



# TEAM NILA

## VOLUNTEER HANDBOOK



**Welcome to Team Nila!** The Team Nila Volunteer Handbook is designed to support you in maximising your volunteering experience. It includes programme policies and guidelines to establish a strong partnership as we work together to strengthen communities through sport.

# ABOUT US



**Founded: 2015**

Spearheaded by Sport Singapore, Team Nila is the national sport volunteerism movement that promotes the culture of giving, citizen partnership and social cohesion through sport.

Team Nila's Values:  
Courage, Passion, Friendship



**Founded: 1973**

Sport Singapore (SportSG) is a statutory board of the Ministry of Culture, Community and Youth.

The core purpose is to inspire the Singapore spirit and transform Singapore through sport.

## Our Mission

Through innovative, fun and meaningful sporting experiences, our mission is to reach out and serve communities across Singapore with passion and pride.

## Our Values

Strength through Teamwork,  
Passion for Sports,  
Care for People

## Our Slogan

Live Better Through Sport

“

Team Nila is Sport Singapore's national sport volunteerism pillar, comprising a dedicated community of sport volunteers that help ensure the success of our sport ecosystem. I am very proud of all our sport volunteers who are committed to making a difference in service of others.

Your important contributions are invaluable in our collective aim to fly our Singapore flag high and help Singaporeans live better through sport.

”

**Alan Goh**

**CEO, Sport Singapore**





# TEAM NILA VOLUNTEER HANDBOOK

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# FOREWORD

CHIEF, ACTIVESG

Welcome onboard, Team Nila.

You are now part of the most vibrant, energetic, and exuberant group of volunteers in SportSG.

Team Nila aims to promote the culture of giving, citizenship partnership and social cohesion through sport.

In order for you to contribute meaningfully with a clearer picture of our mission, we have put together this volunteer handbook, which outlines your roles, the administrative processes, as well as the regulations put in place to safeguard all our people and stakeholders. We hope you will find this volunteer handbook useful as a guide, on your journey as part of our family and team.

We thank you for stepping forth and taking this first but important step in sport volunteerism. We look forward to your significant contributions in our mission to Live Better Through Sport.

I wish you an enjoyable and meaningful volunteering experience with us.

Warm regards,

Tan Hock Leong  
Chief  
ActiveSG



# WELCOME MESSAGE

DIVISION HEAD, TEAM NILA

Dear Team Nila Volunteers,

It is with immense pleasure and excitement that I extend a warm welcome to each one of you, the heart of Team Nila. As the Division Head, I am honoured to stand before a group of individuals who personify the very essence of community spirit and sporting excellence.

Team Nila is not just a name; it is a beacon of values that bind us together in a shared pursuit of creating memorable sporting experiences. Just as a team of athletes rely on each member to reach the finish line, similarly, Team Nila leverages your courage, passion, and friendship to make a positive impact in the community.

What defines the ideal Team Nila volunteer? It is the individual who embodies the spirit of sportsmanship, the one who cheers not just for the triumphs but also the spirit of participation. A sport volunteer understands that true victory lies not in the outcome of the game, but in the connections forged and the joy shared.

As you embark on this volunteer journey, I encourage you to immerse yourself in the values we hold dear, embrace the camaraderie of the team, relish the joy that comes from giving, and be a vital part of something greater than oneself.

Best wishes for a fulfilling and rewarding journey with Team Nila!

Sincerely,

Stefanie Ang  
Division Head  
Team Nila  
[stefanie\\_ang@sport.gov.sg](mailto:stefanie_ang@sport.gov.sg)

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## 1. INTRODUCTION

### 1.0 OBJECTIVES AND SCOPE

This document, hereafter referred to as the "Team Nila Volunteer handbook," is applicable to all registered volunteers, collectively known as Team Nila.

The primary objectives of this volunteer handbook are as follows:

- Establish a volunteer management system that fits the volunteer engagement framework, especially in recruiting, deploying, training, and retaining Team Nila.
- Actively and meaningfully engage with Team Nila.
- Ensure that Team Nila adheres to the highest standards of integrity, ethical values, and competency in carrying out their duties.
- Serve as a guiding document for both Sport Singapore and Team Nila HQ staff involved in volunteer engagement efforts.
- Ensure effective coordination, management, and efficient execution of all aspects of volunteer engagement practices across Sport Singapore.

### 1.1 DEFINITION OF TEAM NILA

- 1.1.1 A Team Nila is defined as an individual who is registered and follows Team Nila on VolunteerSG, and participates in Team Nila HQ's activities without receiving remuneration, except for cases where travel and meal allowance are covered.
- 1.1.2 These services are provided under the direction of Sport Singapore and Team Nila HQ, like programmes, activities, projects, or events. Team Nila is not considered staff of Sport Singapore and Team Nila HQ and must not present themselves as such.
- 1.1.3 Overview of Volunteerism (list is non-exhaustive).

#### Service-Based Volunteerism

Team Nila provides regular support to Sport Singapore through giving platforms or to benefit service users. e.g., community coaches at Academies & Clubs.

#### Skill-Based Volunteerism

Team Nila contributes certain skill sets to strengthen the capabilities of Team Nila. e.g., Photographer, Content Producer.

#### Role-Based Volunteerism

Team Nila provides ad-hoc manpower support. e.g., Linesman for sporting events.



## 1.1.4 Team Nila Volunteer Status (Based on Calendar Year).

Active Team Nila Minimally 1 hour of volunteering		Inactive Team Nila 0 hour of volunteering
<u>Regular</u>	<u>Irregular</u>	<u>Inactive</u>
Bronze Award Volunteered >= 90 hrs.	Volunteered ≤ 1 hr.	Volunteered 0 hr.
Silver Award Volunteered ≥ 180 hrs.		<u>Suspended</u>
Gold Award Volunteered ≥ 360 hrs.		If a Team Nila is suspended due to misconduct by Team Nila HQ, the member cannot apply for volunteering opportunities until the suspension period concludes.

**Note:** Regular Team Nila who meet the specified criteria and have demonstrated an exemplary code of conduct will be invited to the Annual Team Nila Awards. To stay informed with frequent email notifications, Team Nila is advised to maintain the accuracy of their [VolunteerSG account profiles](#) through this guide.

## 1.2 APPROVAL AND CHANGES

- 1.2.1 The volunteer handbook is effective upon the approval of the Chief, ActiveSG.
- 1.2.2 The volunteer handbook shall be reviewed at least once every two years in consultation with the Volunteer Engagement & Partnership (VEP), and Volunteer Training & Management (VTM).
- 1.2.3 Any proposed changes to policies and procedures will be recommended by the VEP and VTM, endorsed by the Division Head, Team Nila HQ, or Chief, ActiveSG, and will take effect upon approval.
- 1.2.4 Any changes shall be communicated within one month to Team Nila to raise awareness and ensure adherence to the updated policies and procedures in the volunteer handbook.

## 2. VOLUNTEERING PLATFORMS

The mission of Team Nila is to build a more caring and inclusive society through volunteerism and sports, embodying Team Nila's values of courage, passion, and friendship.

Team Nila volunteering opportunities are categorised into five distinct giving platforms, enabling Team Nila to contribute meaningfully to the sporting community while aligning with their interests and skills.

To participate in any of the giving platform opportunities, please search for the opportunities on VolunteerSG using the platform names.



### Active Health

Active Health operates island-wide and leverages technology to promote sustained and active living across four key domains: physical activity, sleep, nutrition, and screen time.



### Sport Centres

Sport centre facilities located island-wide serve as vital community hubs, fostering social connections among residents by providing accessible and affordable sports programmes.



### SportCares

SportCares is an initiative dedicated to expanding sport access to vulnerable segments of society, particularly the youth and the disadvantaged. It also focuses on fostering connections by promoting sports philanthropy and volunteerism.



### ActiveSG Academies and Clubs (A&C)

ActiveSG A&C aims to provide increased access and opportunity for children to develop holistically, encompassing not only sports skills but also values and life skills.



### Sporting Events

Singapore serves as a vibrant hub for numerous major leagues, competitions, and sporting events. The success of these events relies heavily on the invaluable assistance provided by Team Nila.

## 3. VOLUNTEER WELFARE

### 3.0 VOLUNTEERS RECOGNITION

#### 3.0.1 Recognition and Appreciation

Team Nila HQ highly values the contribution of all Team Nila and recognises efforts through formal and informal means, including:

- Workforce meals for every four hours of duty (unless stated otherwise by organiser).
- Invitation to interest groups or attend special events.
- Invitation to Team Nila Awards or recognition programmes.
- Access to training or skill development opportunities.
- Recognition of Team Nila in online and offline opportunities.
- Involvement of Team Nila in the planning and organising of events.
- Sending thank-you notes or birthday greetings.

#### 3.0.2 Health and Safety

Team Nila HQ is committed to providing a safe and healthy working environment. This includes providing appropriate training, equipment, and protective gear (when necessary), as well as ensuring that Team Nila is aware of any potential hazards.

#### 3.0.3 Training and Development

All Team Nila will receive opportunities to pursue training and development to enhance their skills and knowledge. This may include access to training courses and workshops provided by external vendors.

#### 3.0.4 Support and Counselling

Team Nila facing issues or requiring support and counselling services to deal with any emotional or psychological issues that may arise while carrying out their duties can approach Team Nila HQ. This may include access to a confidential helpline or counselling services.

## 4. VOLUNTEER POLICIES

### 4.0 REMUNERATION

- 4.0.1 Team Nila shall not be remunerated for the voluntary services rendered.
- 4.0.2 Team Nila may be reimbursed for expenses related to their functions, but only if these expenses are pre-approved by the Division Head at Team Nila HQ. One such example is the Team Nila Silver Champions Scheme.
- 4.0.3 All reimbursements (if any) must be supported with original supporting documents (e.g., official receipts).

### 4.1 TEAM NILA SILVER CHAMPIONS SCHEME

- 4.1.1 The initiative encourages seniors aged 60 and above to stay active through sport volunteerism. Team Nila Silver Champions may receive reimbursements to defray expenses such as transport and meal allowances, to encourage them to actively volunteer.
- 4.1.2 Reimbursement is payable through e-payment if Team Nila Silver Champions meet more 20 volunteering hours monthly. Reimbursement amount is as follows:

20 Volunteering Hours	>= 30 Volunteering Hours
\$100	\$150

- 4.1.3 Terms and conditions apply, and these terms are subject to change.

### 4.2 ACCEPTANCE OF GIFTS

- 4.2.1 Team Nila should not cultivate the habit of seeking freebies or favours during volunteering.
- 4.2.2 Team Nila should not accept any tips or gifts from any athletes, guests, and/or members of the public.
- 4.2.3 In cases where declining gifts are not feasible or suitable, Team Nila must report the gifts to Team Nila HQ, which will then determine their deposition.

### 4.3 CONFLICT OF INTEREST

- 4.3.1 Team Nila is required to disclose any area where a conflict of interest may exist. Disclosure shall be performed concurrently with the application during registration on the VolunteerSG account.
- 4.3.2 Team Nila should not unfairly exploit any relationships or take advantage of others to promote their personal, religious, political, or business interests. In cases where conflict of interest cannot be resolved, Team Nila HQ retains the right to withdraw the volunteer services.



## 4.4 PUNCTUALITY

- 4.4.1 Punctuality is a key aspect highly appreciated and treated with utmost seriousness towards the overall impact of our collective efforts.
- 4.4.2 In the event of unavoidable delays or unexpected circumstances, Team Nila should communicate promptly with the Opportunity In-Charge / Event organisers and withdraw attendance from the opportunity page through the VolunteerSG account.
- 4.4.3 Team Nila who arrive later than 30 minutes from the reporting time may not be allowed to continue volunteering for the registered shift.

## 4.5 PUBLIC COMMUNICATION / CONFIDENTIALITY

- 4.5.1 Team Nila should remain aware of their public responsibilities and the consequences of their decisions and actions. This includes communication on various media platforms such as blogs, Facebook, Twitter, TikTok, etc.
- 4.5.2 If Team Nila chooses to engage in online publishing or discussions to share personal experiences and interests, it should be done in a personal capacity.
- 4.5.3 Posting in Team Nila's T-shirt or content related to Team Nila may be asked to be removed when deemed as a violation of Sport Singapore's media policy.
- 4.5.4 Without prior approval from Sport Singapore and Team Nila HQ, Team Nila should refrain from engaging in any form of communication with the media while serving as volunteers. These restrictions apply throughout their appointment duration and until the conclusion of the event. In such cases, Team Nila should promptly direct media inquiries to Team Nila HQ, or as appropriate.
- 4.5.5 All communications and information exchanged between Team Nila HQ and Team Nila are confidential and should not be disclosed to third parties without proper consent. It is imperative to refrain from sharing or posting any confidential or embargoed information on websites or social media platforms.

## 4.6 INSURANCE COVERAGE

- 4.6.1 Team Nila will be covered under the Group Personal Accident Insurance Policy, which includes coverage for death, permanent disability, and medical expenses resulting from accidents that occur during volunteering.
- 4.6.2 Team Nila HQ will not be liable for insurance claims that happen outside the course of volunteering.
- 4.6.3 Insurance claims, including medical claims, will be processed in accordance with Team Nila's claim policies and procedures, which are subject to modifications based on the insurance package.

## 4.7 PERSONAL DATA PROTECTION

- 4.7.1 Team Nila HQ may share only pertinent information with government agencies, training agencies, or ticketing agents, as necessary. Refer to Appendices 1.
- 4.7.2 For communication purposes, Team Nila HQ may contact Team Nila to share relevant volunteering opportunities and other events/activities to which they had subscribed.
- 4.7.3 Team Nila HQ may include Team Nila in WhatsApp/Telegram group chats with other Team Nila, Sport Singapore staff, partners, and organisers for deployment notifications.
- 4.7.4 When engaging with third parties, such as youth or children, Team Nila must obtain the necessary consent before capturing or posting any photos or videos online.

## 4.8 INTERRUPTION AND CESSATION OF SERVICE

- 4.8.1 Team Nila should take reasonable steps to inform Team Nila HQ in the event of any interruption or indication to cease their voluntary service.
- 4.8.2 Team Nila HQ is committed to ensuring that matters of inappropriate code of conduct are addressed fairly and consistently.
- 4.8.3 In civil cases involving the law, any incidents shall be reported to the police. During investigations, Team Nila will be placed on suspension until a verdict by the police is reached.
- 4.8.4 If a Team Nila is found guilty by the authorities of having committed serious misconduct, Team Nila HQ reserves the right to immediately withdraw their volunteer membership permanently. The application for membership reinstatement will be evaluated on a case-by-case basis.

## 4.9 DISCIPLINE POLICY

- 4.9.1 There may be instances where disciplinary actions become necessary when certain behaviours deviate from established norms and expectations. Team Nila HQ has established a clear framework for addressing intentional actions, ensuring fairness and professionalism.

### (a) Minor Breach

In cases where the exhibited behaviour is deemed intentional but results in a minor breach, the Team Nila involved will undergo counselling and/or receive a verbal warning from the Team Nila HQ. This process is intended to guide Team Nila towards a more aligned and positive engagement within the Team Nila community.

### (b) Major Breach

For instances where intentional behaviour carries significant consequences of a major breach, the Team Nila in question may face more severe repercussions. This could be immediate cessation and counselling by Team Nila HQ, followed by a recommendation for exit from Team Nila.

4.9.2 It is crucial to note that any cessation or exit under such circumstances will lead to subsequent debarment from the Team Nila account on the VolunteerSG account.

4.9.3 Team Nila who experience temporary or permanent debarment of their VolunteerSG account, will regrettably, not be considered for the annual Team Nila Awards for the corresponding qualifying year (1 January to 31st December).

Upholding the integrity of the Team Nila community is paramount, and adherence to these behavioural standards ensures a positive and respectful environment for all involved.

Breaches	Definitions	Examples	Remedial Action	Actions Taken
Minor Breach	A single incident of breach of the Volunteers' Code of Conduct that does not potentially harm or hurt others	<ul style="list-style-type: none"> <li>• Insubordination</li> <li>• Verbal harassment/abuse staff or fellow volunteers</li> <li>• Disruptive behaviour</li> <li>• Tardiness</li> </ul>	<ul style="list-style-type: none"> <li>• Verbal warning</li> <li>• Counselling</li> </ul>	<ul style="list-style-type: none"> <li>• Written email to inform Team Nila</li> </ul>
	Repeated incidents of breach of the Volunteers' Code of Conduct that do or do not potentially harm/hurt others or risk the reputation of Team Nila	<ul style="list-style-type: none"> <li>• Recurring derogatory comments</li> <li>• Repeated lateness/absenteeism</li> <li>• Severe insubordination</li> <li>• Repeated verbal threat or harassment</li> <li>• Misuse of resources dishonestly</li> </ul>	<ul style="list-style-type: none"> <li>• Verbal warning</li> <li>• Counselling</li> <li>• Retraining of Code of Conduct</li> </ul>	<ul style="list-style-type: none"> <li>• Suspension of Team Nila membership of 2 months to 1 year</li> <li>• Written email to inform Team Nila</li> </ul>
Major Breach	Single or repeated incidents of breach of Volunteers' Code of Conduct that can potential harm/hurt others or risk the reputation of Team Nila	<ul style="list-style-type: none"> <li>• Harm or hurt physically or psychologically</li> <li>• Harm or hurt reputation, credibility, or image of Team Nila</li> <li>• Substance abuse</li> <li>• Crimes involving police (molest, rape, theft, vandalism etc.</li> <li>• Physical altercations</li> <li>• Confidential breaches</li> <li>• Breach of Safe Sport Unified Code</li> </ul>	<ul style="list-style-type: none"> <li>• Immediate dismissal from duty (where applicable) and termination from Team Nila membership, and/or police case</li> <li>• Professional counselling</li> </ul>	<ul style="list-style-type: none"> <li>• Suspension of Team Nila membership of 2 months to 1 year</li> <li>• Written email to inform Team Nila</li> <li>• Termination of Team Nila membership for a term of at least 1 year until investigation is concluded</li> </ul>

- 4.9.4 Any violation is considered as such when there is supporting evidence in the form of written records, photographs, or videos. Evidence is necessary for establishing and addressing the offense fairly and transparently.
- 4.9.5 In cases of strong objections, Team Nila has the option to escalate the matter to the next level of review or authority at Sport Singapore for further consideration. Sport Singapore reserves the right to exercise discretion, and its decision is considered final.

## 5. TEAM NILA ATTIRE

### 5.0 GUIDELINES

- 5.0.1 New volunteers will receive the Team Nila T-shirt during their first volunteering session from the opportunity in charge.
- 5.0.2 The Team Nila T-shirt is a mandatory attire during active-duty hours. However, it should not be worn during any political, religious, or non-sanctioned sport or volunteer activities.
- 5.0.3 Team Nila may be asked to stop volunteering for the affected shift if unacceptable attire is worn during volunteering. Refer to Appendices 2 for a list of acceptable attire and equipment.

## 6. CONFLICT RESOLUTION

### 6.0.1 CONFLICT HANDLING

Before lodging grievances, Team Nila is to provide Team Nila HQ staff or organisers with the following information:

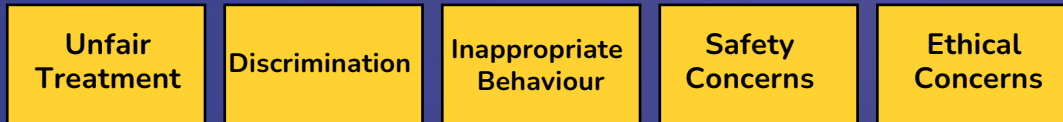
- Date and time of incident.
- A detailed description of the incident or concern.
- Names of any individuals involved.
- Any supporting evidence or documentation, if available.

### 6.0.2 CONFLICT CHANNEL WORKFLOW





6.0.3 Here are some examples of grievances that Team Nila might encounter:



## 6.1 CONFLICT POLICY

6.1.1 The conflict procedure shall be based on the following principles:

- Team Nila HQ is committed to addressing any concerns raised and aims to resolve issues cooperatively and informally before moving to a formal written grievance.
- All information related to complaints will be handled with the utmost confidentiality. Parties involved will be kept informed throughout the resolution process.
- Team Nila at any time has the right to withdraw their grievance or speak freely to the relevant party in the conflict channel workflow on the matter.
- If the issue cannot be resolved by the Team Nila HQ staff or the conflict is lodged directly with the accused Team Nila HQ staff, it will be escalated to the next highest authority within Team Nila HQ or the Division Head, Team Nila, as appropriate.

6.1.2 If the outcome is unsatisfactory, Team Nila may contact the Division Head of Team Nila directly. Once the matter is resolved, the decision becomes conclusive.

## 7. SUPPORT AND FEEDBACK

### 7.0 SUPPORT POLICY

7.0.1 Team Nila HQ highly values the health and safety of Team Nila and will continue to strengthen its safety culture and review guidelines on a periodical basis, or when necessary.

7.0.2 The following are general guidelines for Team Nila to note during volunteering:

- Team Nila is encouraged to alert any point of contact on the ground of any medical conditions if they are feeling unwell before/during/after the event and will not be forfeited.
- Team Nila does not need to undertake any tasks that endanger the safety or cause harm or discomfort when instructed by the Team Nila Volunteer Leader or Team Nila HQ staff.
- Team Nila is free to leave their deployments at any moment if they believe that their lives are in danger.
- Team Nila is encouraged to report upstream of any situation that may pose a safety and health risk (e.g., unreasonable request to be on deployment for more than eight hours without rest).

## 7.1 FEEDBACK CHANNEL

- 7.1.1 Team Nila HQ highly values Team Nila and appreciates Team Nila's feedback. For any feedback, please write to [team\\_nila@sport.gov.sg](mailto:team_nila@sport.gov.sg) and we aim to respond within five working days.
- 7.1.2 Sport Singapore and Team Nila HQ are committed to ensuring that every Team Nila has a fulfilling volunteering experience by providing support, guidance, and creating an environment conducive to positive contributions.

## APPENDICES 1 - DATA PROTECTION NOTICE

This Data Protection Notice (“Notice”) sets out the basis upon which Sport Singapore (“we”, “us” or “our”) may collect, use, disclose, or otherwise process the personal data of volunteers under the Singapore Personal Data Protection Act (“PDPA”) and all associated regulations and guidelines which may from time to time be issued by the Personal Data Protection Commission (PDPC) of Singapore.

### I. Application of this Notice

1. This Notice applies to all volunteers working at or attached to us (collectively referred to as “Team Nila”).
2. This Notice applies to the personal data of all persons described above which are in our possession or under our control, including personal data in the possession of organisations which we have engaged to collect, use, disclose, or process personal data for our purposes.

### II. Types of Personal Data We Collect

3. As used in this Notice, “personal data” means data, whether true or not, about the person engaged in a service with us who can be identified: (a) from that data; or (b) from that data and other information to which we have or are likely to have access. Personal data that we may collect in the context of volunteers includes, without limitation, your:
  - Name, Date of Birth, NRIC/FIN, Age
  - Gender, Race, Nationality, Religion
  - Mobile Number, Email, Address
  - Marital Status, Employment, Education, Designation
  - Medical Declaration, Emergency Contact/Relationship, Record of Offences
4. Other terms used in this Notice shall have the meanings given to them in the PDPA (where applicable).

### III. Collection, Use and Disclosure of Personal Data

5. We generally collect personal data that (a) you knowingly and voluntarily provide in the course of or in connection with your volunteering with us, or via a third party who has been duly authorised by you to disclose your personal data to us (your “authorised representative”, which may include the references you provided), after (i) you (or your authorised representative) have been notified of the purpose for which the data is collected, and (ii) you (or your authorised representative) have provided written consent to the collection and usage of your personal data for those purposes, or (b) collection and use of personal data without consent is permitted or required by the PDPA or other laws.

We shall seek your consent before collecting any additional personal data and before using your personal data for a purpose which has not been notified to you (except where permitted or authorised by law).

6. You have choices regarding our collection, use, or disclosure of your personal data. If you choose not to provide us with the personal data described in this notice, we may not be able to perform our obligations under or in connection with your volunteering with us or facilitate your personal data and withdraw your consent in the manner described in paragraphs 9 and 10 below. We may collect, disclose, or use your personal data pursuant to an exception under the Personal Data Protection Act or other written law.
7. Your personal data will be collected and used by us for the following purposes, and we may disclose your personal data to third parties where necessary for the following purposes:
  - (a) Performing obligations under or in connection with your volunteering with us;
  - (b) All administrative-related matters within our organisation, including administering your insurance for volunteering events (where applicable) and investigating any acts or defaults (or suspected acts or defaults);
  - (c) Managing and terminating our volunteering relationship with you, including resolving any volunteering-related grievances;
  - (d) Facilitating our compliance with any laws and regulations which may be applicable to us.
8. Furthermore, if you choose to share personal data of other people (such as family information, emergency contact information, and references) with us, it is your responsibility to inform such other people, whose personal data you provide, about the use of their personal data as set out in this Notice.
9. The purposes listed in the above clauses may continue to apply even in situations where your relationship with us has been terminated or altered in any way, for a reasonable period thereafter.

#### **IV. Withdrawing Your Consent**

10. The consent you provide for the collection, use, and disclosure of your personal data will remain valid until it is withdrawn by you in writing. You may withdraw consent and request us to stop collecting, using, and/or disclosing your personal data by submitting your request in writing or via email to Sport Singapore. Please note that withdrawing consent does not affect our right to continue to collect, use, and disclose personal data where such collection, use, and disclosure without consent is permitted or required under applicable laws.
11. Upon receipt of your written request to withdraw your consent, we may require reasonable time (depending on the complexity of the request and its impact on our relationship with you) for your request to be processed and for us to notify you of the consequences of us acceding to the same, including any legal consequences which may affect your rights and liabilities to us. In general, we shall seek to process your request within ten (10) business days of receiving it. Should we require more time to give effect to a withdrawal notice, we will inform you of the period by which the withdrawal of consent will take effect.



## **V. Protection of Personal Data**

12. To safeguard your personal data from authorised access, collection, use, disclosure, copying, modification, disposal, or similar risks, Sport Singapore has introduced appropriate administrative, physical, and technical measures such as up-to-date antivirus protection, access control, password protection, etc.
13. If Sport Singapore discloses your personal data to third parties, we will ensure that they provide sufficient guarantees to us to have implemented the necessary security measures to protect your personal data.
14. You should be aware, however, that no method of transmission over the internet or method of electronic storage is completely secure. While security cannot be guaranteed, we strive to protect the security of your information and are constantly reviewing and enhancing our information security measures.
15. You should regard all information obtained during the voluntary work as strictly confidential. Do not share and release any information without prior agreement and authorisation from Sport Singapore.

## **VI. Accuracy of Personal Data**

16. We will take reasonable steps to ensure that the personal data we collect about you is accurate, complete, not misleading, and kept up to date. We rely on personal data provided by you (or your authorised representative). It is your responsibility to ensure, to the best of your knowledge, that the personal data you provided us with is accurate, complete, and up to date.
17. To ensure that your personal data is current, complete, and accurate, please update on VolunteerSG if there are changes to your personal data.

## **VII. Data Breach Notification**

18. In the event of a breach of security leading to accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data, we shall promptly assess the impact and if appropriate report this breach within 3 calendar days to the Personal Data Protection Commission (PDPC). We will notify you when the data breach is likely to result in significant harm to you after our notification to PDPC. We may also notify other relevant regulatory agencies, where required.

## **VII. Effect of notice and changes to notice.**

19. This notice applies in conjunction with or may take precedence with any other policies, notices, contractual clauses, and consent clauses that apply to the collection, use, and disclosure of your personal data by us.
20. We may revise this Notice occasionally without any notice. You may determine if any such revision has taken place by referring to the date on which this Notice was last updated.
21. Your continued volunteering with us constitutes your acknowledgment, and acceptance of such changes.

## APPENDICES 2 - TEAM NILA'S ATTIRE

### Team Nila Volunteers' Uniform and Apparel

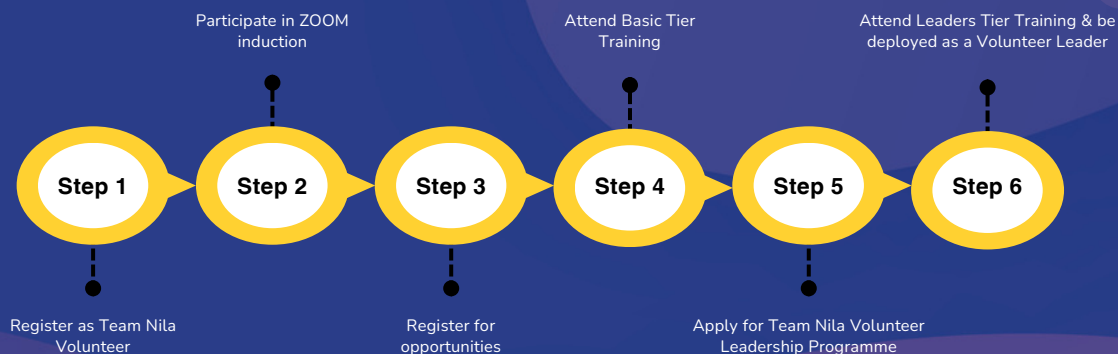
S/N	Item
1	Team Nila Lion T-Shirt
2	Team Nila Bucket Hat/Golf Cap
3	Team Nila Sling Bag
4	Team Nila Nametag
5	Team Nila Phone Sling
6	Team Nila Arm Sleeve
7	Team Nila Fabric Keychain

*\*Subjected to changes*

### Acceptable Attire During Volunteering

Acceptable	Unacceptable
Team Nila Lion T-Shirt	Any other attire
Pants/Jeans/Berms	Exercise shorts (above knee length)
Covered Shoes	Slippers/Sandals
Religious Accessories	Excessive fashion accessories
Arm Sleeves	Offensive or tattoo-like sleeves
Cap/Bucket Hat	Offensive Caps

## APPENDICES 3 - VOLUNTEERING JOURNEY



If you are interested in volunteering as a Team Nila Volunteer Leader, write an email to [team\\_nila@sport.gov.sg](mailto:team_nila@sport.gov.sg).

## APPENDICES 4 – TEAM NILA CHEER SQUAD

Be the heartbeat of Team Singapore by joining our Team Nila Cheer Squad – Team Nila Beats to support Team Singapore during competitions and games. If you are interested in applying, [click here](#) to submit your application along with a one-minute video showcase of yourself playing a percussion instrument.



## APPENDICES 5 – WITHDRAWAL GUIDE

**Early Withdrawal (earlier at least 24 hours before commencement of the shift)**

- (a) To withdraw the shift, go to VolunteerSG and perform self-withdrawal.
- (b) Notify the opportunity In-charge of the successful withdrawal to facilitate the replacement of the volunteer for that opportunity.

**Last Minute Withdrawal (less than 24 hours before commencement of the shift)**

- (a) Submit a photo of a valid supporting document here within 72 hours after the shift has commenced.
- (b) Notify the Opportunity IC of the withdrawal before the shift begins.

# Grow with us

At Team Nila, we believe in providing you with opportunities for personal and professional growth.

You will have access to a wide range of training and development programmes aimed at enhancing your skills and expertise. We are committed to supporting your growth journey.

## Contact Us



+65 6500 5000



[team\\_nila@sport.gov.sg](mailto:team_nila@sport.gov.sg)



[go.gov.sg/teamnila](https://go.gov.sg/teamnila)



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