



SPgroup

Empowering the Future of Energy



Motivation
Selflessness
Trustworthiness
Empowerment
Communication
OPENNESS
Enthusiasm
Support
Respect
Friendship
PROACTIVE
CURIOSITY
COLLABORATION
Gratitude
GENTLE
COURAGE
RESILIENCE
KINDNESS
ADAPTABILITY
Affinity
Rapport
Understanding
Reliability
HUMILITY

INCLUSIVITY
TEAMWORK
Dedication
Concern
DUTY
Trust

HEART AT WORK

GRACE
Compassion
GENEROSITY
ACCOUNTABILITY

A Guide to Corporate Volunteering



Passion
Feeling
REINFORCE
Patience
SINCERITY
CAMARADERIE
SOLACE
Encourage
Determination
LOVE
CONTRIBUTE
Appreciation
Flexibility
Assist
Mentor
HUMANITY

Together, we're empowering lives for life.



Dear Colleagues,

SP Group is committed to sustained giving and meeting the needs of our community through meaningful and lasting impact. Beyond raising funds to support programmes that benefit social service users, we have created pathways for our staff to be involved as volunteers.

I believe all of us can make a positive difference in the lives of those who need a helping hand. While monetary contributions are essential, giving of our time, talent and skills are just as valuable. Our direct interaction with families, seniors, children or youth can go a long way to uplift spirits, encourage the heart and mind, build hope for the future and lighten the load of social service agencies.

I am proud to see the culture of volunteerism very much a part of SP's DNA, with activities organised throughout the year. From our experiences and knowledge gained through partnerships with various social service agencies, we have compiled a toolkit to make it easy for anyone to be a volunteer. It provides tips on serving the community according to our respective capacities, at any stage of our giving journey.

Titled **Heart at Work: A Guide to Corporate Volunteering**, it shows how companies like SP Group can sow the seeds for sustained volunteering among employees and enable them to be multipliers of good beyond the workplace, at their own pace and time.

I hope SP Group's volunteers guide will inspire you to make volunteering a way of life and be enriched in your giving journey, just as you enrich and empower lives in the community.



Stanley Huang
Group CEO



FOREWORD

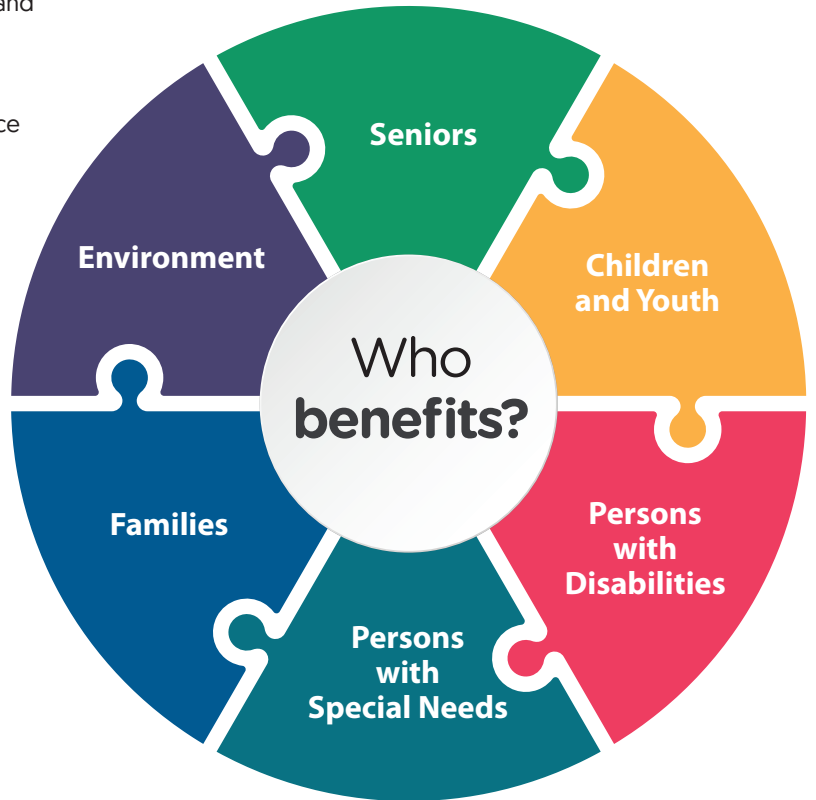
Why Volunteer?

Small actions can create big impact.

Volunteering enables us to give back to the community and be an agent of change, simply by caring and sharing.

For many, especially corporate volunteers, these acts of service provide opportunities to build on skills, experience and knowledge, foster team spirit and staff pride, as well as forge closer bonds with the community.

Be it an individual or collective effort, we can rally behind those who need our care and support.



Ways to Volunteer

1 Service-based

Activities which centre on interactions with social service users.



- Befriending • Excursions
- Learning Journeys • Games
- Exercise Sessions • Sports

2 Skills-based

Utilising own skills and resources to strengthen capabilities of social service agencies.



- Sharing expertise such as:
- Copywriting • IT & Digital Services
 - Photography • Design • Emceeing
 - Inventory • Research • Accounting

3 Event-based

Providing support through activities including fundraising for social service users.



- Fundraising initiatives such as:
- Charity Shows • Sports Events
 - Record-breaking Feats

Our Giving Journey

Through sustained giving, SP Group supports vulnerable and lower-income social service users across the age spectrum, from seniors to youth and children, as well as their families.

SP's corporate giving is built upon three key tenets:

Philanthropy

Set up in 1995, the SP Heartware Fund supports programmes for vulnerable seniors, under Community Chest Singapore. Through various initiatives such as the annual SP Charity Golf, we have raised more than S\$20 million for the Fund. SP also donates to various social service agencies under the mandate of SP Kids at Heart to benefit children, as well as youth in the community.

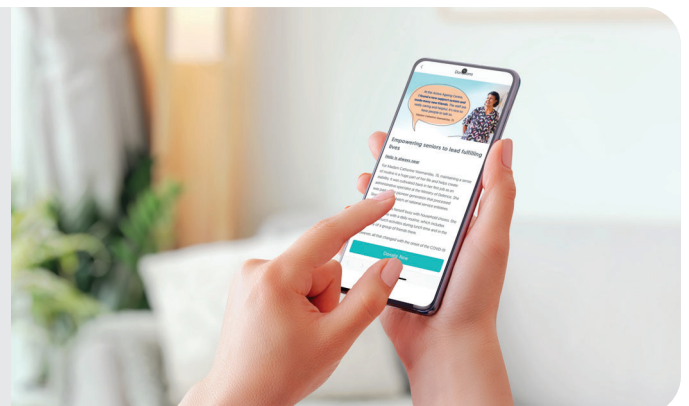


Volunteerism

Our staff volunteers, known as **SP Heart Workers**, are passionate about giving their time, skills and effort to improve quality of life. They drive outreach activities for the vulnerable and underserved throughout the year. Among these are befriending, recreation and sports, excursions and learning journeys as well as the SP Power Packs charity drive where staff deliver bags of daily essential items to families in need.

Enabler

SP actively provides pathways for staff, business partners and the public to do good. These include donating to the SP Heartware Fund through the SP app and donation appeals in utilities bills. SP matches all staff donations dollar for dollar. In addition, SP underwrites operational costs of initiatives so that all funds raised go fully to the social service organisations.



Supporting our Seniors

In our outreach to seniors, we have expanded our support to cover the full range of programmes such as home-help services, befriending, caregiver support and care in community homes.



Taking seniors on fun excursions

SP Heart Workers partner various social service agencies to engage seniors in a myriad of activities. These include games, grocery shopping, outings, exercises, festive celebrations, meals distribution, digital clinics, safety awareness talks and more.

SP Power Packs is an annual staff-led initiative to provide daily essential items to seniors from lower income households – many who live alone or in rental flats. In 2022, we increased our commitment five folds, growing our current reach to 10,000 households each year, benefiting our social service partners such as AMKFSC, TOUCH Community Services and more.

10,000 Power Packs of daily necessities delivered every year



Izzat bin Noordin

Technical Officer, Projects, SP PowerGrid

I have been involved in volunteering and charity work since my polytechnic days. There is a variety of causes to support and I'd encourage my colleagues, friends and family to join and discover which areas they are most passionate about.



Distributing weekly free lunches at Meeting Point @ 128, Toa Payoh



Bringing groceries to the doorstep of seniors during the pandemic

**DID YOU
KNOW?**

Complementing volunteer efforts, SP raises funds through the SP Heartware Fund to support some 25,000 vulnerable seniors through more than 20 programmes under Community Chest.

Building a Brighter Future for our **Youth**

Look up the
urban dictionary
so you can slay!

We empower youth with access to different pathways to pursue their education and career aspirations, regardless of their socio-economic background.

Expanding our support towards the youth segment, we launched the SP Group Engineering Study Awards in 2022 with a S\$1.35 million donation to the Institute of Technical Education (ITE). This benefits 450 of ITE's engineering students from lower-income families. The three-year study award lightens the financial burden of the students and encourages them to complete their vocational education for better employment prospects.



Inspiring the next generation of engineering talent



Neo Wenxia

Executive Assistant, SP Services

The greatest sense of satisfaction comes from making a difference to someone's life and bringing a smile to their faces.



Hosting youths on a learning journey to SP's district cooling plant at Marina Bay

SP also supports Youth Guidance Outreach Services, launching Singapore's first mobile youth engagement outpost powered by an electric vehicle (EV).

As part of a S\$750,000 donation, SP supported the purchase and retrofitting of the EV and provides free charging on our charging network.

The funding has also gone towards upgrading two youth centres, in Woodlands and Ang Mo Kio, and ramping up its youth centre operations in Jurong.

In engaging youths, SP Heart Workers have taken on the roles of befrienders and mentors through sports, and hosting them on learning journeys to SP's facilities.



Befriending youth through sports

**DID YOU
KNOW?**

Our SP Power Packs are customised for each segment of recipients, with items like medicated patches for seniors, stationery sets for youth, and story books for children!

Giving Kids a Head Start



SP Kids at Heart supports young children from lower-income families to enhance their social mobility.

Launched in 2021 with an initial S\$1 million donation to KidSTART Singapore, SP supported 2,000 children to provide holistic education in their formative years by empowering them with learning resources such as digital devices for home-based learning.



SP Heart Workers engages KidSTART families with activities

SP Heart Workers prepare, pack and distribute these resources, and also create instruction guides and explanatory videos to help families get started. This was especially critical in enabling learning to continue during the pandemic years.

In 2022, we renewed our commitment with a further S\$1.1 million donation to support new initiatives that foster early literacy and parent-child bonding. These included the KidSTART Sea Adventures interactive play and KidSTART Stories. To nurture good reading habits, SP Heart Workers delivered books and shelves to help families set up their own mini libraries at home. A total of 3,000 children and their families have benefitted from these new programmes.



Packing learning resources and digital tools for KidSTART children



Dashini d/o Ponnusamy

Executive Officer, SP Services

Coming from a customer service background, I can put my job skills to good use during volunteering sessions, enabling me to better communicate and empathise with the beneficiaries.



In 2023, we deepened our engagement with another S\$1.1 million donation. KidSTART families will benefit from the new Green Adventures learning journeys to promote sustainable habits as well as interactive theatre events as an extension of KidSTART Stories.



Setting up mini libraries to help foster early childhood literacy



Conducting reading programmes for children at AMKFSC's Spright Academy

SP Heart Workers partner AMKFSC in reading programmes, STEM workshops and outings for children from its Spright Academy student care centres. SP's funding has enabled the students to benefit from digital learning tools including laptops and reading devices, and develop strengths through enrichment programmes ranging from digital art and robotics to speech and drama.

At Care Corner Singapore, we have provided more than 80,000 meals at its student care centres.



Taking part in volunteering activities organised by the SP Heart Workers committee does not require leave of absence!

WAYS

you can volunteer at SP Group



Power Packs

Assemble and deliver care packs for seniors, youth and children



Power Play

Organise recreational activities for social service users of all ages



Power Discovery

Create new experiences through excursions and learning journeys



Power Learn

Inspire the thirst for knowledge, hone skills and cultivate good values among children and youth



Power Essentials

Accompany seniors for grocery shopping or deliver daily household essentials to them



Shannon Wan

Executive Officer, Group CEO office

Through volunteering, I connect with colleagues from other departments. The feeling of doing good together deepens the SP family pride.

What type of volunteer are you?



The Newbie

“I don’t know much, but tell me more and keep me in the loop for any opportunity!”

- Never volunteered before at SP or anywhere else
- Interested to try out new things
- I’m looking to support a cause that resonates with me, not sure where to start

Dip your toes into:

Power Packs, Power Essentials, Power Discovery

The Social Butterfly

“When it comes to activities, the more the merrier!”

- Warms up to people of all ages quickly!
- Recharges through interacting with different people
- Loves to brighten someone’s day
- Not just a great speaker, but a great listener too

Deepen your engagement through:

Power Play, Power Learn, Power Discovery

The Action Agent

“Getting hands-on and solving challenges is my thing!”

- Enjoys physical activities
- Equates acts of service to a meaningful way of showing care
- Enriched through building relationships and rapport with colleagues outside of work
- Enjoys being a contributor to overall success

Use your organisational skills and work as a team through:

Power Packs, Power Play, Power Essentials

The Leader

“I am a go-getter who loves to rally everyone around me to walk the talk.”

- Cares for the team and ensures everyone enjoys the outcome and process
- Excels in coordination and planning
- Looks out for newcomers and passes on knowledge
- Cheers others on and goes the extra mile for the cause
- Thinks out of the box to find new and better ways to get things done

Contribute your strengths and passion through:

All of the above!

“

Patrick Liang

Principal Engineer, Electricity Operations, SP PowerGrid

It’s a blessing to be able to give, and every effort counts. Everyone can do this, so let’s take the first step forward together.

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Do's and Don'ts



Do

- ✓ Be open to trying out various volunteer activities
- ✓ Be on time and initiate help where possible
- ✓ Familiarise yourself with the volunteer activity and beneficiaries beforehand
- ✓ Be patient with the beneficiaries and enjoy the experience
- ✓ Put on your SP polo tee and your warmest smile!
- ✓ Stay tuned to the latest activities by our SP Heart Workers committee
- ✓ Encourage your family and friends to volunteer in the community!

Don't

- ✗ Stereotype. Take time to know the beneficiaries individually
- ✗ Overcommit. Know your limits on energy and time. It's better to be fully present for each activity than spread yourself too thin
- ✗ Get distracted and risk the safety and well-being of yourself and those participating in the activity
- ✗ Share personal information during your interactions
- ✗ Circulate images of the beneficiaries among your contacts or externally such as on your social media pages
- ✗ Keep your thoughts to yourself. Feel free to share your feedback and suggestions to improve our volunteer experiences!



Priscilla Liu
Director, Communications

It doesn't matter whether you're an introvert or extrovert, you can pay it forward in your own unique way!





You can be a
Heart Worker
Change Maker
Multiplier of Good

Our appreciation to:

Community Chest Singapore • National Volunteer and Philanthropy Centre
AMKFSC Community Services • KidSTART Singapore
TOUCH Community Services • Youth Guidance Outreach Services
Evergreen Circle Active Ageing Centre • SunLove Active Ageing Centre (Hougang)
Toa Payoh West - Thomson CCC (Meeting Point @ 128)

