

# CHURCH SAFETY AND SECURITY POLICY



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## Preamble

### 1. **Culture and Core Values Articulated: Know why we do it**

As a church, we want to reflect our culture and core values in the way we relate to people, approach situations and deal with problems that arise in our church life. These policies will help to articulate in a clearer and more systematic way what our culture and core values are. In other words, they set out why we do what we do.

### 2. **Consistency Assured: Know what to do and how to do it**

As the church grows and the leadership expands, it is important to ensure that there is still a consistent approach to situations and circumstances. Policies take personalities out of the picture so decisions are based on principles and not on an individual basis. Each situation will be dealt with thoughtfully and purposefully, reducing the possibility of problems arising due to inconsistency. Best practices are also developed as we strive towards our vision of becoming a world-class church in a first-world nation. As these policies will form the platform for training, this also ensures leaders and volunteers, especially newly appointed ones are sufficiently equipped to handle their responsibilities and they will now know how and what to do in the various situations they may encounter in their jobs and ministries.

### 3. **Covering and Accountability: Protect what we do**

Policies provide a layer of covering for our church congregation as the systems set up provide a safe and secure environment for all, especially the youth and children.

In addition, they assure the public, church members and authorities that there are clearly stated systems and processes in place in our organization. With authorities defined, boundaries set, and responsibilities delegated, it is known to all who does the task, why it is done, and under what conditions it is done and helps to ensure the accountability of all involved. They also prepare the church to respond to emergencies swiftly and appropriately.

These policies also enable us to keep a lookout for each other so that if we observe behaviour that does not comply with the standards set, we know how we should respond and who we should inform.

Furthermore, it will minimize the likelihood of the church and those who work and volunteer in it from being subject to unwarranted accusation and suspicion. Complying with these policies will go a long way in protecting what we do in church.

### 4. **Disclaimer**

These policies are not intended to create an implied or express contract with any person. They are not intended to create a legally enforceable or binding promise or representation.

It should be noted that these policies are non-exhaustive, as it is impossible to anticipate and provide for every conceivable situation or circumstance that could possibly arise. It may be necessary to modify or depart from this policy in certain cases based on unique facts and circumstances, and Heart of God Church reserves the right to modify or depart from this policy where necessary.

## **Church Safety and Security Policy**

### **1. Purpose of the Policy**

Heart of God Church ( the “**Church**”) is a church that values people and relationships. The purpose of this Policy is to set out the approach of the Church towards ensuring the safety and security of its Congregation and Visitors. Safety is the protection against unintended threats and security is the protection against deliberate threats. This Policy will not only increase the awareness of safety and security within the Church but also create a healthy culture of well-being, care and protection towards its Congregation and Visitors. To ensure a systematic and holistic approach towards safety and security, the principles and processes are categorised in these 4 sections, namely:

- People
- Premise
- Programmes
- Property

In particular, because HOGC is a youth church, the well-being of youth and children are of particular importance and there is considerable thought and planning towards ensuring their safety and security. As such, there are 2 separate policies that focus primarily on these 2 groups.

The Church Safety and Security Policy therefore needs to be read together with the Youth Safety and Security Policy and the Children Safety and Security Policy for a complete overview of all aspects of safety and security.

### **2. Governance and Scope of the Policy**

#### **2.1 Who is responsible for this Policy?**

The Safety and Security Command (“SSC”) is established to oversee all safety and security matters related to HOGC. The SSC sets the strategic direction for safety and security efforts in the Church and is responsible for the drafting, implementation and enforcement of this Policy and other related policies and standard operating procedures (“SOPs”). The SSC reports to the Board of Directors through the Governance, Risk and Compliance Sub-Committee.

#### **2.2 Who does this Policy apply to?**

This Policy is applicable to:

- Staff
- Volunteers ( Leaders, Trainers and Ministry Crew ) serving in church
- Congregation

#### **2.3 Who does this Policy protect?**

This Policy aims to protect the congregation who attend the Church

#### **2.4 What kind of harm is this Policy targeting to avoid?**

This Policy aims to prevent these 3 types of harm from being inflicted:

- Physical harm
- Emotional harm
- Sexual harm

## 2.5 How to apply this Policy?

Controls are in the form of Rules and Guidelines.

- **Rules** must be complied with. They can be monitored and audited.
- **Guidelines** are to be complied with, as much as is feasible and possible, given resources available. Appropriate controls and measures are to be applied with wisdom so that the risks in any given situation are reduced until they are at an acceptable level.

## 2.6 Who needs to apply this Policy?

Pastoral and Ministry leaders should bear in mind the Rules and Guidelines in this Policy to ensure safety and security when:

- Planning for the zone, CG, ministry and departments
- Planning the ministry roster
- Selecting trainers
- Planning communication processes
- Developing further SOPs to deal with particular situations

Ministry Deployment should plan with this Policy in mind when deploying BMT graduates to the various ministries. For ministries that require more life experiences like the understanding of traffic rules e.g., Traffic Usher or more technical skills like managing electrical equipment e.g., Facilities Management, deployment will be carefully managed to ensure the safety of the Ministry Crew is prioritized.

## 2.7 What kind of interaction does this Policy cover?

This Policy covers both

- in-person/face-to-face interaction and communication as well as
- online communication over devices and platforms.

The reason online communication must be included is because this is now a common form of communication. Many relationships are formed and developed online and such interactions are even more prevalent during the pandemic.

Online interaction carries with it threats that are not inherent in in-person/face-to-face communication as such interactions are opaque and not easily observable by others. As such privacy can easily be exploited by rogue actors, as evidenced by the many reports in media concerning such online threats. Physical risks (albeit of a lesser frequency) continue to exist and still need to be dealt with.

## 2.8 Who needs to be responsible for Safety and Security?

Even with the Church's commitment to providing a safe and secure environment for its people, especially youths and children, it still requires everyone else's co-operation for this endeavour to succeed:

- **Parental Responsibility:** Parents should exercise their judgment and make appropriate decisions in consideration of their youth and children’s safety and security.
- **Public Responsibility:** Everyone else in church should also understand and respect each other’s boundaries and also look out for the safety and security of others, especially those of youths and children. If there is cause for concern, these should be voiced out or highlighted to a staff or leader or they can use the whistleblowing platform. They can also do what is reasonably necessary to assist those who need help.
- **Personal Responsibility:** Everyone (including youths and children as far as their age and maturity level allow) should take reasonable care of their own safety and security and understand that their actions or omissions may affect the safety and security of not only themselves, but also others around them. The Church will do its part to educate and empower youths to be aware of such risks and take care of themselves.

## 2.9 What is our Zero-Tolerance Policy?

The Church adopts a **zero-tolerance policy** towards any form of physical or emotional or sexual abuse towards our congregation, especially towards youths and children in accordance with Biblical standards.

*Matthew 18:6 NIV*

*“If anyone causes one of these little ones—those who believe in me—to stumble, it would be better for them to have a large millstone hung around their neck and to be drowned in the depths of the sea.*

Where there are serious concerns raised regarding the conduct of a staff or volunteer, the SSC reserves the right to take all necessary actions including, but not limited to, asking for records of all communications to ensure that a fair, just and thorough investigation is conducted. The Committee will institute disciplinary action and report to the relevant authorities depending on the seriousness of the case. At the same time, the Committee will not tolerate any frivolous, mischievous or malicious allegation brought against a Staff or Volunteer. Anyone found making such baseless allegations will also be subject to a thorough investigation and be met with appropriate disciplinary action.

## 3. People

### 3.1 Rule on Safety and Security Declaration

The obtaining of a Safety & Security Declaration (“SSD”) for Working with Youth and Children is a prerequisite that has to be fulfilled by those who

(i) work directly with youths and children when they lead, train and/or interact with them; and/or

(ii) have access to youths and children

(collectively defined as “sensitive roles/ministries”)

before they can be deployed to work/serve in these sensitive roles/ministries.

Through completing and submitting a Self-Declaration Form on an annual basis, this screening process ensures that Staff and Volunteers working/serving in sensitive roles/ministries are role models in their character and conduct for youths and children.

Rule on SSD: Those who do not obtain the SSD will not be allowed to serve in sensitive roles/ministries where they have to work directly with youths and children or have access to youths and children.

### **3.2 Teaching on Conduct Expected of Leaders**

All Leaders and volunteers will undergo regular training and teaching on conduct expected of them. For example, the Church teaches that whilst secular leaders have external controls to govern them, godly leaders have eternal and internal controls which guard their hearts - and that is the fear of God. This means that as Christians, it will no longer just be policies, systems and controls that prevent them from doing wrong, but eternal controls that guard the heart, knowing that all have to face God and be accountable for their actions.

Rule: All Leaders and volunteers are advised to undergo teachings and training on the conduct expected of them.

### **3.3 Rule on Code of Conduct**

The Code of Conduct contains church values and sets out the standard that Staff and Volunteers (includes both Leaders and Ministry Crew) should aspire and align their conduct and behaviour to:

- Staff: Staff Code of Conduct
- Leaders: Leaders Code of Conduct
- Ministry Crew: Volunteers Code of Conduct

The signing of this Code of Conduct will be conducted on an annual basis.

The Church reserves the right to revoke any positions in leadership or in ministry for persons who do not sign the respective Codes of Conduct. Where there has been a breach of any Code of Conduct, the Church will take the necessary disciplinary action against such Staff and Volunteers accordingly.

Rule: All Staff, Leaders and Volunteers are required to sign and indicate their compliance with their respective Code of Conduct.

### **3.4 Guidelines on Appropriate and Inappropriate Conduct**

These are the guidelines that everyone interacting with youths should follow:

#### (i) Guidelines on Appropriate and Inappropriate Physical Contact

*What is Appropriate Physical Contact*

- To encourage someone, a hi-5 or fist bump with the opposite gender or a hug with the same gender is acceptable.
- To pray for a youth, the basic principle is to avoid touching sensitive parts of the body.
- If they are of the same sex, they can put their hands on the head or shoulders or on the hands of the youth getting prayed for.

- If they are of the opposite sex, they can put their hands on the heads or the shoulders of the youth.

*What is Inappropriate Physical Conduct*

- Avoid any physical touch that will give the wrong impression or create misunderstanding.
- Do not make inappropriate jokes or behave in a manner that indicates or suggests physical or sexual interest.
- Do not flirt or ask for sexual favours.
- Do not cause any physical harm.

(ii) Guidelines on Appropriate and Inappropriate Online Interaction

*What is Appropriate Online Interaction*

- Be respectful
- Use appropriate language at all times
- Be clear in your communication so that there is no room for misunderstanding

*What is Inappropriate Online Interaction*

- Do not text anything that would make the youths feel uncomfortable or awkward e.g. inappropriate jokes or stories that contain sexual innuendo
- Do not harass by commenting or sharing on compromising or intimate details or pictures of body parts
- Do not discuss explicit details of sexual history or preferences
- Do not send, receive or forward sexually explicit messages, photographs or images
- Do not sext or ask for sexual favours
- Do not send links to inappropriate websites e.g. adult content, pornography
- Do not create a sexualised online environment
- Do not cyberbully or stalk or intimidate
- Do not communicate in a way where the demeanour, language and attitude is profane, vulgar or demeaning

### **3.5 Guidelines on Pastoral Relationships**

These guidelines help to ensure that pastoral relationships in church are healthy and safe.

(i)Guideline: Complex matters raised should be referred to professional counselling

As church leaders are not professionally trained, they should not, nor should they be expected to provide deep counselling for complex matters which are best referred to trained professional counsellors. This will allow for the complex matters to be resolved in the most appropriate way for the congregation's benefit and well-being and avert the situation where leaders are drawn into complex matters and unnecessary emotional entanglements result.

(ii)Guideline: There is no obligation of confidentiality on the part of leaders for matters relating to criminal acts or sexual crimes shared with them

For matters relating to criminal acts or sexual crimes, or for emergency situations affecting safety and health of congregation, there is no absolute confidentiality in what the congregation shares with the leaders. These are examples of instances where leaders are



duty bound to inform the church or authorities out of moral or legal obligation so that the relevant legal or public authority can deal with this.

(iii)Guideline: Sensitive pastoral matters should preferably not be discussed over text

Sensitive pastoral matters should preferably not be discussed over text as this can cause misunderstanding. Examples of sensitive pastoral matters include, but are not limited to complicated personal and family issues.

### 3.6 Self Check

All Leaders and volunteers should regularly conduct Self-Checks by asking themselves these questions:

- Has my behaviour caused someone that I am leading or serving to be uncomfortable?
- If my leaders were to see this behaviour (whether face to face interaction or online), would they be alarmed?
- If my girlfriend/boyfriend/spouse were to see this behaviour (whether face to face interaction or online), would they be concerned?
- Have I breached any of the Rules and Guidelines in this Policy ?
- Do I have the peace of God when I evaluate my relationship with this person I am leading or serving with?
- Would I be able to account to God for my relationship with this person I am leading or serving with?

They should use the Accountability Checklist to ensure they remain eligible to continue in their roles/ministries.

#### Accountability Checklist

S/No.	Checklist	Insert tick
1.	I have obtained the <b>Safety and Security Declaration</b> (where applicable).	
2.	I have signed the relevant <b>Code of Conduct</b> .	
3.	I am aware of and am abiding by all relevant <b>Rules and Guidelines</b> in the policies.	

### 3.7 Audits, Pastoral Supervision, and Investigations

Detection of and dealing with potential breaches and could be carried out through a combination of controls.

(i) Audits

Audits can be carried out by the Audit Sub-Committee, who may audit compliance with the rules in the various policies. This would help to ensure that the controls and measures are robust and that the policies are being effectively complied with and implemented.

(ii) Pastoral Supervision

Pastoral supervision is regularly carried out by pastoral supervisory leaders who have direct oversight over the leaders and volunteers. Through exercising wisdom and discernment, supervisory leaders are to detect if anything is amiss so that concerns can be raised at the earliest opportunity. If it is a serious issue, pastoral supervisory leaders can escalate it to the Committee who will carry out the necessary investigations.

(iii) Investigation

At the same time, if anyone in Church detects or observes any misconduct, impropriety or wrongdoing committed, they can use the whistleblowing platform to raise their concerns in good faith, without fear of reprisal and with an assurance that their concerns will be taken seriously and investigated.

A thorough investigation will be conducted to ensure fairness and justice is upheld. Whilst ensuring that any suspicion or allegation of harm to a congregation is properly investigated, at the same time, the SCC will not tolerate any frivolous, mischievous or malicious allegations against a staff, leader or volunteer, and anyone found making such allegations will also be subject to disciplinary action.

## **4. Premises**

### **4.1 Definition of Premises**

Premises here is defined as premises

- owned by HOGC or
- rented by HOGC

### **4.2 Safe Physical Environment**

One of the ways to ensure the safety and security of the people in our premises, especially for children, is to ensure that the environment where they are in is child-friendly. This includes ensuring that the Premises which are frequented are regularly checked by the safety and security team for safety concerns, such as making sure furniture and fittings are firmly secured.

### **4.3 Cleanliness and Hygiene**

Children are more vulnerable and susceptible to viruses and diseases and hence it is important to ensure that the Premises which they use are kept clean and hygienic. Regular cleaning and disinfection of these premises are planned and executed by the relevant ministries.

### **4.4 Premise Surveillance**

Premise surveillance is conducted in order to protect the Church from both internal and external threats such as

- Dangerous and malicious intruders (e.g., armed attackers, terrorists and bomb threats, sexual deviants)
- Disruptive behaviour (e.g., someone causing disturbance or creating chaos in our programmes and services)
- Deliberate acts of intrusion and invasion of privacy (installation of hidden cameras and other unauthorised equipment, taking inappropriate photos)

Patrolling, surveillance measures and security checks are systematically and regularly conducted by the Safety and Security Ministry. We also regularly review and evaluate our safety and security measures to take into account possible terrorist threats.

Since 2016, we have engaged external professionals with relevant expertise to conduct regular checks and sweeps for unauthorized equipment within our Premises, such as hidden cameras in toilets. Detection of such intrusions is done with professional equipment and also by trained personnel to ensure that suspicious activities are investigated and dealt with. Special attention is paid to the safety and security of programmes involving young people and especially where there are overnight stays. Access to camps is restricted and more patrols would be conducted to ensure tighter surveillance to detect inappropriate behaviour especially during shower and sleeping times where participants are more vulnerable.

#### **4.5 Fire Safety**

We are committed to managing our Premises with good fire safety practices and ensuring that we comply with applicable legal fire safety obligations/requirements. Our Premises have been equipped with adequate equipment and features to ensure safety for our people and property. We conduct regular inspection and maintenance of fire safety systems and equipment in accordance with the required schedules as well as regular audit and review of the overall fire safety system in line with legislative requirements with the help of external professional advice. We also implement guidelines to minimise fire hazards and prepare for such emergencies by conducting fire drills. Where programmes are held at external Premises, fire safety requirements are also considered and planned for.

#### **4.6 First Aid**

In the event of an incident requiring basic medical attention, we are equipped with the basic equipment at our Premises and have trained healthcare personnel to give First Aid treatment. We also have healthcare professionals on standby during main church services to provide basic medical attention if necessary.

In the event of a medical emergency, external assistance would be promptly sought such as calling for an ambulance.

#### **4.7 Infectious diseases**

This covers all the health and well-being of youth and children in the area of infectious diseases. Youth and children are more vulnerable to communicable diseases due to their age. Prompt attention must be given to those who fall sick and appropriate precautionary measures must be taken to minimise any potential outbreak of infectious diseases.

In order to prevent contamination of and to contain any outbreak within the Premises, there are processes in place to screen the youth and children prior to entry or commencement of the Programmes, such as visual health checks or health declarations. Processes are in place to respond to situations where the youth and children show symptoms prior to, during, and after the Programmes.

We require the Congregation and Visitors to be vigilant and socially responsible. If someone is showing symptoms of or is unwell, he/she should stay home and not turn up in person for service. While it may not be serious for the individual, this is in consideration and comfort of others. We have the right to turn away such persons to protect the interest of the larger Congregation.

In the event of a medical situation or emergency, we will follow the process to escalate and communicate with the youth or child's parents/guardians, or call an ambulance.

#### 4.8 Insurance

HOGC is covered by insurance as required by relevant government regulations.

### 5. Programmes

#### 5.1 What is a Church-related Programme?

There are 2 kinds of Church-related Programmes:

##### (i) Church-**Organised** events

- Programme is fully/partially organized/planned/executed by HOGC
- OR
- Held in Premises that are HOGC owned or leased

Examples include:

Big-scale	Youth Events, Youth Camps
Medium-scale	Funerals, Weddings, Seminars, Mission Trips
Small-scale	Connect Group Meetings, Prayer Meetings

##### (ii) Church-**Supported** Events

- Programme may not be organized/planned/executed by HOGC
- Falls within the vision, mission and purpose of HOGC such as evangelism, community engagement

Examples include: IRCC events, UR Events, Follow Up

#### 5.2 What is not a Church-related Programme?

Analogy: Social interaction where classmates go for a hangout or have fun after school or colleagues going out for dinner after work would not be considered school-related or work-related where school rules or office rules would be applicable. Schools or organisations are not expected to be accountable or responsible for such activities as these take place outside the boundaries of school or work-related activities.

Similarly, church friends often go out on their own meals and sports activities socially or plan their own stayovers or trips or holidays. It is not possible for such activities to be regarded as Church-related programmes as it is administratively and logistically impossible for the leadership of the Church to have oversight over such activities. The Church cannot thus be expected to be accountable or be responsible for such activities. So whilst it is part of the church culture where its congregation build close relationships and bond with each other

socially, for purposes of this policy, these activities are not regarded as Church-related programmes.

### 5.3 What does a Church-organised Programme entail?

If it is considered a Church-organised Programme, this will take place:

#### (i) Church Policies and SOPs

All Staff, Leaders and Volunteers and Congregation will have to apply and abide with relevant Church Policies and SOPs.

#### (ii) Church Oversight

There will be Church Oversight for a Church-organised Programme

Church oversight comprises:

- Legal Oversight
- Management Oversight
- Supervisory Oversight
- Direct Oversight

Definition	Criteria	Role
Legal Oversight	Overall legally responsible for the Church, pastors, staff, leaders, volunteers, attendees of the congregation. Gives final approval of all policies.	Board of Directors
Management Oversight	Appoints the Supervisory Oversight and alignment with church vision and policies.	Senior Pastors / Pastors / CEO / General Manager / Senior Leaders / Staff
Supervisory Oversight	Gives approval and is responsible for the event. Has access to consent forms (where relevant).	Senior Leaders and Staff
Direct Oversight	In direct contact with the Supervisory Oversight as well as with the participants. Is present at the events.  Required to administer consent forms where applicable	Event Coordinator, Connect Group Leader, Team Leader / Potential Team Leader, Teachers, Trainers, Supervisors etc.

#### (iii) Risk Assessment

The SSC will perform relevant risk assessments to ensure that the Church-related programme falls within the safety and requirements set by the Church and that the Congregation participating, especially the youths and children are safe.

## 5.4 What does a Church-supported Programme entail?

### (i) Church Policies and SOPs

All Staff, Leaders and Volunteers and Congregation will have to apply and abide with relevant Church Policies and SOPs.

### (ii) Church Oversight

There may not necessarily be Church Oversight for a Church-supported Programme.

### (iii) Risk Assessment

There may not necessarily be risk assessment for a Church-supported Programme.

### Summary

	Church-Related Programme		Non Church-Related Programme
	Church- <b>Organised</b> Events	Church- <b>Supported</b> Events	
Application of Policies and SOPs	✓	✓	<b>X</b>
Church Oversight	✓	<b>X</b>	<b>X</b>
Risk Assessment	✓	<b>X</b>	<b>X</b>
Examples	Water Baptism Youth Camp Churchwide Prayer Meeting Connect Group Meetings	Community based/IRCC Events Evangelistic Events like UR organised events	CG or Zone friends hanging out at a cafe, going for a meal or going overseas for a holiday

## 5.5 Consent Forms

Parental Consent Forms indicating parents' or guardians' approval, declarations of indemnity as well as details of medical conditions such as allergies and emergency contact numbers will be required in certain Church-related programmes and for certain age groups. Some may require participants to submit consent forms.

<b>Church-related Programme</b>	<b>Age where parental / guardian consent forms are required</b>
Overnight Events e.g. youth camps, overnight prayer meeting  or Events that have been deemed to require additional safety measures	16 years old and below or in secondary school, whichever the older
Overseas Trips e.g. mission trips	21 years old and below
Water baptism	21 years old and below

### **5.6 Overnight Camps**

Where there are overnight stays in HOGC premises, HOGC will maintain strict access to the camps premise and patrols would be conducted to ensure tighter surveillance to detect unsafe or inappropriate behaviour during the camp.

### **5.7 Mission Trips**

The Missions department will ensure that all Risk and Safety assessments as well as requisite forms are performed and filled up.

### **5.8 Connect Group Meetings ( in homes )**

There should be at least 3 persons at home at any one time for similar reasons to the Rule of 3. Even if someone arrives early, he/she has to wait outside the house until others arrive to form at least 3 persons.

Attendees should always remain in common rooms within the house, and not enter the bedrooms.

The CGL or the Direct Oversight has to be the first to arrive, and the last to leave.

For these meetings which may be conducted at a home, there are processes to ensure safety and security for both the homeowner and visitors, as well as their property and belongings.

### **5.9 Specific Activities Prohibited for Youths: Road and Water Safety**

For youths, there are specific activities that are prohibited such as water-based activities (such as swimming and water-theme parks), cycling on roads and other risky outdoor activities. Cycling at parks such as East Coast Park, Pasir Ris Park is allowed.

Road safety rules when travelling to and from an offsite programme are to be strictly adhered to.

Alcohol is strictly prohibited.

Whilst we will advise our youths, parental partnership and responsibility will be needed to ensure compliance.

## **6. Property**

### **6.1 Definition of Property**

Property is defined as movable and immovable property belonging to (or leased by) HOGC, including its equipment, cash and any other assets ("Property").

### **6.2 Responsibility of Staff, Leaders and Volunteers**

Every staff, leader and volunteer with access to any Property must do their utmost to maintain the safety, security and integrity of such Property and treat it as though it is their own so as to prevent loss, damage or unauthorized modification to such property.

Ministries that authorise any volunteer to handle Property must implement processes and SOPs standard to protect HOGC property.

### **6.3 Handling of Money**

SOPs will be implemented to prevent mishandling of HOGC monies including selecting authorized personnel who are in charge of collecting money. To ensure that there is no misunderstanding or any kind of undue pressure, Leaders are also advised not to make loans to other Congregation and to also advise the Congregation not to do the same.

### **6.4 Insurance**

There will be relevant insurance policies put in place to protect HOGC properties.

### **6.5 Maintenance of Property**

HOGC is committed to providing a safe and secure environment with working equipment and systems for its Staff and Volunteers that are in accordance with applicable statutory safety standards. Equipment will be maintained in safe working condition and where necessary in accordance with the relevant maintenance and servicing dates.

### **6.6 Usage of Property**

All users of any Property will undergo training under their respective ministries or departments prior to being allowed to operate. Where required, certification of proficiency will be obtained from third party vendors.

### **6.7 Personal Property**

All Congregation and Visitors are expected to be responsible for the safety and security of their own personal property and belongings as they would in any other public space. HOGC does not assume liability or responsibility for the loss or damage of personal property.

While HOGC may, out of goodwill, provide certain facilities in its own premises (e.g., lockers, checkrooms, charging stations) to Congregation and Visitors for them to deposit their personal property and belongings for ease of convenience. All such facilities are used at their



own risk and HOGC is not to be held liable or responsible for any theft, loss, or damage resulting from the use of such facilities.

Notwithstanding the above, in the event of an incident (e.g., theft) HOGC may in its sole discretion, out of goodwill render assistance to the affected party for the restoration/recovery of the affected property. HOGC is not obligated to provide assistance to the affected party.

## **7. Whistleblowing Policy**

HOGC has a whistleblowing policy which provides an alternative channel whereby the Employees, Volunteers, Congregation, Visitors and members of the public can be assured that they are able to raise concerns on any misconduct, impropriety, illegal practices or wrongdoing within HOGC without fear of reprisal and/or victimisation and that their concerns will be taken seriously and investigated.