate promptly if unable to meet obligations.

Financial Responsibility:

- Handle organisation resources, funds, and donations responsibly and ethically.
- Follow financial protocols and procedures established by the organisation.

Reporting Concerns:

- Report any concerns, suspicions, or incidents of misconduct, fraud, or unethical behaviour to the appropriate authority within the organization.

Continuous Learning:

- Be open to receiving feedback, and improving skills relevant to your volunteer role.
- Participate in training sessions, workshops, and other learning opportunities provided by the organisation.