

POLICY STATEMENTS



HUG Community Services Limited (HCSL) is governed by the constitution of the association and has complied with the Code of Governance for charities & Institutions of a Public Character (IPCs).

BOARD OF GOVERNANCE

Office Bearers

At the first meeting of the **Board of Management (BOM)**, held after the Annual General Meeting, a Chairman, a Vice-Chairman, an Honorary Secretary, a Treasurer of HCSL were elected amongst the members of the BOM for a period of two years or until their successors are elected. No person shall be elected as Honorary Treasurer or otherwise hold the office of Honorary Treasurer for more than four consecutive terms, and such person will only be eligible for reelection as Honorary Treasurer after the lapse of at least two years.

Leadership Team

The Leadership Team comprises a Managing Director, an Executive Director and an Associate Director. It has the executive powers to administer the affairs of HCSL in accordance with the Constitution, Rules and Regulations and the board's policy, and provides guidance and oversight to the core team on the operations of HCSL. These include the setting of policies on the operational matters and approval of expenditures within the financial limits. The Leadership Team keeps the BOM fully informed on the affairs of HCSL and where appropriate, refer certain matters to the BOM for approval.

HCSL is a Non-profit Organisation, operated by a team of full-time volunteer staff. No staff is involved in setting his or her own remuneration. HCSL discloses its annual report that no staff are paid.

FINANCIAL MANAGEMENT & CONTROL

The BOM ensures that documented procedures are in place for financial matters in key areas. The BOM also ensures reviews and enhances monitoring on controls, processes, key programmes and events.

The BOM reviews and approves annual budgets for HCSL's plans and regularly monitors financial performance. The financial statements of HCSL are drawn up in accordance with the Singapore Financial Reporting Standards (SFRS).

HCSL discloses its reserves policy in the annual report and does not make any loan.

FINANCIAL PRACTICES

HCSL has established guidelines on fundraising. These guidelines are based on the best practices set out by the National Council of Social Service (NCSS) and the Charity Council.

The committee for each fundraising event consists of only HCSL full-time staff. The donors are informed of our objectives and targets.

RESERVES POLICY

HCSL targets at least three months of operating reserves funded from donations. These reserves will ensure that our ability to serve the community is not subjected to the vagaries of the economy as at the end of the financial year, our ratio of reserves to annual operating expenditure stands at three months.

The restricted funds and their purposes are as follows:

Food-for-Senior (FFS) - Refer to the project FFS programme whereby funds are used for the instant and dry food costs of the homes for the elderly.

DISCLOSURE AND TRANSPARENCY

The Conflict of Interest (COI) policy is to be endorsed by the Board. Annually, the Board Members and Management Staff make declarations of actual or potential conflicts of interest to the board.

It is compulsory for all Board Members to make annual declarations of interests, which are to be signed and acknowledged by the Executive Director of HCSL and presented to the Board.

At committee meetings, the General Secretary of HCSL will announce the potential conflict of interest and Board Members who are faced with conflicting situations are excluded from decision-making processes relating to the matter.

PERSONAL DATA PROTECTION ACT (PDPA) POLICY

HCSL respects and honours its sponsors, donors, partners, volunteers and beneficiaries; their rights to be treated courteously and fairly, and have their privacy protected. HCSL is committed to complying with the PDPA passed by the Singapore Government Parliament.

Personal information is given in good faith by sponsors, donors, partners, volunteers and beneficiaries and they can remove their names from mailing lists upon sending their requests to HCSL.

HCSL has put in place procedural, physical and electronic means to safeguard the personal information of our sponsors, donors, partners, volunteers and beneficiaries, and will not rent, exchange or sell mailing lists of our sponsors, donors, partners, volunteers and beneficiaries to other organisations.

Information may be kept in hard copy and/or electronic forms.

DONOR CONFIDENTIALITY

HCSL respects donors' confidentiality. Donors' names or other details will not be published in any corporate collaterals or publications unless permission has been obtained from the donors. HCSL also respects the donors' decision to be excluded from the donors list or to restrict the frequency of solicitations through the use of mailings, emails, telephone or other approaches.