



**THE
AMERICAN CLUB**
SINGAPORE

**VOLUNTEER
CODE OF CONDUCT**

FY2020

(December 2019)

Code of Conduct

Dear Member,

Thank you for expressing interest in volunteering to help improve our community here at the American Club. As we are all volunteers, we seek to create a professional and creative environment to support the operations and ensure The Club's continued operations for years to come.

In order to achieve a high level of professionalism, we ask that you read and sign this Code of Conduct, which will give you a better understanding of your roles and responsibilities as you become a more active member of the club's direction.

Conduct

As a committee member, please take note of the following:

- 1) **Role:** The club is managed on a day-to-day basis by a professional team under the direction of the General Manager. Your role as a committee member is to provide oversight and strategic guidance. The role is not to interfere with the daily operations of the club.
- 2) **Behavior:** As all members are volunteers, it is important that meetings are run in a respectful manner fostering creativity and drawing on the diversity of the members. When attending meetings, it is expected that you will demonstrate the following behaviors:
 - a. **Collaboration:**
 - i. Ability to become an effective part of a team of people who may or may not be known to you;
 - ii. Preparedness to adopt and advocate agreed goals and deliverables;
 - iii. Communicate and share points of view openly and engage in positive debate and discussion.
 - b. **Active Listening:**
 - i. Ability to observe, interpret, hear and restate issues in a manner that proactively addresses the issues presented;
 - ii. Facilitate discussion to actively evolve ideas with team input;
 - iii. Continuously learns to understand and adapt to the environment;
 - iv. Welcomes diverse views for inclusion.
 - c. **Applying Experience**
 - i. Brings professional and personal experience to bear in the club environment applying pragmatically;
 - ii. Willing to adjust approach upon resolution.
 - d. **Creativity**
 - i. As part of team, define new solutions which align with The Club's business plan and can be implemented;
 - ii. Contribute to the team outcome in a way that results in team and idea ownership.
 - e. **Respect the Rules**
 - i. Comply with The Club's Constitution, By-laws and other operational guidelines including those regarding confidentiality. Key provisions of the By-laws that you should be familiar with are below.

- 3) **Attendance and Contribution:** In order for committees to operate effectively and efficiently, attendance, contribution and participation is important. Committee or Subcommittee members are required to attend all scheduled meetings. An attendance rate of 80% is expected in order to continue active status. Failure to maintain this may result in your Chair requesting you step down.
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Obligations Imposed by Bylaws

As a committee member it is expected that you will read the Bylaws of the club which can be obtained in the members' section of the website. However, the following extracts of the Bylaws pertain directly to your participation on the committee and by signing this document, you acknowledge having read and understood them.

21.3.2 Communications with Members and Staff and Press Although all General Committee members are obligated to register differences of opinion on General Committee issues at the General Committee level as passionately as desired, individual members may not direct their differences of opinion to members or staff in a manner which would create dissension or polarization in the Club or undermine a decision of the General Committee majority. General Committee members' interactions with membership, press or other entities must recognize that as individuals they have no authority to speak for the General Committee unless specifically authorized by the General Committee. General Committee members are, however, encouraged to communicate and explain established policies and positions previously endorsed by the General Committee. General Committee members may also bring member issues to the attention of the General Committee if they feel that it warrants consideration of a special review, bylaw or policy change. Members will not individually render judgments of management or staff performance apart from compliance with General Committee policies as monitored by the General Committee as a body.

22.6.3 Volunteer Co-ordinating Committee. The Volunteer Co-ordinating Committee will manage the engagement of all non-elected volunteers to assist Chairs of all Committees, including Nominating Committee, in soliciting volunteers.

22.6.4 Volunteer Engagement Process. The following process will be applied to managing volunteer engagement:

- Volunteers should submit a completed Volunteer Interest Form to initiate engagement.
- Volunteer Co-ordinating Committee shall expeditiously provide Volunteer Interest Forms to the chair(s) of any committee(s) in which the volunteer has expressed interest.
- Committee chairs may work with the Volunteer Co-ordinating Committee to approach volunteers regarding their service on Committees.
- Volunteers may have the opportunity to attend two (2) committee meetings, and should discuss mutual fit with the committee Chair, prior to submission of their nomination to the General Committee for approval. Committee Chair has responsibility to advise Volunteer Co-ordinating Committee of outcome.

- Volunteers will be expected to commit to a minimum of one (1) year on a committee.
- Before formally taking up a role on a Committee, all volunteers should attend a Volunteer Orientation Session.

This process does not prevent the General Committee from co-opting members with specialist skills where necessary.

22.6.5 Volunteer Code of Conduct. All volunteers shall be required to sign a Volunteer Code of Conduct statement each year. The Code of Conduct will address desired behaviors, confidentiality, conflict of interest, length of terms, attendance and time requirements. For clarity, the provision for confidentiality in the Code of Conduct shall match the confidentiality provision in Chapter 22.7.3 of these Bylaws. By completing the Volunteer Code of Conduct Form, volunteers agree to allow The Club to store, process, and use their personal information as part of the management of their volunteer role with The Club. The Code of Conduct form shall be reviewed annually. Volunteer Co-ordinating Committee will obtain feedback from Committee Chairs and present the updated Code to the General Committee for approval at the second to last meeting of the fiscal year. The current Code of Conduct form will be attached to the Bylaws and displayed on The Club website for members. *[note the Code of Conduct is not currently attached to the Bylaws].*

22.6.6 Committee Profile Matrix System. The Volunteer Co-ordinating Committee shall maintain a Committee Profile Matrix, regularly reviewed and approved by the General Committee, that includes professional and personal expertise and membership demographics. The Volunteer Co-ordinating Committee shall work with Committee chairs to strive to include an appropriate demographic mix of membership types on each Committee to ensure that member interests are considered by the Committees.

Club Storage and Processing of Personal Data I acknowledge that I will provide the Club with personal data that it needs to correctly assign me to committees and that the Club will, store, process and employ this data as part of managing my engagement as a volunteer. This data will be available to other volunteers and Club management involved in managing my volunteer engagement.

No Entitlement to Compensation A committee member shall not be entitled to any kind of compensation or benefit, including but not limited to financial, branding or receipt of club benefits, as a result of contributing his or her time, experience or qualifications to the benefit of the Club. An expectation of any form of compensation is not consistent with the concept of volunteering.

Conflict of Interest No person should participate in any decision of any Standing Committee or Subcommittee if he or she has a financial interest in the outcome of the decision, either directly or through his or her employer or any relative. Each person appointed or elected to a Standing Committee or Subcommittee agrees to make known to the members of the relevant Standing Committee or Subcommittee, as well as to the General Committee, the existence of any such conflict of interest which may arise from time to time and to voluntarily withdraw from participation in any decision so affected. The General Committee will be entitled to decide if any actual or perceived conflict of interest should bar any member from service on a particular Standing Committee or Subcommittee. For purposes of this provision, a “relative” is a spouse, child, or other person defined by the Singapore government as a “relative”.

Confidentiality All Members of Standing Committees, Subcommittees and Ad Hoc Committees agree that all meetings and matters discussed therein which relate to general Club business and/or information which is not generally available to the public will be deemed Club confidential information. All members serving on Standing Committees, Subcommittees and Ad Hoc Committees agree to keep all such matters confidential. In the event of any uncertainty as to which matters are of such sensitivity that they shall be kept confidential, the General Committee, or failing it, the relevant Standing Committee Chair, shall make such determination.

Accepted and Agreed:

_____ Signature	_____ Witness
_____ Name	_____ Name
_____ Membership Number	_____ Membership Number
_____ Date	_____ Date