
The Astronauts Collective

CODE OF CONDUCT

1. Definitions

- 1.1. “Youths” refers to all youth beneficiaries engaged through TAC programmes, including those participating in exploratory programmes as well as those involved in longer-term mentoring relationships (referred to as “mentees” where applicable).

2. Commitment and Accountability

- 2.1. Be punctual for all assigned duties and sessions, do inform staff-in-charge in cases of exigency - as it would be a challenge to find suitable replacements in short notice, we seek your kind understanding to commit to the agreed programme duration and responsibilities.
- 2.2. Take references and guidance from TAC staff when on duty.
- 2.3. Be present (also mentally!) when on duty - the youths feel it when we are not fully present. Minimise usage of handphones during programmes to help them remain focused and engaged with you and the programme.
- 2.4. Only persons authorised by TAC are allowed to participate in programme sessions.
- 2.5. If your personal interests, relationships, or gifts might affect your decisions, they should be declared to keep things fair, safe, and transparent.
 - 2.5.1. If you are unsure whether there is a conflict of interest, err on the side of caution and check in with our Community Manager
 - 2.5.2. Our Community Managers’ contact details are available in this document, under section 9.

3. Communicating and Interacting with Youths

- 3.1. Speak and act respectfully at all times. The youths see you as role models - avoid the use of profanities, inappropriate or discriminatory language at any point in time.
- 3.2. Dress in a professional and appropriate manner.
- 3.3. Do not engage in any activity that may bring harm to another person/property (e.g. unauthorised teaching of martial arts to children).
- 3.4. Avoid any unprofessional or inappropriate actions and/or behaviour. When interacting with youths, avoid all forms of physical contact at all times.
- 3.5. Do not discuss potentially sensitive issues (e.g. race and religion) with youths.
- 3.6. In the case of conflict, avoid confrontation. Remain calm and inform the staff-in-charge.
- 3.7. Do not probe youths about personal or family matters unless otherwise advised by staff-in-charge. Any sensitive information shared by or about youths should be treated as confidential.
- 3.8. Safeguard the confidentiality of all information relating to youths and refrain from sharing such information with any person unless authorised by TAC.

4. Responsible Use of Media

- 4.1. There should be no unauthorised taking of photographs, videos, and any kind of recordings of youths.
- 4.2. In cases where you would like to take a photo with the youths for keepsake, please ensure that they are comfortable being photographed. If uncertain, please consult a TAC staff member.
- 4.3. Your social media posts featuring TAC and your volunteering should exclude faces of the youths, as many of our youths are minors and their identity should be protected.

5. Setting Boundaries with Youths

- 5.1. Do not accept gifts and refrain from giving gifts to youths.
 - 5.1.1. Seek permission from TAC staff before purchasing any gifts to youths.
- 5.2. Do not lend your personal mobile devices to any youths except in cases of emergency. No interactions with youths outside of scheduled programming without explicit TAC authorization.
- 5.3. Staying in touch with youths should only be for authorised career guidance purposes. Encourage youths to connect with you via LinkedIn to help strengthen their professional network.
- 5.4. If you are aware of any actual or potential unethical, inappropriate, or illegal behaviour (e.g. theft, misuse of TAC resources, harassment, sexual misconduct, corruption, or risks to health and safety), report it promptly via TAC's whistleblowing channel: incident@hellotac.org. For more information, please refer to the Whistleblowing Policy (www.hellotac.org/whistleblowing).

6. Out-of-pocket Expenses

- 6.1. In general, you would not be asked to make any out-of-pocket expenses. Do check in with TAC staff when unsure.
- 6.2. In the rare occasion that you have been authorised by TAC to make out-of-pocket expenses, do check in with the TAC staff on the process to make a claim for reimbursement.

7. Criminal Declarations and Ongoing Disclosure

- 7.1. All volunteers and Youth Guidance Associates ("YGAs") are required to make a criminal declaration prior to engagement with TAC.
 - 7.1.1. If there are any changes to your criminal record or any matter that may affect your suitability to work with youths after your initial declaration, you must inform TAC promptly. Failure to disclose such changes may result in suspension or termination from TAC programmes

8. Personal Data Protection Act

- 8.1. All volunteers and YGAs should understand TAC's PDPA policies and abide by it. Read our PDPA policy at <https://www.hellotac.org/privacy-policy>.

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- 8.2. If you observe any data breaches or concerns, report it immediately to TAC's Data Protection Officer ("DPO") via dpo@hellotac.org.

9. Getting in Touch

Volunteer Community Manager

Email: community@hellotac.org

Mobile Number: (+65) 88101406

Mobile Number: (+65) 88953438

Youth Community Executive

Email: hastro@hellotac.org

Mobile Number: (+65) 80790430

10. Volunteer Leaders - Additional Conduct Guidelines

Role and Responsibilities

- 10.1. Take on leadership and coordination roles for TAC programmes.
- 10.2. Support and guide other volunteers during onboarding and through ongoing engagement.
- 10.3. Contribute professional knowledge and expertise to the planning, execution, and improvement of TAC initiatives.

Professional Conduct & Communication

- 10.4. Be friendly and supportive when guiding new volunteers during onboarding sessions.
- 10.5. Communicate clearly and professionally in all activities, including outreach, onboarding, industry engagement, and research/resource development etc.
- 10.6. Keep relevant staff members updated regularly on the progress of your tasks.
- 10.7. If you have questions or need assistance, promptly reach out to the appropriate staff member (e.g., programme manager, community manager, or executive director).

Integrity, Confidentiality & Responsible Representation

- 10.8. Act with integrity in everything you do, especially when conducting research or making decisions that affect TAC and our stakeholders.
- 10.9. Declare potential conflicts of interest. As a volunteer leader, you may have more responsibilities and decision-making power, so it is even more important to disclose any situations that could affect your impartiality.
- 10.10. Data should be accessed and/or disclosed only for tasks you are responsible for.
- 10.11. Represent TAC responsibly and make sure the information you share and the plans you develop reflect TAC's objectives and values.

Health, Safety & Duty of Care

- 10.12. Ensure that appropriate health and safety measures are in place for all programmes planned.
- 10.13. Uphold safe, respectful, and appropriate conduct in all interactions, with particular care for the wellbeing of volunteers, YGAs, and beneficiaries.

11. Volunteer Mentors - Additional Conduct Guidelines

Role & Responsibilities

- 11.1. Volunteer Mentors work closely with youths over a longer period and are entrusted with a higher level of responsibility.
- 11.2. Act as a positive role model and maintain professionalism at all times.
- 11.3. Keep all interactions programme-focused and aligned with TAC's objectives.
- 11.4. Attend required training, supervision sessions, and check-ins as part of the mentoring role.

Safeguarding

- 11.5. The safety and wellbeing of youths must always be the top priority.
- 11.6. Do not attempt to manage serious emotional distress, disclosures, or safeguarding risks independently.
- 11.7. Any disclosure or observation involving harm, self-harm, abuse, neglect, or safeguarding concerns must be reported immediately to the Programme Manager or Community Manager.
- 11.8. Do not promise confidentiality where safety or wellbeing may be at risk.

Setting Boundaries (Enhanced)

- 11.9. Maintain clear and professional mentor-mentee boundaries at all times.
- 11.10. Do not engage in romantic, sexual, or emotionally dependent relationships with youths.
- 11.11. Do not take on roles beyond the mentoring relationship (e.g. parent, counsellor, financial supporter).
- 11.12. Do not meet youths alone in private or isolated spaces.
- 11.13. Do not transport youths in personal vehicles unless explicitly approved.
- 11.14. All communication must take place through TAC-approved channels; do not initiate or maintain secret, private, or unmonitored communication.

Communication & Emotional Support

- 11.15. Communicate respectfully and without coercion.
- 11.16. Be mindful of the youth's background, boundaries, and emotional needs.
- 11.17. Do not probe unnecessarily into personal or family matters.
- 11.18. Avoid sharing personal issues that may burden, influence, or confuse the youth.

12. Youth Guidance Associates (YGAs) - Additional Conduct Guidelines

Roles and Responsibilities

- 12.1. Serve as a bridge between youths and volunteers through relatability and closeness in age.
- 12.2. Facilitate programmes and support beneficiaries during programme activities.
- 12.3. Act as a friendly, approachable and positive role model for youths at programmes.

Admin and Communication

- 12.4. Respond to messages sent by TAC staff in a timely manner to support programme planning and coordination.
- 12.5. Do inform the YGA Community Manager of any major life changes that may impact your availability, so records can be updated accurately for planning and deployment. Examples include:
 - a) Graduation or completion of studies
 - b) Changes in school or institution (e.g. ITE to Poly, Poly to University)
 - c) Changes in timetable or class schedule
 - d) Starting work, internships, or full-time employment
 - e) Extended travel or relocation
- 12.6. Keep all TAC materials and information strictly confidential, including youths information, programme content, and internal materials available to you.
- 12.7. Remain contactable before, during, and after programmes, in case of updates, changes, or safeguarding matters.

Before the Programme

- 12.8. Be prepared with the necessary materials before the programme. This may include updating facilitator's slides, reviewing runsheet, or completing mentoring logs, depending on the programme.
- 12.9. Inform the YGA Community Manager or Programme Overall-in-Charge as early as possible if you are unable to attend for the session, and provide a valid reason.
- 12.10. If you are unwell, a medical certificate must be submitted.

During programme

- 12.11. Be punctual for all programmes you are deployed to.
- 12.12. Sign in and sign out for every programme session, as this is required for attendance tracking and payment.
- 12.13. Be proactive and engaged throughout the session. This includes contributing during debriefs and helping out with all programmatic tasks when needed.
- 12.14. Refrain from using your personal mobile device unless necessary for programme purposes.
- 12.15. Use your time to engage meaningfully with youths and support their participation.

13. Misconduct of Stakeholders

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- 13.1. It is rare that one has his or her service terminated. A breach of the Code of Conduct will be investigated by TAC and potentially lead to the termination of the volunteer from TAC.