Zion Bishan Bible-Presbyterian Church

Code of Conduct for Volunteers

Revised September 2026

This Code of Conduct for Volunteers outlines the standards of behaviour expected of all volunteers in the church. Volunteers are all who serve in the ministries of the church, such as but not limited to teaching, discipleship and community care.

If you are concerned about the behavior of a leader or hear allegations of misbehavior and/or abuse, you may reach out for help via our Whistle-Blowing channel (refer to Annex A).

1. SERVANT-HEARTED

> *"[25] But Jesus called them to him and said, 'You know that the rulers of the Gentiles lord it over them, and their great ones exercise authority over them. [26] It shall not be so among you. But whoever would be great among you must be your servant, [27] and whoever would be first among you must be your slave, [28] even as the Son of Man came not to be served but to serve, and to give his life as a ransom for many.'" (Matthew 20:25–28)*

Volunteers are first recipients of Christ who came to serve us (Matthew 20.25–28; John 13.3–14). With His Spirit's help, we strive to walk in His example towards the ones we serve and care for.

2. BEHAVIOUR

Volunteers:

- shall act in the best interests of those we serve.
- shall treat all persons fairly and without partiality.
- shall not be abusive in any way toward others, spiritually, emotionally or physically.
- shall communicate with integrity, including the accountable and wise use of electronic communications.
- shall acknowledge when they do not possess the required experience or skill to help in a difficult situation, and seek the help and advice of a ministry leader, pastor, or other spiritually mature brothers and sisters in Christ.
- shall, when serving with children or young persons, observe the Two-Adult Visibility Principle and the standards on discipline, physical contact and digital communications set out in the Children & Young Persons Safety Policy (see Section 5 below).

3. FINANCIAL MATTERS

Volunteers shall have integrity in their financial dealings, and must not seek financial gain from their church role. Volunteers should not use contacts of church members for commercial or

financial interest or gain and should promptly recuse themselves should there be any conflict of interests.

4. CONFIDENTIALITY

Trust is essential in serving the body of Christ. Confidential information must not be disclosed unwisely and all personal information must be treated with the utmost care. If in doubt, please consult a ministry leader or pastor.

Personal data of children and young persons (e.g. contact details, attendance, photos) is collected and stored only for ministry purposes, with parent/guardian awareness. Access to safeguarding-related records (including reports of concerns and volunteer screening declarations) is restricted to the pastors, and the Safeguarding Team, and such records are retained securely for as long as needed for child protection and legal purposes, in line with the Children & Young Persons Safety Policy.

5. SAFETY OF CHILDREN AND YOUNG PERSONS

Volunteers who have direct interaction with children or young people in the Church's ministries (such as teaching, discipleship, tuition and community care activities catering to children and youth) must fully comply with the Church's Children & Young Persons Safety Policy (the "Safety Policy"). For this purpose, a "child" is anyone below the age of 13, and a "young person" is anyone below the age of 21. Key points include the following:

- **Screening:** volunteers who teach Scripture to children or young persons must be communicant members of the Church, without exception. Volunteers in a non-teaching capacity must be known and integrated to the congregation, with regular attendance/involvement, for a minimum of 6 months before serving with children or youth; non-teaching youth ministry volunteers who are not communicant members (e.g. YF small group leaders) also require parental/guardian affirmation of their serving. All volunteers are interviewed by the relevant staff or leaders beforehand, and must declare any criminal record/history pertaining to children and young people, which the pastors and ministry staff will consider in assessing suitability for service.
- **Familiarity and re-affirmation:** Volunteers must be familiar with the Safety Policy, and must re-affirm their declaration and refresh their familiarity with the Safety Policy and this Code at the beginning of each calendar year, or sooner if the Safety Policy is updated.
- **Two-Adult Visibility Principle:** as far as possible, do not be alone with a child/young person where your activity cannot be seen (e.g. leave the door open, or inform another adult on the same premises that a meeting is taking place). This applies across all children and youth ministry settings. In addition, a minimum of two adult volunteers/staff is required whenever a child aged 6 or under is present, except in fully public spaces.
- **Contact:** physical contact must be safe and appropriate (e.g. brief hugs, pats on the shoulder/back, handshakes, hands on shoulders, holding hands of children, holding hands in prayer). Inappropriate contact is not permitted, including long hugs/embraces (except that a female volunteer may comfort a child/young person in distress), kisses, holding or placing children over 3 years of age on the lap, touching the bottom, genitals

or chest, occupying a bed or similar object with a child/young person, tickling, giving or asking for massages, commenting on or complimenting physique or body development, giving money, or any other contact that is unwanted.

- **Discipline:** there must be no physical punishment or verbal abuse. Discipline a child/young person apart from the group, not in front of everyone; reject the behaviour, not the child/young person; and seek support from the ministry staff or leader when facing challenges.
- **Restroom use:** diapers should preferably be changed by parents/caregivers, failing which by a female volunteer in the presence of another volunteer. Pre-school and primary-school children should be accompanied to the toilet by a female volunteer, with another volunteer informed. The accompanying volunteer should wait at the entrance, encourage the child to manage independently, offer assistance verbally first with only minimal and appropriate physical contact as required, and inform the parent/caregiver if more physical contact was needed.
- **Homes and gifts:** do not invite a child or young person to your home alone; invite a group, ensure another adult is present, and ensure parents are aware of the child/young person's whereabouts. Do not give special attention or gifts to any particular child/young person; where extra attention is needed (e.g. for special learning or emotional needs), keep it visible by rotating volunteers or using observable spaces.
- **Digital communications:** do not interact with children or youth via digital communications (e.g. personal messaging or social media) in ways that create a private or exclusive relationship with them. Do not initiate or accept one-to-one private messages, calls or video calls with a child; communications should preferably be with the parent/guardian, or otherwise in a group setting, or in the presence and with the knowledge of a parent/guardian or another volunteer. Video sessions with children should be co-hosted by at least two volunteers/staff wherever possible, and parents/guardians should know in advance why, when and how their child will be contacted online. Photos/videos of children and young people taken for Church use require parental/guardian awareness and should not be shared beyond the stated and agreed scope of use.
- **Under-21 Volunteers:** volunteers who are themselves minors (under 21) require parental consent to serve, must not have unsupervised sole responsibility for younger children, and must have a known and named adult within the same ministry whom they report to.
- **Raising concerns:** any concern for a child or young person, or any child protection matter, must be raised immediately with a pastor, the children/youth ministry staff, or the Safeguarding Team, and with that person only, not with others, even in confidence. If the concern involves a staff member or leader, or someone in your usual reporting line, you may go directly to any member of the Safeguarding Team. Do not promise confidentiality, and do not attempt to investigate beyond gathering basic facts. If you see another volunteer or staff member behaving in ways that might be misconstrued or inappropriate, speak with the staff member or leader responsible for the ministry. Anyone who raises a concern in good faith, including about a leader, teacher or pastor, is protected from retaliation. Where a child or young person is in immediate danger, call the Police at 999.

The full Children & Young Persons Safety Policy, including detailed guidance on responding to a child's disclosure and Safeguarding Team contact details, is available from the pastors or children/youth ministry staff and should be read together with this Code.

6. COMMITMENT TO TEAM MINISTRY

Volunteers:

- will embrace the vision, mission and values of the church.
- will carry out their duties responsibly and diligently, including participation at team meetings instead of acting unilaterally or making solo decisions for their ministry.
- will have an attitude to constantly learn and develop their skills, allowing others to speak the truth of the gospel in love to them (Eph. 4:15) while being open to loving rebuke and correction (Proverbs 15:31–32).
- shall be accountable to the team, to help and support each other.

7. SELF-CARE

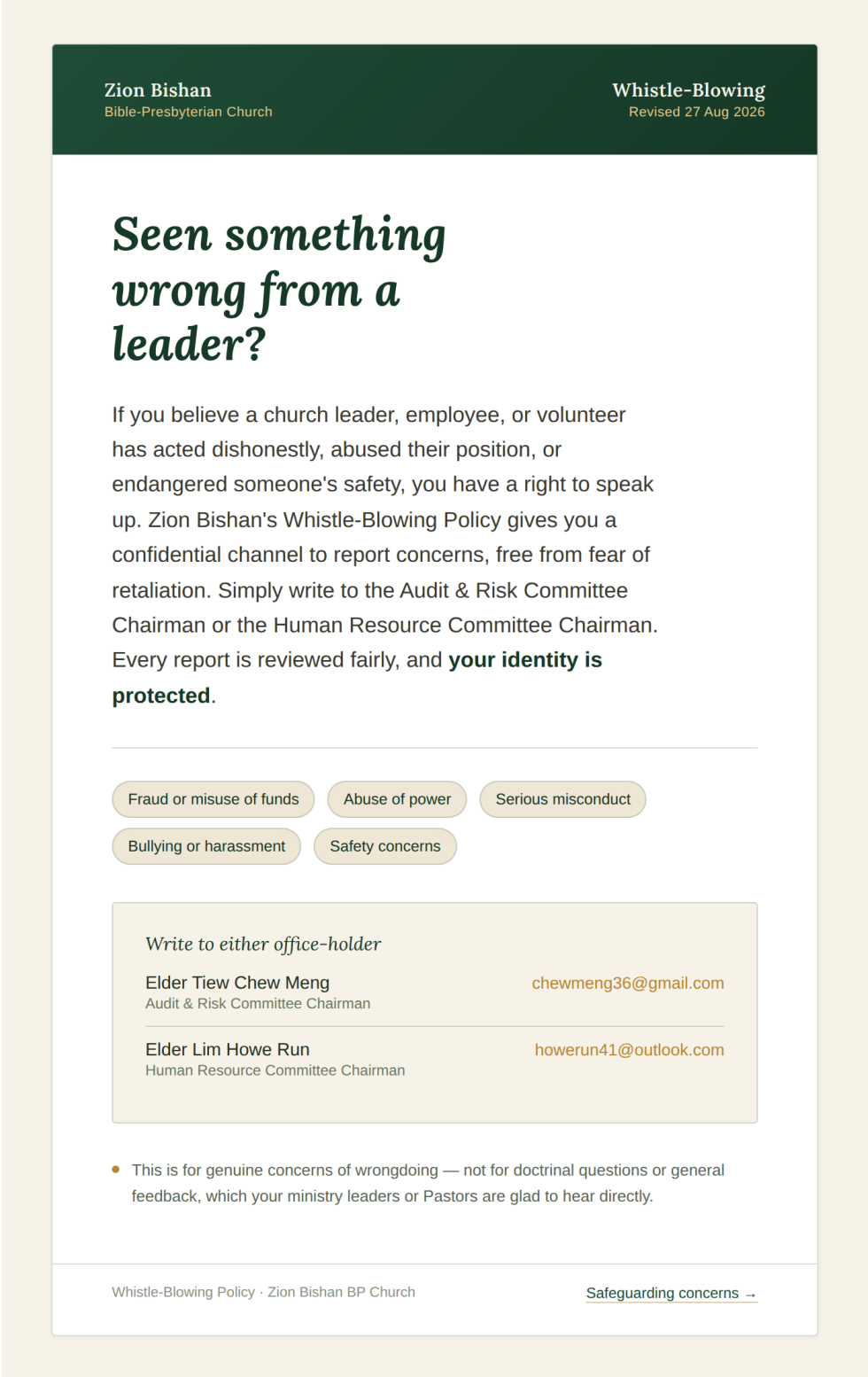
We want our volunteers to serve out of a healthy personal spiritual walk with the Lord, for all fruit comes from abiding in Jesus alone (John 15). Volunteers should always reach out to pastors and other ministry leaders for support and prayer, and where necessary request for a season of rest when they feel overwhelmed. We prioritise the soul and health of the volunteer as a child of God above his or her productivity and service in any ministry.

If instances of unloving, overly-anxious and other unhealthy behaviour arise, or are pointed out by ministry leaders or co-volunteers, the volunteer should prayerfully consider a period of rest, seeking appropriate help if necessary.

Notes

1. This updated version aligns the Code with the Church's Children & Young Persons Safety Policy (September 2026). Volunteers serving in ministries involving children or young people must also comply with that policy in full; where the two documents overlap, the more specific safeguarding requirements apply.

Annex A



Zion Bishan
Bible-Presbyterian Church

Whistle-Blowing
Revised 27 Aug 2026

Seen something wrong from a leader?

If you believe a church leader, employee, or volunteer has acted dishonestly, abused their position, or endangered someone's safety, you have a right to speak up. Zion Bishan's Whistle-Blowing Policy gives you a confidential channel to report concerns, free from fear of retaliation. Simply write to the Audit & Risk Committee Chairman or the Human Resource Committee Chairman. Every report is reviewed fairly, and **your identity is protected**.

Fraud or misuse of funds | Abuse of power | Serious misconduct | Bullying or harassment | Safety concerns

Write to either office-holder

Elder Tiew Chew Meng
Audit & Risk Committee Chairman
chewmeng36@gmail.com

Elder Lim Howe Run
Human Resource Committee Chairman
howerun41@outlook.com

- This is for genuine concerns of wrongdoing — not for doctrinal questions or general feedback, which your ministry leaders or Pastors are glad to hear directly.

Whistle-Blowing Policy · Zion Bishan BP Church

Safeguarding concerns →

Read more in our Whistle-Blowing Policy here.