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## **NTUC HEALTH FOR LIFE FUND LTD. CODE OF CONDUCT POLICY**

### **1 INTRODUCTION**

The Code of Conduct Policy sets out the principles that NTUC Health For Life Fund Ltd. (“HLF”) expects all board members, employees and volunteers to uphold. To that end, all board members, employees and volunteers of HLF shall act in accordance with this Policy.

### **2 PERSONAL AND PROFESSIONAL INTEGRITY**

HLF is committed to upholding honesty and integrity in all transactions and interactions. All board members, employees and volunteers of HLF shall act with honesty, integrity and transparency in their dealings as representatives of the organisation.

### **3 MISSION**

HLF was formed with the following objects:

- Establish, support and promote the material, emotional, psychological and physical welfare of the elderly and others in need of intermediate and long-term care;
- Promote the advancement of health care needs of the community, especially the elderly, those in need of intermediate and long-term care, and/or those in need of assistance, at economical and affordable rates; and
- Promote mental wellness, nursing care, active aging, dental care and other forms of care, support and advancement for the elderly and others in need of intermediate and long-term care.

### **4 GOVERNANCE**

HLF’s Board of Directors is responsible for setting the mission and strategic direction of the organisation and overseeing its finances, operations and policies. Specifically, the Board of Directors:

- Ensures its members have the requisite skills and experience to carry out their duties and that all members understand and fulfil their governance duties acting for the benefit of the organisation, including its public purpose;

- Adheres to a conflict of interest policy, ensuring potential conflicts of interest, including appearance thereof, are avoided or appropriately managed through disclosure, recusal, or other means;
- Upholds the organisation's commitment to integrity and honesty in all transactions and dealings;
- Engages independent auditors for annual audits of HLF's financial statements, ensuring the reliability of financial reporting and understanding of significant risks and exposures;
- Ensures that the resources of HLF are responsibly and prudently managed; and
- Ensures that HLF has the capability and capacity to carry out its programmes effectively.

## **5 LEGAL COMPLIANCE**

HLF is committed to complying with all relevant laws, regulations, and international conventions.

## **6 ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG)**

HLF recognises the importance of Environmental, Social, and Governance (ESG) factors in shaping a sustainable, responsible, and ethical future.

We are committed to minimising the impact of our environmental footprint through sustainable practices in our operations. This includes minimising waste, conserving water and boosting energy efficiency.

We are dedicated to positively impacting the communities we serve. We will build long-term relationships with our external stakeholders and promote an inclusive and supportive environment to engage our employees.

We will comply with applicable regulations as an Institution of a Public Character.

We will influence our stakeholders, especially our grantees, to observe ESG factors in their organisations.

We will report regularly, at least annually as part of the annual report, on our ESG performance, challenges and progress

## **7 FINANCIAL STEWARDSHIP**

HLF shall manage its funds responsibly and prudently, including:

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- Allocating a significant proportion of its annual budget to programs in pursuance of its mission;
  - Investing adequately in administrative expenses to ensure effective accounting systems, internal controls, competent staff, and other expenditures critical to professional management; and
  - Ensuring all financial reports are factually accurate and complete in all material respects.

## **8 FUNDRAISING**

HLF and its fundraisers shall conduct and communicate its fundraising activities with transparency and ethical integrity to uphold donors' trust and public confidence in HLF.

## **9 EMPLOYEES AND VOLUNTEERS**

In support of HLF's high standards of ethical conduct, every employee and volunteer of the organisation:

- Must not misrepresent HLF in any negotiations, dealings, contracts or agreements;
- Are prohibited from divulging or releasing any information of a proprietary nature relating to HLF's mission or operational databases without proper authorisation;
- Are expected to give their best efforts in performing their duties;
- Should not obtain a personal advantage or benefit due to relationships established by any officer, volunteer or organisation's name;
- Must not misuse HLF property, financial resources or services of HLF for personal benefit; and
- Are required to adhere to all applicable laws and ordinances.

*Last updated: 21 February 2024*