

XPP

Extract from the Global Compendium Supporting Document

Updated International Presidents Meeting – Feb 2018

Approved by AIVP Finance



1. ELD MANAGEMENT

1.1. Glossary of terms

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| Global Exchange Product or Exchange | Product or Exchange Refers to the AIESEC Exchange Products, including Global Volunteer (GV), Global Talent (GT) and Global Entrepreneur (GE). |
| Global Talent (GT) | Global Talent is an opportunity for a young person to develop leadership qualities of self-awareness, solution orientation, empowering others and world citizenship by living a cross-cultural professional experience. In the product a young person works abroad to advance their goals. |
| Global Entrepreneur (GE) | Global Entrepreneur is an opportunity for a young person to develop leadership qualities of self-awareness, solution orientation, empowering others and world citizenship while living a cross-cultural experience with a start-up organization. In the product, a young person works abroad in a start-up organization with entrepreneurs to advance their goals and grow. |
| Global Volunteer (GV) | Global Volunteer is an opportunity for a young person to develop leadership qualities of self-awareness, solution orientation, empowering others and world citizenship while living a cross-cultural volunteer experience. Through this product a young person volunteers abroad on social impact projects that contribute to the Sustainable Development Goals. |
| Intern or Exchange Participant (EP) | AIESEC members participating in the Global Exchange Product and going through all stages of the Exchange process. |
| Opportunity Provider (OP) | A corporate, non-governmental or governmental entity hosting the EP during the product realization. |
| Local Committee (LC) | Any local headquarter formally recognized as such by AIESEC International. An LC can send its members abroad or receive EPs. |
| Sending AIESEC Entity (SE) | Official Local or Member Committee of AIESEC or AIESEC International which carried out the selection process of an EP and is or was responsible for its preparation, Approval, and reintegration. |

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| Hosting AIESEC Entity (HE) | The official Local or Member Committee of AIESEC that carries out the Exchange Product with an organisation by uploading the exchange form, Approval, and organizing the EP’s reception and integration. |
| Member Committee (MC) | Any country or territory headquarter formally recognized as such by AIESEC International. The Member Committee is the final responsible regarding the activities of any of its Local Committees. |
| Engagement with AIESEC | A phase in the AIESEC experience that sparks an interest in young people to develop themselves to contribute to a better world. |
| AIESEC International (AI) | Foundation administered by the Management Board of Stichting AIESEC International, having its official office located at 126 Teilingerstraat, NL-3032 AW Rotterdam, The Netherlands. It is the highest governing body of AIESEC looking over operations of the global AIESEC network. |
| Acceptance Note (AN) | The official document contained in the appendices of the Exchange Product Policies; Appendix B – EP Acceptance Note and Appendix C – OP Acceptance Note. The AN form contains the final conditions of the particular exchange as agreed by all involved parties. |

1.2. AIESEC Experience

1.2.1. Definition of AIESEC Experience

- 1.2.1.1. *The AIESEC Experience is the set of opportunities we provide as an organization to engage and develop leadership among young people.*

1.2.2. Phases of AIESEC Experience.

1.2.2.1. *The complete experience consists of three phases:*

1.2.2.2. *Engagement with AIESEC*

1.2.2.2.1. This phase sparks an interest in young people to develop themselves to contribute to a better world.

1.2.2.3. *Experiential Leadership Development*

1.2.2.3.1. This phase enables young people to develop their leadership through learning from practical experiences in challenging environments.

1.2.2.4. *Life-Long Connection*

1.2.2.4.1. This phase includes every person who has gone through AIESEC's Experiential Leadership Development Phase or has been a member of AIESEC embodies what we envision while being a leader in everyday life.

1.2.3. Current Products of Engagement with AIESEC Phase

1.2.3.1. *YouthSpeak Forum*

1.2.3.1.1. "YouthSpeak Forum, powered by AIESEC", is a forum run by youth for youth. It is a forum where inspiration and collaboration convert into action. Both young and senior leaders are brought together to form a diverse cross-sector and multi-generational space for inspiring conversations around pressing global, national and local issues. It is an attractive and engaging approach to making AIESEC relevant to any young person and a way to get involved with no barriers and low commitment.

1.2.3.2. *Local Volunteer*

1.2.3.2.1. Local Volunteer is an EWA product which gives an introduction into what a Global Volunteer experience looks like. It allows locals to volunteer on a project or in an NGO addressing one of the Sustainable Development goals for 6-8 weeks, alongside Global Volunteer participants. The aim is to empower young people to develop LDM characteristics by volunteering together with the participants of Global Volunteer product.

1.2.4. Current Products of Experiential Leadership Development Phase

1.2.4.1. *Global Volunteer*

1.2.4.1.1. Global Volunteer is an opportunity for a young person to develop leadership qualities of self-awareness, solution orientation, empowering others and world citizenship while living a cross-cultural volunteer experience. Through this product, a young person volunteers abroad on social impact projects that contribute to the Sustainable Development Goals.

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1.2.4.2. *Global Talent*

1.2.4.2.1. Global Talent is an opportunity for a young person to develop leadership qualities of self-awareness, solution orientation, empowering others and world citizenship by living a cross-cultural professional experience. In the product a young person works abroad to advance their goals.

1.2.4.3. *Global Entrepreneur*

1.2.4.3.1. Global Entrepreneur is an opportunity for a young person to develop leadership qualities of self-awareness, solution orientation, empowering others and world citizenship while living a cross-cultural experience with a start-up organization. In the product, a young person works abroad in a start-up organization with entrepreneurs to advance their goals and grow.

1.2.5. AIESEC Membership is divided into

1.2.5.1. *Team Leaders.*

1.2.5.1.1. Anyone taking a leadership position within the organization (local, national, global level) with a minimum of three members in the team.

1.2.5.1.2. *Team Leader Experience* is an opportunity for a young person to develop AIESEC's leadership qualities through leading and guiding others in their work and experience at a local, national, regional or global level.

1.2.5.1.3. We provide a *Team Leader* experience through providing practical learning and development to a young person through the experience of managing a team and delivering the minimums for a team experience. *Team Leaders* contribute to the development of others while ensuring AIESEC's performance and the delivery of its experiences.

1.2.5.2. *A young person gains the following through a Team Leader Experience*

1.2.5.2.1. The opportunity to go through AIESEC's Leadership Development Model and develop qualities of Self-Awareness, Solution Orientation, Empowering Others and World Citizenship

1.2.5.2.2. A practical team leader or executive leadership body experience

1.2.5.2.3. Personal and professional development

1.2.5.2.4. Practical hard and soft skills development

1.2.5.2.5. Activities which develop an entrepreneurial and responsible attitude towards being a better leader.

1.2.5.3. *Team Members.*

1.2.5.3.1. Anyone fulfilling a job description within a team in the organization (local, national and global level).

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- 1.2.5.3.2. Team Members Experience is an opportunity for a young person to develop AIESEC's leadership qualities by living a practical team experience at a local, national, regional or global level.
- 1.2.5.3.3. We provide a Team Member experience through providing a practical learning and development experience to a young person, who takes part in a team and takes responsibilities towards managing AIESEC's performance and the delivery of its experiences.
- 1.2.5.4. *A young person gains the following through a Team Member Experience*
 - 1.2.5.4.1. The opportunity to go through AIESEC's Leadership Development Model and develop qualities of Self-Awareness, Solution Orientation, Empowering Others and World Citizenship
 - 1.2.5.4.2. A practical team experience
 - 1.2.5.4.3. Practical hard and soft skills development
 - 1.2.5.4.4. Access to a global network
 - 1.2.5.4.5. An entrepreneurial and responsible attitude towards being a better leader.

1.3. Exchange Product Policies (XPP)

1.3.1. Introduction

- 1.3.1.1. *Any stakeholder involved in the AIESEC Exchange Product is required to:*
- 1.3.1.2. *Observe all aspects of the XPP, be informed of its content and respond in a timely and constructive manner to any grievances, which may arise at any stage;*
- 1.3.1.3. *Follow all the responsibilities stated in the XPP article 3.4.6. Global Safety Management and 3.4.7 Anti-Harassment and Violence Protocol;*
- 1.3.1.4. *Fulfil any and all private, written mutual agreements with EPs and OPs relating to responsibilities of one party to another;*

1.3.2. Liabilities of AIESEC Entities

1.3.2.1. *AIESEC International, SE and HE may only be held liable for their personal respective responsibilities as described in these policies. In particular, the aforementioned entities shall never be held liable:*

1.3.2.2. *In case of refusal from the authorities to provide a visa, work permit or any other legal document or authorization needed by the individual to participate in the exchange;*

1.3.2.3. *In case of false, inaccurate or incorrect information provided by the EP or the OP resulting in the approved stage, when they were not aware of the information on being false;*

1.3.2.4. *In case of accident incurred by the EP during the exchange;*

1.3.2.5. *In case of damages caused by the EP to the organization or to any third party during the exchange;*

1.3.2.6. *In case of damages or loss of any working material (as laptop, camera, cell phone, etc.) provided to the EP by the OP for work purposes;*

1.3.2.7. *For any consequential or indirect damages, including loss of income or profits;*

1.3.2.8. *Where the failure to fulfil their obligations has been caused by circumstances beyond their control (proof required).*

1.3.2.9. *In case of any failure if it is a result of Acts of Nature (including fire, flood, earthquake, storm, hurricane, or other natural disaster), war, invasion, act of foreign enemies, hostilities (whether war is declared or not), civil war rebellion, revolution, insurrection, military or usurped power or confiscation, terrorist activities, nationalization, government sanction, blockage, embargo, labour dispute, strike, lockout or interruption or failure of electricity.*

1.3.2.10. *In case EP causes direct or indirect damage to the organization; including loss of income or profits because of his/hers actions such as stealing intellectual property*

1.3.3. Responsibilities of Member Committees

1.3.3.1. *To develop EP and OP contracts in agreement to the XPP and local/national labour regulations;*

1.3.3.2. *To provide assistance on complaint procedures to its LCs, EPs and organizations when standards issues or violations from the present policies arise. Member Committees should attempt to resolve complaints with sending/hosting Member Committees privately and file claim with the ECB Responsible of counter entity according to Section 3.8.4. when such attempts cannot be resolved independently.*

1.3.3.3. *To cover financial compensations in accordance with the law and XPP, and remain the final responsible for any violation made by its LCs.*

1.3.3.4. *To ensure all exchanges facilitated by AIESEC should fulfil the conditions set in the national and local labour regulations that are in force in the hosting entity and in the local area where the exchange has taken place. All exchanges must also fulfil the conditions set in the present XPP. In case of any difference or contradiction between the referred rules, the regulation which offers more benefits to the EP shall prevail;*

1.3.3.5. *To ensure that all LCs are running exchanges and to provide all the necessary systems and tools for them to operate any exchange products;*

1.3.3.6. *To ensure that all LCs are adhering to the XPP, and any other relevant supporting documents of the Global Compendium as well as policies that the MC has developed specifically for their entity;*

1.3.3.7. *To follow all relevant policies if any MC plays the role of SE or HE;*

1.3.3.8. *Participate in a national audit if directed by AIESEC International or ICB.*

1.3.3.9. *In case of natural, social or any other disaster and/or crisis occurring within the area of the HE, the HE MC is responsible to check the safety status of all the EPs in their entity and report the status to the Global Plenary, AI, and ICB within 24 hours. The report must be continuously shared to the MCPs, AI, and ICB until the HE MC ensures the status of all the EPs' safety*

1.3.3.10. *To ensure that HE has external involvement one or more OPs and doesn't solely organize an exchange.*

1.3.4. Exchange Product Criteria

1.3.4.1. Exchange Participants (EP)

1.3.4.1.1. To qualify as an EP a person must:

1.3.4.1.2. Be at the age of 30 or under before signing the contract

1.3.4.1.3. Demonstrate the following:

1.3.4.1.3.1. Understanding of the purpose of the Exchange Products the applicant is applying for;

1.3.4.1.3.2. Language proficiency in language required in OP form and/or any other language necessary for an exchange;

1.3.4.1.3.3. Capability of living and working in a foreign culture;

1.3.4.1.3.4. Academic and/or working qualifications and skills suitable to his/her desired type of exchange;

1.3.4.1.3.5. Understanding of his/her role as an ambassador of his SE;

1.3.4.1.4. An EP may:

1.3.4.1.4.1. take up a maximum period of 36 months of Exchange Products in total.

These 36 months can be allocated whenever and in whichever order, so long as they follow the minimum and maximum duration of AIESEC exchanges as outlined in section 1 of this document, and respect all XPP;

1.3.4.1.4.2. apply for an Exchange with any country or territory in which he/she has lived for a minimum period of six (6) weeks;

1.3.4.1.4.3. have an Exchange in any entity with the exception of entities in which they have lived for more than two (2) years in the last ten (10) years. The starting date of the last ten (10) years should be considered from the date that the EP applies to the Exchange selection process. CEED/MC/AI experiences may be excluded from this two-year period.

1.3.4.1.5. An individual does not have the right to apply for the AIESEC Exchange Products:

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1.3.4.1.5.1. If he/she does not have the capacity to enter into legal agreements in its SE, cannot legally travel abroad independently, with or without parent/legal guardians formal authorization and without requiring the HE to have legal power of attorney over the individual;

1.3.4.1.5.2. If he/she previously violated the XPP.

1.3.4.2. Opportunity Provider (OP)

1.3.4.2.1. To qualify as a OP a company/organisation must:

1.3.4.2.1.1. Be legally registered company/organisation in the territory of operations

1.3.4.2.1.2. Support AIESEC’s values

1.3.4.2.1.3. Aim to create or support direct positive impact in communities through their activities, initiatives, or projects. Can be from public, private, or social sector, or a project.

1.3.4.2.1.4. Aim to enhance their organization through involving an EP, improving their processes or growing their organizational performance.

1.3.4.2.1.5. Be able to provide an adequate working environment to ensure the EP is not being discriminated by race, colour, gender, sexual orientation, creed, and religion, national, ethnic and social origin, age, their life put at risk or where they would be harassed.

1.3.4.2.2. An organisation does not have the right to apply for the AIESEC Exchange Products:

1.3.4.2.2.1. If it cannot meet the XPP due to any reasons;

1.3.4.2.2.2. It has been recognized by an authoritative AIESEC entity and/or the ICB as having previously broken the XPP.

1.3.4.2.2.3. If they do not align with the Code of Ethics and the Global ER Principles.

1.3.5. Exchange Product Criteria

| Global Talent Product | Global Volunteer Product |
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| <p>1a. HE to provide an internship in a hosting organisation, through which an EP contributes to the goals of the organisation, completes a job description requiring special expertise or skills. This includes the development of practical skills and knowledge in a foreign environment to complement the EP’s higher educational background or field of career aspirations. The EP is supervised and evaluated by one or more full-time employee of the host OP.</p> | <p>1b. HE to provide an international volunteer experience through which EPs develop themselves while empowering individuals, communities or organisations. Be focused on areas and issues with the needs for direct social impact and sustainable solutions. GV EPs may have different type of volunteer experiences, including using professional skills, to contribute to their personal development and positive impact on the society.</p> |
| <p>2. The internship lasts from a minimum of 6 weeks to a maximum of 78 weeks from the</p> | |

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| first day to the last day of the internship |
| 3. Extension must not be accepted for over a total 78 weeks with the same OP. If the OP and the intern agree to extend the experience, AIESEC will have no responsibility or role in facilitating this; |
| 4. Meet the national and local legality in the both HE and SE. In case of any difference or contradiction between the referred rules, it shall prevail the regulation which offers more benefits to the EP; |
| 5. Have a OP, that provides clear legal status for visa invitation and other conditions in the HE as the OP, fulfilling all its responsibilities as described in the XPP |

1.3.6. General Policies and Procedures

1.3.6.1. *General Policies and Procedures Applicable to all stakeholders at any stage*

1.3.6.1.1. To follow the privacy policy on opportunities.aiesec.org (<http://opportunities.aiesec.org/>) and refrain from exporting information about EPs/OPs to other platforms

1.3.7. General Policies and Procedures Applicable to Exchange Participant (EP)

1.3.7.1. *At any stage of the exchange products*

1.3.7.1.1. a) To raise the issue with the relevant party (OP or AIESEC entity) according to the dispute resolution mechanism described on Article 3.8.4. and be proactive in resolving it.

1.3.7.1.2. b) To make proactive steps to resolve any issues faced by contacting the hosting entity, sending entity and actively participating in negotiations with the OP.

1.3.7.2. *Until arrival in Host Entity:*

1.3.7.2.1. Participate in a selection process organised by the SE, if entities require it.

1.3.7.2.2. Complete and send all the documentation for participation in AIESEC Exchange. Have written proof of an academic background, working experience, skills, language proficiency as specified on the EP profile.

1.3.7.2.3. Have written proof of the academic background (transcripts) and working experiences (references) as specified on the EP form;

1.3.7.2.4. Pay the necessary application fees and/or deposits to their SE;

1.3.7.2.5. Attend preparation events and complete the preparation requirements of the country and territory;

1.3.7.2.6. Provide true and accurate information relating to work experience, academic backgrounds or language proficiency levels of the EP;

1.3.7.2.7. Provide the required legal information including data from a valid passport which covers the entire duration of exchange

1.3.7.2.8. To update the HE about his/her passport status within one week of Approval.

1.3.7.2.9. The Acceptance procedure is valid for 10 days [As stated in annex: EP AN]

1.3.7.2.10. Inform the sending AIESEC entity if he/she becomes unavailable for an exchange, or if the EP is looking into other opportunities;

1.3.7.2.11. The EP reviews and understands the conditions under which he/she can withdraw from exchange without financial penalties;

1.3.7.2.12. The EP cannot reject OP form after he/she has officially accepted AN to Opportunity and the OP has accepted the EP.

1.3.7.2.13. To review the visa/work permit regulations for the host country prior to the purchase of a ticket to travel to the country (air/sea/land transportation);

1.3.7.2.14. To submit the visa application within a period up to two (2) weeks after getting all the documents mentioned in OP form; HE must provide information of this policy unless an alternative timeline was agreed-upon with the sending AIESEC entity or the OP. The EP has to keep in touch with hosting AIESEC entity and provide regular updates;

1.3.7.2.15. To cover visa costs, unless otherwise agreed upon with the Hosting AIESEC entity or OP;

1.3.7.2.16. To inform him/herself about all information related to specific legal policies, life conditions, safety, and cultural norms in the hosting country in order to be aware of any potential risk in the country or local area, both by asking the hosting entity as well as through independent research. The EP is the only responsible for assuming those risks, and shall not sue AIESEC or OP for any damage or prejudice caused by an event related to those risks, and shall not break its Approval or end an exchange without accrued financial penalties.

1.3.7.3. From arrival in HE until completion of Exchange Product

1.3.7.3.1. The EP must have sufficient funds to incur all expenses related to transportation to and from the country or territory.

1.3.7.3.2. The EP must have sufficient funds to cover

1.3.7.3.2.1. For GT: all living expenses for the first four weeks of the exchange. This period can be prolonged in case first salary is received after more than four weeks of exchange provided this information is outlined in the OP.

1.3.7.3.2.2. For GV and GE: all living expenses for the entire period of the exchange if he/she is not receiving any monetary compensation from the OP as outlined on the OP form.

1.3.7.3.3. The EP must officially register with the home embassy in the host country if their home country requires.

1.3.7.3.4. The EP must behave in accordance to cultural, religious, ethical norms, national or local law and other policies that exist in the country or territory of exchange.

1.3.7.3.4.1. Must inform SE and HE about his/her departure at least two (2) weeks about his/her travel details

1.3.7.3.5. The EP must take a completion survey to assess the exchange product at the end of experience.

1.3.8. General Policies and Procedures Applicable to OP

1.3.8.1. *At any stage of the exchange product*

1.3.8.1.1. To receive support from AIESEC in dispute resolution in cases where there are complaints against the EP for violation of any policy stated in the XPP, breaking any internal corporate code of conduct, or any other ethical/religious/cultural norms.

1.3.8.1.2. To receive a replacement EP under the conditions stated in the XPP; or if this proves to be unreasonable or impossible, to receive financial compensation.

1.3.8.1.3. To raise the issue with the relevant party [EP or AIESEC entity(ies)] according to the dispute resolution mechanism described in the section 3.4 of XPP and be proactive in resolving the situation. The issue raised should be based on the AIESEC XPP when unsatisfied with the EP's performance or if the EP has violated any XPP statement.

1.3.8.1.4. To ensure that the EP is legally qualified to work in the offered exchange (legal residency requirements and labour law exigencies);

1.3.8.2. *Until arriving at Host Entity*

1.3.8.2.1. To select an EP according to procedure described in the XPP and its own selection criteria and procedure; provided they are mentioned in Job Questionnaire [Find in Annex] and the OP;

1.3.8.2.2. Select an EP among the candidates who have accepted particular exchange (sent an Official Acceptance Note). EP form of such candidates should be presented to this organisation by hosting AIESEC entity. An Acceptance Note of EP is valid for 10 subsequent days;

1.3.8.2.3. Receive complete information about the candidate as requested within reasonable limits. The information requested must also abide with the legal regulations of the country where the organisation is located;

1.3.8.2.4. Contact the candidate directly for the interview or fulfilment of any other selection criteria

1.3.8.2.5. To designate one representative in the organisation as responsible for coordinating the selection process (interviewing and accepting/rejecting candidates), together with an AIESEC Representative and subsequently supporting the EP for the duration of the exchange.

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1.3.8.2.6. To give a response regarding the suitability of any candidate or next selection stages in the period not exceeding 10 subsequent days from the date the EP has accepted particular exchange, unless the candidate agrees to continue this period. If a selection process takes place, the rules and deadlines of each stage must be communicated to the candidate in advance;

1.3.8.2.7. To provide feedback to AIESEC about all the candidates if the OP rejects more than three candidates that fulfil all the criteria set as requested in the OP form. If sufficient feedback on candidates was not provided, AIESEC can determine whether the OP should continue.

1.3.8.2.8. The OP can request a supplementary signed work contract from the EP which is in conformity with the labour laws of the hosting country, provided contract does not change the working conditions indicated on the OP form.

1.3.8.2.9. The OP can request another EP from the same AIESEC entity, if previous EP rejected the exchange after being accepted by the OP.

1.3.8.2.10. The OP can get a copy of the EP's passport details within one (1) week of an Approval in cases where an application for a passport has been initiated with the government officials upon acceptance, unless otherwise agreed-upon with the hosting AIESEC entity or the OP;

1.3.8.2.11. The OP must provide within two (2) weeks all the necessary documents to the EP directly or through the HE (including the written invitation) required for application for visa/work permit. If 2 weeks are insufficient, the EP should be informed and agree with the timeline for provision of any required documents.

1.3.8.2.12. The OP can expect from the EP to submit the visa application in a period up to two (2) weeks after getting all the necessary documents and if the other timeline was not agreed with the hosting entity or the OP.

1.3.8.2.13. The OP must make sure together with AIESEC entity that the EP for the exchange would be able to leave and return to the home country independently, and they also must verify the EP would be able to work in an AIESEC exchange legally in the country the organisation is located;

1.3.8.2.14. The OP must set expectations with the EP regarding expectations of the exchange job role prior to the arrival of the EP.

1.3.8.3. From arrival in HE until completion of Exchange Product

1.3.8.3.1. The OP can demand that the EP perform the full extent of requirements and duties stated in the OP form.

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- 1.3.8.3.2. The OP must provide guidance, training, additional information and adequate working condition according to OP form.
- 1.3.8.3.3. The OP must assign one representative as responsible for the EP's workplace integration, so he/she may integrate as best as possible into the new working environment;
- 1.3.8.3.4. The OP must provide performance-related feedback on EP's performance on a regular basis throughout the exchange.
- 1.3.8.3.5. If the hosting entity can provide evidence of expenses incurred on the EP by organisation, the amount can be scrutinized or considered for reimbursement during complaint procedures.
- 1.3.8.3.6. In all cases the OP is sole responsible for any damage or loss of any working material unless otherwise agreed upon with the intern.

1.3.9. General Policies and Procedures Applicable to Hosting Entity

- 1.3.9.1. *To have a login created for the OP (Organisation and Branch) in opportunities.aiesec.org*
- 1.3.9.2. *To have the whole process of pre-screening candidates conducted for the OP.*
- 1.3.9.3. *To put OP form on "Draft" status if the exchange product has become temporary unavailable, or if the particular organisation cannot participate in an AIESEC Exchange product due to reasons stated in Compendium.*
- 1.3.9.4. *To constantly (once a week) inform applicant about the progress of his application if he/she was shortlisted. Information should be sent to applicant either by OP manager or by Global coordinator.*
- 1.3.9.5. *The HE must comply with Exchange Standards in Global Compendium;*
 - 1.3.9.5.1. Relevant Visa and labour law information.
 - 1.3.9.5.2. EP key contact information (2 minimum point of contacts with the LC).
 - 1.3.9.5.3. Accommodation, LC and MC office address.
 - 1.3.9.5.4. Information on local specific safety for the areas of OP and accommodation location referring to the local authorities' official statements.
 - 1.3.9.5.5. Within two weeks (2) provide all necessary documentation including the written acceptance note/invitation required for application of visa/work permit for the EP.

1.3.9.6. *Check the EP's safety status at least once in a week until he/she departs from the country/territory with the same visa status provided by the HE, even after the Exchange Product duration has ended. If the EP decides to stay in the country/territory longer with his/her own coordination of the visa or residential status, AIESEC is no longer responsible for his/her safety status.*

1.3.9.7. *To have an individual responsible person (preferably OP manager) for providing overall services to the EP throughout the exchange duration. They must facilitate the EP's reception and orientation during the first month of the exchange, unless otherwise specifically assigned;*

1.3.9.8. *To have an access to platform (e.g. forum, mail group, phone number etc.) for the EP to be able to communicate with the hosting entity members during the whole period of exchange.*

1.3.9.9. *Provide support on registration with relevant local authorities within the timelines mentioned by the country's law. The hosting LC shall communicate (including information on country page) the registration timelines and requirement to the sending LC and the EP as soon as the EP is selected.*

1.3.9.10. *Assistance to open a bank account if necessary and assistance in converting money to the local currency on EP's request.*

1.3.9.11. *Provide information about location and guidance for use of general services such as medical systems, use of emergency services, public transport, groceries and any other information that would be necessary to allow the EP to successfully complete their exchange.*

1.3.9.12. *Provide assistance in obtaining essential service as electricity, water, gas, heating if required and provide a communication platform in case any inconveniences with these services take place.*

1.3.9.13. *Provide assistance in dealing with housing agreements and landlords if required by EP.*

1.3.9.13.1. *Setting expectations with the EP's supervisor regarding expectations of the exchange job role, unless it is stated in OP already.*

1.3.9.13.2. *Inform all the stakeholders involved regarding the complaint and termination procedures (Section 3.4), integration plans for EP and frequency of communication/evaluation between the OP and the AIESEC.*

1.3.9.13.3. *Ensure the EP receives performance-related feedback from the organisation on a regular basis throughout the exchange.*

1.3.9.13.4. *Provide information about local cultural norms, including those related to dressing, greeting, traditions and law policies*

1.3.9.13.5. *Provide introduction to the local AIESEC members, the LC reality and culture.*

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1.3.9.13.6. Provide opportunities for the EP to become involved in AIESEC activities related to their interests and goals if EP is interested.

1.3.10. General Policies and Procedures Applicable to Sending Entity

1.3.10.1. *The SE must provide training and support through an EP buddy/manager from approval stage until the end of exchange product.*

1.3.10.2. *The SE must comply with Exchange Standards in Global Compendium.*

1.3.10.3. *The SE must provide access to a platform (e.g. forum, mail group, phone number etc.) for the EP to be able to communicate with sending LC during the whole period of exchange for feedback, evaluation, information sharing and general support.*

1.3.10.4. *Constantly communicating with the EP including his/her location and the safety at least:*

1.3.10.5. *GT: when he/she arrives and after once a month*

1.3.10.6. *GV and GE: when he/she arrives, in the middle of the experience and in the end.*

1.3.10.7. *If the SE cannot reach the EP any longer than 10 (ten) days without any notification from the EP and/or the HE, the SE is responsible to coordinate with the HE to research and be updated about the EP location and his/her safety, and on SE's own judgment, contact the family/guardian of the EP in the SE.*

1.3.10.8. *Inform the EP about existing re-integration opportunities in AIESEC*

1.3.10.9. *Approved Status between an EP and OP is only considered official when both the EP and organisation has fulfilled at least one of the requirements below:*

1.3.10.9.1. Have accepted each other through opportunities.aiesec.org and signed online official Acceptance Notes

1.3.10.10. *Acceptance of opportunity automatically means the EP is accepting the particular exchange with all its conditions, as described in the opportunity available in opportunities.aiesec.org.*

1.3.10.11. *Acceptance opportunity automatically means that the EP is guaranteed as available for the exchange while Acceptance Note is valid for ten (10) days.*

1.3.11. Policy of Breaking Status

1.3.11.1.1. The realisation broken will be discounted from both countries' official results for the matter of the Membership Criteria.

1.3.11.1.2. Exchange is considered realised when the EP starts working at the OP office on the first working day. The OP manager is responsible to change the status of OP form on Realised.

1.3.11.1.3. Once a Realisation is assigned on opportunities.aiesec.org by the OP Manager or by any other qualified AIESEC member from the hosting entity it can only be broken (i.e., the status of the EP and OP form can only be changed) with mutual agreement of the two relevant ECBs. In case the entity does not have an established ECB set, the responsibility falls on the Member Committee.

1.3.11.1.4. The break of realisations between merged entities can be authorized by its Member Committee representatives standing for both, EP and OP form. Refer to section 3.4 for break RE procedure

1.3.11.1.5. Policy of Breaking Approved Status

1.3.11.1.5.1. The EP has the right to break Approval if one of the following situations applies:

1.3.11.1.5.2. The EP has not received all necessary documents required for application for visa/work permit from the hosting LC (including invitation) within two (2) weeks, which has resulted in the EP not being able to commence with the exchange; or the EP was not informed of the timeline for provision of any required documents;

1.3.11.1.5.3. In the case where the standard under policy 3.5.7.6.5; (to view the visa) is met by the EP but a delay was caused by third party and this delay fundamentally changes the conditions of the exchange (Proof required).;

1.3.11.1.5.4. The EP has an emergency in his/her family (Proof required). After breaking an Approval due to family emergency the EP is not allowed to put an EP form on "Open" or raise new EP form on opportunities.aiesec.org for the next 6 weeks;

1.3.11.1.5.5. The EP becomes ill and the situation can be dangerous for his/her health (Proof required);

1.3.11.1.5.6. The EP may be put in danger due to the area where he/she works being formally declared in emergency due to war, natural disasters, people revolution, and terrorism attacks;

1.3.11.1.5.7. The OP has the right to break Approval if one of the following situations applies:

1.3.11.1.5.8. The organisation is within the labour laws of the host entity to end the exchange early.

1.3.11.1.5.9. The EP has falsified information related to his work experience, academic background or language proficiency, and is unable to fulfil his exchange job role as specified in the OP form.

1.3.11.1.6. Policy of Breaking Realised Status

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- 1.3.11.1.6.1. The EP has the right to Break realisation if one of the following situations applies:
- 1.3.11.1.6.2. The EP has an emergency in his/her family (Proof required). After breaking a realization due to family emergency the EP is not allowed to put an EP form on "Open" or open new EP form on opportunities.aiesec.org for the next 6 weeks.
- 1.3.11.1.6.3. The EP becomes ill and the situation can be dangerous for his/her health (Proof required);
- 1.3.11.1.6.4. The EP is in danger due to the area where he/she works being formally declared in emergency due to war, natural disasters, people revolution, and terrorism attacks;
- 1.3.11.1.6.5. The EP does not have an official working/living permit in the country of exchange upon arrival unless other legal options have been agreed upon;
- 1.3.11.1.6.6. The exchange job is different to the description the OP AN form refers to and was not agreed upon by the EP, where the change affects the nature/purpose of the job, or puts the EP in financially or physically disadvantaged state. The EP is expected to try to resolve the issue first with the OP and hosting entity;
- 1.3.11.1.6.7. The EP is discriminated against race, colour, gender, sexual orientation, creed, religion, national, ethnic or social origin, or age at his/her work place;
- 1.3.11.1.6.8. The EP is sexually harassed at their work place or by AIESEC members;
- 1.3.11.1.6.9. The organisation does not provide the basic work conditions or any main benefit offered to the EP that the OP AN form refers to and the EP did not agree to the abolition. The basic work conditions or benefits referred above must be of a nature that their abolition reasonably makes impossible or too difficult the EP's job or living conditions in order for a broken Approval to be validated. The EP is expected to make certain preliminary steps to resolve the issue, including contacting the hosting entity and actively participating in negotiations with the organisation to resolve any issues;
- 1.3.11.1.6.10. The OP does not pay corresponding salary to the EP for two consecutive months. The EP may still claim accrued salary from the OP provider and hosting entity in case of a broken realization.
- 1.3.11.1.6.11. The OP has the right to Break realisation if one of the following situations applies:

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1.3.11.1.6.11.1. The EP has falsified information related to his work experience, academic background or language proficiency, and is unable to fulfil his exchange job role as specified in the OP form.

1.3.11.1.6.11.2. The EP is breaking a law of the hosting entity or is continuously breaking internal regulations of the organisation despite being warned or aware of them.

1.3.11.1.6.11.3. The organisation is within the labour laws of the host country to end the exchange early.

1.3.12. Complaint Procedure

1.3.13. To raise an issue regarding AIESEC Exchange Products, any party must follow the dispute resolution process in the order outlined below:

- **Step 1. (Internal Level):** The complaint party should inform the Hosting AIESEC Entity and the response party and try to solve an issue privately with them.
- **Step 2. (Local Level):** If Step 1 has been tried and failed, the complaint party should inform and involve the Sending Entity, while this entity will inform and communicate with the hosting entity to solve the problem in accordance with the Exchange Product Policies.
- **Step 3. (National Level):** If Step 2 has been tried and failed, then both sending and hosting entity should inform their ECB and MC that will work together to solve the issue. In addition, they may share the issue over the Global Network.
- **Step 4.** If the parties involved cannot reach a mutual agreement within a two-week period, it is advised to submit a formal Case Application as stated in 3.6.2

1.3.14. Submission of a complaint to ECB

1.3.14.1. *Before any party can submit a complaint to ECB, it has to try to settle the issue on a local level.*

1.3.14.2. *Complaining parties have a responsibility to raise complaints with appropriate local parties within one month of the date of the alleged violations. ECB shall automatically accept arbitration of cases where parties started negotiation/communication with each other on disputes within one month of the violation. However, ECB chair shall have discretion in accepting or rejecting arbitration of cases where communication between*

1.3.14.3. *If the parties involved cannot reach a mutual agreement within one week period on a local level, it is advised that the situation be brought forth to ECB.*

1.3.14.4. *The following steps must be followed to submit a complaint to ECB:*

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1.3.14.4.1. The complaining party (LC or Intern) shall contact ECB with initial complain on Exchange Standards by writing an email to ECB of their entity. ECB contact email shall be accessible on the entity website. ECB shall support the complaining party in filling in the Official Case Application Package (please refer to Article 3.6.3.) within one week after official complaint is received. If no reply within one week or contact not found, please refer to icb@ai.aiesec.org.

1.3.14.4.2. Application package must contain LC to LC correspondence where ECB can find that mutually acceptable solution could not be found.

1.3.14.4.3. Application package should contain all proof of acclaimed XPP violations which can include but not limited to: receipts, flight tickets, examples of communication, OP/EP ANs, pictures etc.

1.3.14.4.4. ECB has the right to request that documents are notary translated

1.3.14.4.5. Along with this, ECB and EP must sign the last paragraph of the Official Case Application

1.3.14.5. *ECB will inform the relevant counter entity of the complaint by submitting Official Case Application Package.*

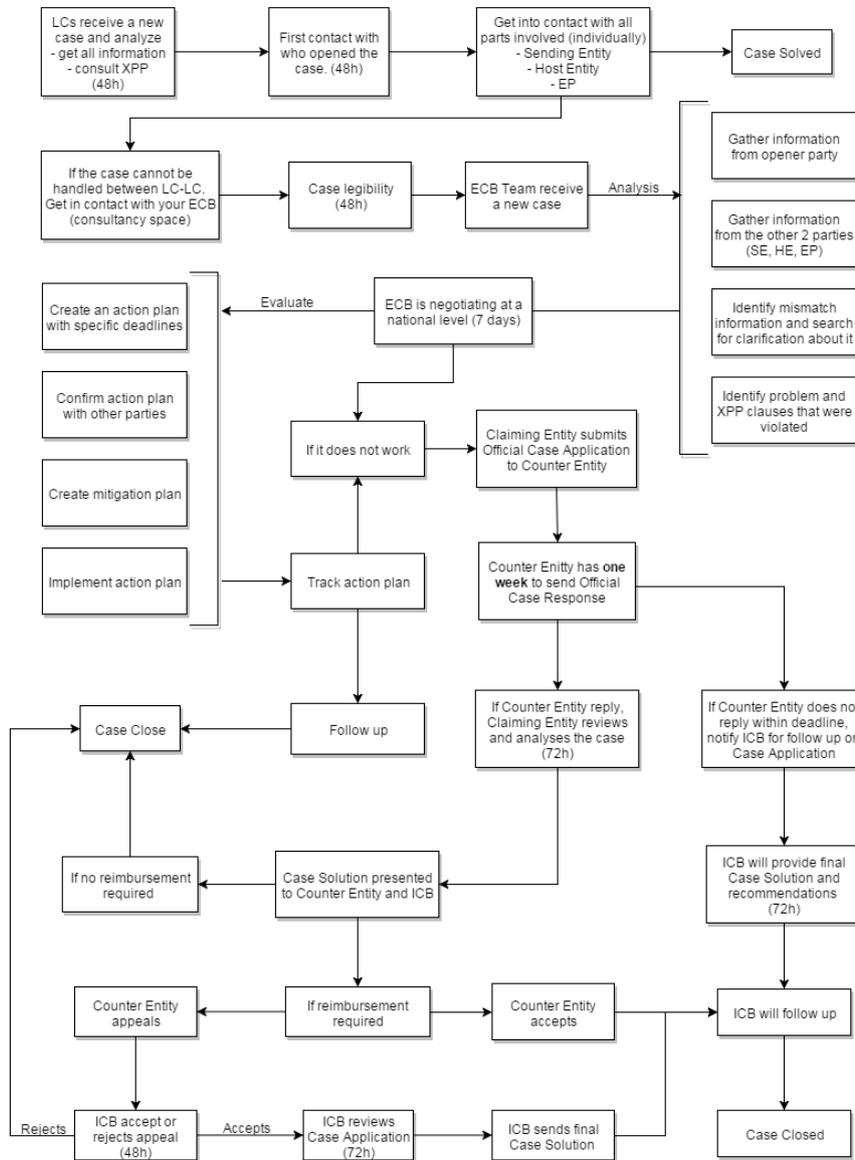
1.3.14.6. *ECB of counter entity has one week to submit answer to the case by filling in Official Case Application which was sent to them, notice the following:*

1.3.14.6.1. In case ECB of a counter entity does not submit Official Case answer within one week and also didn't ask for prolonging the deadline for valid reasons, ECB who filed a case automatically continues the procedure assuming that there are no arguments against from counter Entity. In this case counter entity cannot make an appeal to ICB, unless they can provide proof that the Case Application was not received.

1.3.14.6.2. The respondent may also file a claim against the original claimant. Such counter-claims must include the same information originally submitted by the claimant.

1.3.14.6.3. Once the above information is gathered, ECB will email the entities with any requests for required additional information. All information must be submitted within one (1) week from the date of the email. In case the entity cannot meet this deadline then the entity can ask for additional time before the deadline by directly submitting such a request to ECB e-mail address.

1.3.14.6.4. In case of an emergency or when basic living conditions of an intern do not fulfil the standards (for example lack of accommodation, lack of salary) case can be solved only by ECB Chair and ICB Chair within 48h.



1.3.15. Official Case Application Form (in Annex)

1.3.16. ECB Decisions and Follow Up

1.3.16.1. *ECB shall hand down decisions with recommendations for solutions of the case within 1 week of receiving all information.*

1.3.16.2. *The solution provided by ECB is never obliged to include a financial compensation component, and is always subject the interpretation of the XPP by ECB.*

1.3.16.3. *Solution should be provided due to the Official Case Solution form which is outlined in Article 3.6.3. Official Case Application should be send to ECB of counter entity and ICB (icb@ai.aiesec.org). ICB is responsible to track follow up and/or reimbursement procedure.*

1.3.16.4. *ECB is taking into consideration expectations of compensation submitted with the case and has the jurisdiction to decide on the amount and type of any applicable financial compensation. ICB will revise it after receiving Case Solution and has the final decision on the amount reimbursed and follow up actions.*

1.3.16.5. *Financial compensation as a final solution may consist of the following categories prescribed by ECB according to particular case details, XPP policies violated and proofs submitted:*

- 1.3.16.5.1. OP/ EP fee;
- 1.3.16.5.2. Travel Expenses;
- 1.3.16.5.3. Travel Insurance;
- 1.3.16.5.4. Visa Expenses;
- 1.3.16.5.5. Additional Expenses incurred by any party caused by XPP violation by other party.

1.3.16.6. *In case of financial compensation, the complaining party is given up to one week to create an invoice. Fined party has up to one month to proceed with the payment after receiving invoice.*

1.3.16.7. *In case the entity fails to pay the fine amount within the timeline set by ICB, AI should automatically pay this sum from its funds and record it as loan for the owing entity in their entity balance.*

1.3.16.8. *If the internship in question is continuing at the time of complaint, ECB will inform ICB and provide an intermediate recommendation for immediate steps to address the situation within 2 days of receiving all the necessary information. ECB shall not be bound by this recommendation in forming its final decision.*

1.3.16.9. *Entities will be responsible for sending a report to ICB about implementation of the solutions handed down within 1 month of the case being solved. In cases of ongoing cases, parties will be required to submit updates to ICB once every week until progress towards the solution is complete.*

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1.3.16.10. *Any personal details of individuals involved will be redacted from case solutions at time of publish.*

1.3.16.11. *Break Realization Procedure:*

1.3.16.11.1. Both representatives of SE ECB and HE ECB must agree on it

1.3.16.11.2. Inform ICB about (icb@ai.aiesec.org):

- Reason of break Realization
- Link on internship.aiesec.org of EP and OP

1.3.16.12. *Submission of an Appeal to the ICB*

1.3.16.12.1. In the case that ECB of counter entity or EP/LC does not agree to the decision made by ECB who filed the case, the party has the right to appeal against ECB decision during 7 days (one-week period) after Official Case Solution was announced by ECB.

1.3.16.12.2. Appeal should be submitted to ICB (icb@ai.aiesec.org) and should contain Official Case Application, Answer, Solution and all the proofs from both sides. In such events, a final appellate committee composed of ICB members will review the case.

1.3.16.12.3. ICB has 48 hours to accept or reject appeal depending on the arguments and proves provided by Appealing party.

1.3.16.12.4. If Appeal is accepted ICB will inform the relevant counter entity of the appeal by submitting Official Appeal Application Package.

1.3.16.13. *Once the above information is received, ICB will email the entities with any requests for required additional information. All information must be submitted within 72 hours from the date of the email. In case the entity cannot meet this deadline then the entity can ask for additional time before the deadline by directly submitting such a request to ICB e-mail address (icb@ai.aiesec.org). ICB shall review the appeal independently of the first case solution. ICB shall base its decision on the documented evidences provided by ECB within the established deadlines*

1.3.16.14. *The recommendation of ICB is the final decision which shall be sent within 72 hours after receiving all relevant documentation.*

1.3.16.15. *In instances where a decision involving a fine is not paid by the involved parties within the timeframe required by ICB, AI should automatically pay this sum from its funds and record it as loan for the owing entity in their entity balance.*

1.3.16.16. *If an ECB is noticed to be partial or not following up the procedure on compendium when solving a case, ICB has the right to disband the ECB depending on the gravity of the violation.*

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1.3.16.17. *ECB that was disbanded is not allowed to solve cases regarding quality of exchange products until the body is re-elected and received new training from ICB. The training happens upon request (icb@ai.aiesec.org), coach calls are provided within two weeks from receiving the request. After coach calls ECB will have one month probation under ICB supervision, by the end of probation ECB can solve cases independently.*

1.3.17. Compensation for EPs

1.3.17.1. *No financial penalties can be claimed by any party under the circumstances stated in policies:*

1.3.17.1.1.1. The EP has an emergency in his/her family (Proof required). After breaking a realization due to family emergency the EP is not allowed to put an EP form on "Open" or open new EP form on opportunities.aiesec.org for the next 6 weeks.

1.3.17.1.1.2. The EP becomes ill and the situation can be dangerous for his/her health (Proof required);

1.3.17.1.1.3. The EP is in danger due to the area where he/she works being formally declared in emergency due to war, natural disasters, people revolution, and terrorism attacks)

1.3.17.2. *The EP has the right to Break realisation if one of the following situations applies:*

1.3.17.2.1. The EP becomes ill and the situation can be dangerous for his/her health (Proof required);

1.3.17.2.2. The EP is in danger due to the area where he/she works being formally declared in emergency due to war, natural disasters, people revolution, and terrorism attacks;

1.3.17.2.3. The EP does not have an official working/living permit in the country of exchange upon arrival unless other legal options have been agreed upon;

1.3.17.2.4. The exchange job is different to the description the AN form refers to and was not agreed upon by the EP, where the change affects the nature/purpose of the job, or puts the EP in financially or physically disadvantaged state. The EP is expected to try to resolve the issue first with the OP and hosting entity; (The EP is responsible for their own travel expenses).

1.3.17.3. *Under the circumstance stated in policy:*

1.3.17.3.1. The EP has an emergency in his/her family (Proof required). After breaking a realization due to family emergency the EP is not allowed to put an EP form on “Open” or open new EP form on opportunities.aiesec.org for the next 6 weeks.

1.3.17.3.2. The EP is discriminated against race, colour, gender, sexual orientation, creed, religion, national, ethnic or social origin, or age at his/her work place;

1.3.17.3.3. The EP has not received all necessary documents required for application for visa/work permit from the hosting LC (including invitation) within two (2) weeks, which has resulted in the EP not being able to commence with the exchange; or the EP was not informed of the timeline for provision of any required documents;

1.3.17.4. *Compensatory act can be claimed by a party depending on which party has fulfilled the responsibilities stated in section:*

1.3.17.4.1. After providing the passport details, receive, within two (2) weeks, all the necessary documentation from the hosting AIESEC entity (including the written acceptance note/invitation) required for application for a visa/work permit;

1.3.17.4.2. To update the hosting entity about his/her passport application within one (1) weeks of an Approval in cases where an application for a passport has been initiated with the government officials upon acceptance, unless otherwise agreed-upon with the hosting AIESEC entity or organisation. An EP Acceptance Note may be deemed invalid if this standard is not met;

1.3.17.4.3. To review the visa/work permit regulations for the host country prior to the purchase of a ticket to travel to the country (air/sea/land transportation);

1.3.17.4.4. To submit the visa application within a period up to two (2) weeks after getting all the documents mentioned in OP form HE must provide information of this policy unless an alternative timeline was agreed-upon with the sending AIESEC entity or the OP. The EP has to keep in touch with hosting AIESEC entity and provide regular updates;

1.3.17.4.5. To cover visa costs, unless otherwise agreed upon with the Hosting AIESEC entity or OP;

1.3.17.4.6. To inform him/herself about all information related to specific legal policies, life conditions, safety, and cultural norms in the hosting country in order to be aware of any potential risk in the country or local area, both by asking the hosting entity as well as through independent research. The EP is the only responsible for assuming those risks, and shall not sue AIESEC or OP for any damage or prejudice caused by an event related to those risks, and shall not break its Approval or end an exchange without accrued financial penalties.

1.3.17.5. *Under the circumstances stated in policies:*

1.3.17.5.1. The EP is sexually harassed at their work place or by AIESEC members;

1.3.17.5.2. The organization does not provide the basic work conditions or any main benefit offered to the EP that the OP form refers to and the EP did not agree to the abolition. The basic work conditions or benefits referred above must be of a nature that their abolition reasonably makes impossible or too difficult the EP's job or living conditions in order for a broken Approval to be validated. The EP is expected to make certain preliminary steps to resolve the issue, including contacting the hosting entity and actively participating in negotiations with the organization to resolve any issues;

1.3.17.5.3. The OP does not pay corresponding salary to the EP for two consecutive months. The EP may still claim accrued salary from the OP and hosting entity in case of a broken realization.

1.3.17.5.4. The organization is within the labor laws of the host country to end the exchange early.

1.3.17.5.5. The hosting entity must provide then a new exchange in the same country/territory.

1.3.17.5.5.1. For GT within 1 month. This period may be extended upon written mutual consent.

1.3.17.5.5.2. For GV and GE: within 2 weeks. This period may be extended upon written mutual consent.

1.3.17.5.6. Either a suitable exchange cannot be found, or if the immigration/ labor law of the hosting country/territory does not allow the EP to stay in the country or to change work place, then the EP has the right to have compensated by the OP or the hosting entity the full travel expenses to and from the hosting entity and other expenses caused by the violation of the relevant policies. Hosting entity can charge the compensation from the OP.

1.3.17.5.7. EP and hosting entity should consider that if a minimum of three exchanges corresponding to the specifications of the EP form are presented within the period of two week for GV and the EP rejects all of these, then the hosting entity is under no further obligation to the EP.

1.3.17.6. *Compensation for OP*

1.3.17.6.1. No financial penalties can be claimed by any party under the circumstances stated in policies:

- 1.3.17.6.1.1. The EP becomes ill and the situation can be dangerous for his/her health (Proof required);
 - 1.3.17.6.1.2. The EP is in danger due to the area where he/she works being formally declared in emergency due to war, natural disasters, people revolution, and terrorism attacks;
 - 1.3.17.6.1.3. The EP does not have an official working/living permit in the country of exchange upon arrival unless other legal options have been agreed upon;
 - 1.3.17.6.1.4. The exchange job is different to the description the OP form refers to and was not agreed upon by the EP, where the chanbereage affects the nature/purpose of the job, or puts the EP in financially or physically disadvantaged state. The EP is expected to try to resolve the issue first with the OP and hosting entity;
 - 1.3.17.6.1.5. In the case where the standard under policy 3.5.7.6.5; (to view the visa) is met by the EP but a delay was caused by third party and this delay fundamentally changes the conditions of the exchange (Proof required).;
 - 1.3.17.6.1.6. The EP has an emergency in his/her family (Proof required). After breaking an Approval due to family emergency the EP is not allowed to put an EP form on "Open" or raise new EP form on opportunities.aiesec.org for the next 6 weeks;
 - 1.3.17.6.1.7. The EP becomes ill and the situation can be dangerous for his/her health (Proof required);
 - 1.3.17.6.1.8. The EP may be put in danger due to the area where he/she works being formally declared in emergency due to war, natural disasters, people revolution, and terrorism attacks;
- 1.3.17.6.2. Request a new EP to replace the original EP, in all circumstances stated below:
- 1.3.17.6.2.1. The EP has an emergency in his/her family (Proof required). After breaking a realization due to family emergency the EP is not allowed to put an EP form on "Open" or open new EP form on opportunities.aiesec.org for the next 6 weeks.

1.3.17.6.2.2. The EP becomes ill and the situation can be dangerous for his/her health (Proof required);

1.3.17.6.3. The Sending AIESEC entity is then responsible to find a suitable EP within 2 months. This period may be extended upon mutual written agreement between the OP and the sending AIESEC entity. The sending AIESEC entity must submit a minimum of 3 suitable candidates that reasonably fulfil the criteria of the OP form. If the OP rejects the candidates, the sending AIESEC entity is under no further obligation to the organisation. If no suitable EPs can be found within the timeframe, the EP or the sending entity may be asked to pay up to full amount of the Exchange Product fee (OP fee) paid by the OP or other expenses incurred on the EP by the OP. The amount can be scrutinized or considered for reimbursement during complaint procedures. Compensation shall only be paid upon the request of the organisation.

1.3.17.7. *Reimbursement Policies and Procedures*

1.3.17.7.1. Proof for all violations must be provided to the ECB and ICB in accordance with Official Case procedure outlined in articles 3.6.3. and 3.6.4.

| Violations | Actions | Responsible |
|---|--|---|
| No LEAD for EP | EP fee reimbursement | SE |
| EP over 30 | OP fee | If EP lied: EP If SE knew: SE |
| EP has lived in destination country for more than 2 years in the past 10 years (excluding AI/MC/CEED) | 3 new EP to the HE entity | SE |
| EP has not lived in the country in which they were "raised" for more than 6 weeks | Put EP in the country by right | Wrong SE country to put in the right SE |
| EP provided false information | 1st. 3 new EPs for the HE entity 2nd. If not suitable payment of OP fee | SE |
| Not getting salary | Payment of all salary | OP (or HE if OP does not communicate) |

| | | |
|--|--|---|
| Different salary from what agreed | Payment of the difference | 1.If payment is less than agreed: HE to EP 2. If payment is more that agreed: EP to HE |
| Having wrong type of visa | visa payment reimbursement and any fines reimbursement related to visa | 1.If missing or wrong information: HE is responsible 2.If EP applied for the wrong visa: EP is responsible |
| Accommodation was not provided as it promised – proof needed | Reimbursement of accommodation expenses | HE |
| Food was not provided as promised | Reimbursement for each meal that was promised | HE |
| JD does not correspond to the one in OP form | EP fee and traveling cost | HE |
| EP came to HE and the internship was cancelled and there was no option to find another one | Travel costs, EP fee and Visa | HE |
| The JD does not fit the description in more than 50% | Travel costs, EP fee and visa costs | HE |
| Exchange less than 6 weeks | Travel costs, EP fee and visa costs and any other cost EP had | HE |

1.3.17.8. *Exceptional Circumstances*

1.3.17.8.1. To facilitate an exchange with a non-member AIESEC entity. In such cases, all forms and procedures must flow through the Sponsoring Entity. The following two scenarios illustrate this:

1.3.17.8.1.1. Turkey (being the OP country) and Azerbaijan (being the EP Entity but Turkey being the Sponsor country): in this case, AIESEC International would be assigning the Approval, as both the OP and EP IDs would be from the same country (Turkey).

1.3.17.8.1.2. Poland (being the OP Entity) and Azerbaijan (being the EP Entity but Turkey being the Sponsor Entity): in this case, Turkey would be providing the EP ID. The supporting MC must ensure that all the exchange policies are followed for both the member and non-member in the facilitation of these exchanges. An exchange may not take place between two non-members.

1.3.17.8.2. To facilitate exchanges between entities within a merged entity. Once Acceptance Notes have been exchanged, the hosting entity must inform AIESEC International of the Approval and forward the Acceptance Notes as proof (via email or fax). AIESEC International will assign the Approval on behalf of the two parties. The OP and EP entities are responsible to follow XPP. In those cases the Acceptance Notes alone are enough proof for an Approval.

1.3.17.8.3. In case of breaking realisation for an Approval or realisation between merged entity, the Member Committee must follow the breaking realisation policy stated in the XPP 5(SE) and report the situation to the ICB for confirmation.

1.3.17.9. *“Whistle-Blowing” procedure*

1.3.17.9.1. Whistle-blowing is an official reporting mechanism that will be enabled to create a direct reporting channel with the ICB. Whistle-blowing is justified when at least one of the following conditions is met:

1.3.17.9.1.1. The behaviours being reported are likely to result in serious harm to one of the entities involved

1.3.17.9.1.2. The usual channels have been tried and have failed

1.3.17.9.2. If any controversial issues emerge as a result of non-compliance with the XPP or Global ER Principles, premises and implementation guidelines, and the concerned entities tried and could not come to an agreement between themselves then:

- 1.3.17.9.3. It is possible to use the “whistle blowing” procedure available. In such a case, the ICB shall:
- 1.3.17.9.3.1. Inform the parties involved of the case and solutions
 - 1.3.17.9.3.2. Track the implementation of the solutions/ recommendations given
- 1.3.17.10. *Under the conditions described by the whistleblowing procedure, any AIESEC entity or individual can bring forward a complaint about a violation of the XPP or Global ER Principles to the ICB by submitting the complaint to the following e-mail address: icb@ai.aiesec.org according to the escalation mechanism aforementioned or degree of the reported violation.*
- 1.3.17.11. *The complaining party shall send an email to a member of ICB that will include the following information:*
- 1.3.17.11.1. Reasons for raising the complaint including areas of the AIESEC XPP or Global ER principles which have been violated
 - 1.3.17.11.2. Background information (e. g, documents, containing proof of the situation-letters, emails, scanned documents)
 - 1.3.17.11.3. A detailed description of the current situation
 - 1.3.17.11.4. Contact information (telephone and email) of all parties relevant to the case
 - 1.3.17.11.5. A request to be given a whistle blower status by ICB
- 1.3.17.12. *Along with this, the complaining party must submit a signed letter stating that:*
- 1.3.17.12.1. The case has been brought forth to ICB for case solving.
- 1.3.17.13. *When whistle-blower status is given to an individual his identity is protected by the ICB and shall not be disclosed to any party under any circumstances apart from individuals/entities that the whistleblower has agreed to be discovered e.g. PAI, FLB etc.*
- 1.3.17.14. *AIESEC Entities need to respond to ICB emails within 48 working hours unless other deadline is provided. In case Entity representatives do not respond, ICB will inform the Global Plenary about the situation and proceed with further steps stated in XPP. Note: ICB emails – all emails received from current ICB members*

1.3.18. Global Safety Management Guideline

- 1.3.18.1. *Purpose and scope of this guideline*

1.3.18.1.1. This guideline is to identify the minimum standard requirements for all entities and stakeholders involved in the AIESEC activities to ensure that the safety management and crisis response management systems and structures are in place. This is to protect AIESEC as a whole organisation when we face any crisis and to prevent any crisis to happen.

1.3.18.1.2. This guideline is to be implemented for all full and non-full members of AIESEC, and this guideline is applicable for all activities organised under the name of AIESEC, including but not limited to: Exchange Products, CEED, Conferences, and Study Tours.

1.3.18.1.3. In case of any miss-implementation or violation of this guideline, any parties involved must follow the complaint/dispute resolution process outlined in the XPP and the Compendium.

1.3.18.1.4. Glossary:

1.3.18.1.4.1. Sending Entity MC is the MC whose local members are participating in overseas activities of AIESEC.

1.3.18.1.4.2. Hosting Entity MC is the MC whose hosting an Exchange Products, CEED, Conference, Study Tour or any other AIESEC activities which receives international participants from overseas.

1.3.18.2. *Responsibility of the Sending Entity MC*

1.3.18.2.1. To ensure all the EPs and members of own entity to sign a contract with AIESEC local or member committee prior to their travel abroad under any activities with AIESEC name. The contract must contain the following:

1.3.18.2.1.1. "I, _____, as a participant of AIESEC overseas activity (Exchange Products/CEED/International Conference/Study Tour/ _____) understand and hereby agree to follow all the terms, conditions and responsibility of myself stated in the AIESEC XPP as well as following statements:

- To be responsible for own participation to the AIESEC overseas activity product and act with own safety as the first priority;
- To be responsible for own decisions of going to the destination country/territory and for any safety risks it contains;
- To be liable for any harms caused by own actions to any stakeholders involved;
- To have overseas travel and health insurance as own responsibility, and take vaccination if necessary;
- To inform the contact details in the destination prior to leave the home country/territory, to their family and the Sending Entity."

- 1.3.18.2.1.2. Full Name; Contact details in the home country/territory; Duration of overseas activity; Destination country/territory; signature of agreement to above statements.
- 1.3.18.2.1.3. Emergency contact details in the home country/territory.
- 1.3.18.2.1.4. Acknowledgement signature, full name and the contact details of parents/guardians if the participant does not have power to enter into legal agreements by his/her own.
- 1.3.18.2.1.5. AIESEC Sending Entity responsible person full name and contact details.
 - 1.3.18.2.2. To have a clear standard and guideline of identifying the possible destination choices and its restriction for any AIESEC overseas activities, based on own government or any official standard of safety status of the areas.
 - 1.3.18.2.3. If the Sending Entity decide not to have such restriction or guideline, the SE must clarify and emphasize the responsibility of each participants to take their own responsibility and liability of choosing the destination, and provide clear education to the participants on the destination safety conditions including:
 - 1.3.18.2.3.1. Official status of the country/territory of its political situation;
 - 1.3.18.2.3.2. Past terrorism, incidents and natural disasters records and current status of such safety standard;
 - 1.3.18.2.3.3. Crisis prevention actions and mindset for traveling and living in the country/territory;
 - 1.3.18.2.3.4. Potential diseases and its necessary vaccinations;
- 1.3.18.3. *Responsibility of the Hosting Entity MC*
 - 1.3.18.3.1. To ensure all the participants of AIESEC activities hosted in own entity to register at their home country/territory's embassy or consulate.
 - 1.3.18.3.2. To have the contact details of the participant at least ten (10) days before he/she arrives the country/territory.
 - 1.3.18.3.3. To ensure all the participants of AIESEC activities hosted in own entity to agree on the responsibility and liability condition of AIESEC Hosting Entity in written proof (e.g. Indemnity form for conferences).
 - 1.3.18.3.4. To have prepared safety management guidelines for interns and AIESEC members in case of seasonal risks such as floods, earthquakes etc.

1.3.18.3.5. To have complains system created for EPs, Opportunities as well as other visiting AIESEC Members where they can submit their complaints and track its solution.

1.3.18.4. *Responsibilities of both Hosting and Sending Entities MC*

1.3.18.4.1. To have established relations with the lawyer, a PR agency or/and other parties who in case of emergency can support AIESEC in dealing with crisis communication towards both media and sides of the conflict.

1.3.19. Anti-Harassment and Violence Protocol

1.3.19.1. *INTRODUCTION*

1.3.19.1.1. AIESEC has approved the present “Harassment and Violence Protocol” (hereafter ‘Protocol’) with the commitment of preventing sexual harassment, sex or gender-related harassment and/or psychological harassment, as this type of conduct represents a threat to the dignity of persons, damages the workplace atmosphere and has negative effect on the health, moral, confidence and self-esteem of individuals.

1.3.19.1.2. With this in view, the present Protocol defines conducts to be avoided as well as specific measures aimed at prevention. It also explains how to process charges or claims that may be presented by individuals who have been victims of the said type of conduct. Consequently, an efficient and agile investigation procedure has been established that will be implemented when the said type of conduct is reported. The said procedure will guarantee confidentiality and protect the identity of the individuals affected and of all those taking part in the process.

1.3.19.2. *PRINCIPLES*

1.3.19.2.1. AIESEC’s vision is “We aim to achieve peace & fulfilment of humankind’s potential”.

1.3.19.2.2. AIESEC’s values are: Acting Sustainably, Striving for Excellence, Enjoying Participation, Activating Leadership, Living Diversity, and Demonstrating Integrity.

1.3.19.2.3. AIESEC is a global, youth-run, non-political organization

1.3.19.2.4. We aim to provide a safe environment for all our stakeholders to develop themselves in by providing an adequate working environment to ensure all our stakeholders are not being discriminated by race, colour, gender, sexual orientation, creed, and religion, national, ethnic and social origin, age, their life put at risk or where they would be harassed.

1.3.19.3. SCOPE

1.3.19.3.1. The Protocol will be applicable to all people who work for AIESEC. This includes all exchange participants, and all levels within AIESEC, such as SUs, NSTs, etc. The sphere considered, for any mode of harassment, will be the work centre; consequently, if cases of harassment should occur outside the workplace, proof must be provided that the situation is directly work-related (for example, during global exchange products, CEED or MC term, conferences or events).

1.3.19.4. CONTENTS

1.3.19.4.1. CONCEPTS

1.3.19.4.1.1. SEXUAL HARASSMENT

1.3.19.4.1.1.1. Sexual Harassment is any conduct of a sexual nature, whether verbal or physical, with the purpose of infringing or that infringes on the dignity of a person, particularly when it generates an intimidating, derogatory or offensive environment.

1.3.19.4.1.1.2. Sexual harassment is distinguished from freely accepted and reciprocal advances to the extent that sexual harassment is unwanted by the person object of the said advances. As an example, and without excluding or limiting other aspects, the types of conduct described below could be considered sexual harassment.

1.3.19.4.1.2. CONDUCT UNDERSTOOD AS SEXUAL HARASSMENT

1.3.19.4.1.2.1. **Verbal conduct** is Unwelcome sexual insinuations, propositions or pressure to enter into sexual intercourse, insistence to take part in social activities outside the workplace once an individual has clearly stated that the said insistence is inappropriate and unwarranted; offensive flirting; insinuating, indirect or obscene comments; unwanted telephone calls; jokes or comments on a person's sexual appearance.

1.3.19.4.1.2.2. **Nonverbal conduct** is Exhibition of sexually suggestive or pornographic photographs, of objects or texts, indecent looks, whistles or gestures; offensive letters or e-mail messages with sexual contents.

1.3.19.4.1.2.3. **Physical conduct** - is deliberate and unwanted physical contact, unwanted hugs or kisses, excessive and unnecessary physical nearness.

1.3.19.4.2. TYPES OF SEXUAL HARASSMENT

1.3.19.4.2.1. Two types of sexual harassment can be distinguished based on whether the above indicated behaviour implies an element of coercion or not.

1.3.19.4.2.1.1. "Quid pro quo" harassment

This consists in forcing the victim to choose between accepting sexual advances or losing/seeing reduced certain work benefits or conditions that affect that person's access to professional training, employment, promotion, salary or any other decision connected with these issues. As this behaviour implies abuse of authority, the individual involved will have the power, whether directly or indirectly, to provide or refuse certain work benefits or situations.

1.3.19.4.2.1.2. Environmental harassment

The subject involved in the harassment creates a work environment that is intimidating, hostile, derogatory, humiliating or offensive for the victim, due to unwelcome attitudes and behaviour of a sexual nature. This may involve any stakeholders involved with AIESEC, including employees of the company organizations that we work with, host family, etc., regardless of their position or status, or third persons with access to the Branch.

1.3.19.4.2.2. SEX- AND/OR GENDER-RELATED HARASSMENT

Any conduct, based on a person's sex, gender and/or sexual orientation, with the purpose of infringing or that infringes on the dignity of the person and generates an intimidating, derogatory or offensive environment

1.3.19.4.2.3. CONDUCT UNDERSTOOD AS SEX-RELATED HARASSMENT: Below is an example of behaviours or conducts that, if conducted in relation to a person's sex or sexual orientation and with the intention of infringing against a person's dignity, could be considered sex-related harassment:

1.3.19.4.2.3.1. Ignoring or excluding a person.

1.3.19.4.2.3.2. Unfair or biased assessment of a person's work.

1.3.19.4.2.3.3. Assigning tasks or work below a person's professional capacity or skills.

1.3.19.4.2.3.4. Explicit or implicit behaviour aimed at making decisions on a person's access to professional training and job scope, to the continuity of employment, salaries and/or subsidies or any other decision on these issues.

1.3.19.4.2.3.5. Unfavourable treatment due to pregnancy or maternity situations.

1.3.19.4.2.4. PSYCHOLOGICAL HARASSMENT (MOBBING):

Mobbing, “moral harassment at the workplace” or “psychological harassment at the workplace” are terms used to describe a situation where **the behaviour of a person or group of people includes extreme, abusive and unfair psychological violence, in a systematic and recurring manner, over a prolonged period of time, against another person at the workplace and that may infringe on that person’s dignity.**

It must be stated that certain hostile actions may take place occasionally in the workplace, although, to be considered psychological harassment they must be, as stated above, **systematic, habitual, over long periods of time and targeting one specific individual.**

Therefore, psychological harassment must not be confused with situations of work-related pressure or conflict. The latter refers to situations where there are disagreements, given that differences of opinion, discussions or eventual conflicts may arise in the workplace. Psychological harassment, on the other hand, consists in a malicious, systematic and sustained attack against a specific person.

1.3.19.4.2.5. CONDUCT UNDERSTOOD AS PSYCHOLOGICAL HARASSMENT:

Below is an example of specific behaviours that, if they comply with the definition indicated in the previous point, may be considered psychological harassment at the workplace:

1.3.19.4.2.5.1. Harassment based on organisational measures:

- Forcing a person to perform tasks that go against their conscience.
- Offensively judge a person's performance, concealing that person's efforts and skills.
- Questioning and disavowing a person’s decisions.
- Not assigning any tasks, or assigning pointless or degrading tasks.
- Refusing or concealing the means to perform a task, or providing incorrect data.
- Assigning tasks that are clearly above the skills or qualifications of the person, or that require qualifications far below those held by the person.
- Giving contradictory or impossible orders.
- Manipulating work tools (for example, deleting computer files).
- Stealing belongings, documents, tools...
- Threatening or putting pressure on the people who support the person being harassed.
- Manipulating, concealing, returning a person’s correspondence, calls and messages.

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- Refusing or complicating access to permits, courses, activities...

1.3.19.4.2.5.2. Harassment based on reducing communication possibilities:

- Changing people to a different place to separate them from colleagues (isolation).
- Ignoring the presence of a person.
- Not speaking to a person.
- Restricting colleagues from speaking to a person.
- Not allowing a person to express his/her views.
- Avoiding all visual contact.
- Eliminating or restricting available means of communication (telephone, email...).

1.3.19.4.2.5.3. Activities that affect the physical or psychological health of the victim:

- Threats or physical aggression.
- Verbal or written threats.
- Shouting at or insulting a person.
- Threatening telephone calls.
- Provoking a person, forcing a person to react emotionally.
- Intentionally generating expenses to affect the person.
- Damaging a person's workplace or belongings.
- Requiring a person to perform jobs that are dangerous or damaging for a person's health.

1.3.19.4.2.5.4. Criticising a person's private life or an individual's personal or professional reputation.

- Manipulating an individual's personal or professional reputation through spreading rumours, degrading remarks or ridiculing an individual.
- Making it understood that a person has psychological problems, trying to make them go for a psychological examination or diagnosis.
- Making fun of gestures, voice, physical appearance, disabilities, giving people nicknames...
- Criticising a person's nationality, political or religious attitudes and beliefs, private life...

1.3.19.4.3. PREVENTIVE MEASURES

- 1.3.19.4.3.1. With a view to preventing and avoiding behaviours that may be considered as harassment at the workplace, **AIESEC** will disseminate this Protocol through:

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- AIESEC's online platforms
- E-mails to all members of the organisation.
- Any other means through which the said objective can be achieved.

1.3.19.4.3.2. AIESEC will encourage specific training of all members of its organisation on sexual harassment, sex-related harassment and psychological harassment. Moreover, AIESEC will provide appropriate training for any members of its organisation who hold any type of responsibility in the procedures implemented for reporting the abovementioned types of harassment **as a part of induction in to the organisation.**

1.3.19.4.3.3. Furthermore, AIESEC is committed to promoting respect and consideration among all its collaborators, preparing documents and performing any other action considered necessary to fulfil the purpose of this Protocol.

1.3.19.4.4. PROTOCOL

1.3.19.4.4.1. INCIDENT REPORTING PROCEDURE

1.3.19.4.4.1.1. **Any case detected must be reported in writing** by the person affected or by a third party who is aware of any case of sexual harassment, sex-related harassment and/or psychological harassment. The said person must identify him/herself, **anonymous notices will not be taken into consideration.**

1.3.19.4.4.1.2. The written report/charge sheet will be sent by e-mail, or by any other means that provide proof of delivery, to any of the people who form part of the "Harassment Prevention Committee", which will study and investigate the case.

1.3.19.4.4.1.3. An investigation will always take place regardless of the data provided in the report, although it must be stressed that **the investigation will take less time and will be more efficient if as much information and details as possible are included in the report.** Consequently, we recommend that the report should include the following information, at least:

- The people involved.
- Types of conduct.
- Dates and places where the said behaviour took place.
- Possible witnesses.
- Identification of the potential harassment victim.

1.3.19.4.4.2. CONFIDENTIALITY AND PROTECTION

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1.3.19.4.4.2.1. The intention is that the procedure should be as speedy and efficient as possible and that the privacy, confidentiality and dignity of the people affected should be protected at all times. Furthermore, the victim will be provided sufficient protection in relation to his/her health and safety, taking into account any possible physical and psychological consequences that may derive from the situation; providing special attention to the work-related circumstances of the alleged victim of harassment.

1.3.19.4.4.2.2. A strict level of confidentiality will be maintained throughout the entire procedure, and all internal investigations will be performed with tact and due respect to both the person reporting the case, the victim – who may not receive any unfavourable treatment due to the case - and to the person reported, whose guilt will not be presumed. All people involved in the process will be under a commitment to confidentiality and will be identified in the dossier.

1.3.19.4.4.3. FUNCTIONS OF THE HARASSMENT PREVENTION COMMITTEE

1.3.19.4.4.3.1. The *Committee* will study and assess each case, it will have the right of access to all the information and documents required to solve a claim and its agreements will be adopted by a majority vote of its members. It will function in accordance with its internal regulations, which will be approved by the Committee at its first meeting.

1.3.19.4.4.3.2. The Committee should consist of at least one MC and one external (Alumni, Advisors, Lawyer and/or Psychologist)

1.3.19.4.4.3.3. The competence/responsibilities of this Committee are:

- Receive all reports, complaints, claims, suggestions or consultations in relation to harassment situations.
- Investigate alleged cases of sexual harassment, sex-related harassment and/or psychological harassment; perform any tests of a documentary nature or interviews required, guarantee a strict level of confidentiality in relation to the issue and the people involved and provide equal treatment to all parties.
- Prepare a detailed report that will include relevant proposals concerning measures to be adopted.
- Submit the said report within a maximum period of 10 work days from the moment the original claim is made to *The Committee*
- AIESEC so that the measures considered relevant may be implemented with a view to solving the problem and establishing any possible disciplinary actions. A copy of the said report will also be sent to the parties involved.

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- Follow-up each report made, attaching any actions implemented as an annex to each report.

1.3.19.4.4.4. INVESTIGATION

1.3.19.4.4.4.1. The Committee will deal with each case individually and will guarantee that the people affected are heard and supported at all times, as they may be going through a delicate situation, even isolation.

1.3.19.4.4.4.2. With this in mind, the Committee may conduct interviews or use other investigation techniques in relation to any of the parties involved, witnesses or third parties who may provide useful information.

1.3.19.4.4.4.3. The main objective of an interview is to discover the situation of the affected parties and, among other issues:

- Whether there is or has been a case of workplace harassment, its features, reasons, the phase it is in....
- Who is considered to be embarking on the said harassment behaviour and the hierarchic relationship that exists.
- The situations in which the harassment takes place. Whether it takes place in the presence of other colleagues and, if so, how they reacted.
- If the case has been reported to a superior; how (verbally or in writing) and what response was given.
- To what extent the situation has affected the health of the person, including whether any specialist assistance has been required or whether the person has been on sick leave in recent months and for what reasons.
- Whether other colleagues have or have had similar problems with a view to obtaining additional information from them

1.3.19.4.4.4.4. The interviews will be conducted in accordance with the following rules:

- If the Committee should decide to interview the harassed person and the person reported together; the said interview may only take place if both parties provide their express consent.
- Either of the parties will be granted an interview on request.
- All parties involved have the right to obtain assistance from representatives or advisors.

1.3.19.4.4.5. PREPARING REPORTS

1.3.19.4.4.5.1. With a view to preparing the most comprehensive report possible on the investigation process, the Committee will collect all the evidence they consider appropriate, including:

- Statements by the parties affected, those involved, witnesses...

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- Written statements (corporate e-mail can be used.).
- Reports from specialists treating the affected party (in this case, the express and written authorisation of the person must be obtained).
- Any other evidence that provides useful information for the procedure.

1.3.19.4.4.5.2. The report will include the following information, at least:

- Background to the case (summary of statements presented by the parties involved).
- Summary of actions performed by the Committee and evidence obtained.
- Summary of main facts. Conclusions and measures proposed.

1.3.19.4.4.5.3. All reports connected to the sexual harassment and mobbing have **to be afterwards submitted to ICB Chair and PAI, once the case has been concluded.** These reports will be used to help our organization improve our safety protocols in future and may be used as a reference.

1.3.19.4.4.5.4. If the Harassment Prevention Committee is unable to conclude the case, they may seek assistance from the ICB Chair directly.

1.3.19.4.4.6. HEALTH PROTECTION FOR AIESEC EMPLOYEES & VOLUNTEERS

1.3.19.4.4.6.1. AIESEC will adopt all the corrective measures that seem relevant in relation to situations of harassment to protect the health of company members. Some of the said measures may include:

- Psychological and legal assistance for the alleged victim(s)
- Within the organisation, the submission of a report of harassment, in itself, will not result in consequences. Disciplinary measures will be taken based on the conclusion of the investigation.

1.3.19.4.5. MISCELLANEOUS STIPULATIONS

1.3.19.4.5.1. PROTECTION OF VICTIMS

If the existence of a case of harassment, in any of its manifestations, is established and the penalty imposed to the aggressor does not imply dismissal from AIESEC, all necessary measures will be taken so that the aggressor and the victim do not co-exist in the same work environment, whenever possible. Concerning these measures - which may not imply any improvement or reduction of their contractual conditions – the victim will be entitled to preferential treatment.

1.3.19.4.5.2. FALSE REPORTS

If it should be discovered that no case of harassment, in any of its manifestations, has existed in relation to a claim and if it is considered that the claim has been presented in bad faith; the relevant disciplinary measures will be taken.

1.3.19.4.5.3. REPRISALS

If reprisals should take place against or discriminate the person who has presented the claim, the victim or other people involved in the procedure, whether any case of harassment (in any of its manifestations) has been established or not, the relevant disciplinary measures will be adopted.

1.3.19.4.6. DATA PROTECTION

The unauthorised dissemination of data of any nature in relation to the procedures will be considered a breach of contract and will be subject to disciplinary penalties.

1.3.19.5. CONCLUSIONS

1.3.19.5.1. In conclusion, and with a view to stressing the main points included in the Protocol, we have summarised the principles that should govern these issues at all times:

1.3.19.5.1.1. AIESEC will not tolerate any type of workplace harassment.

1.3.19.5.1.2. All AIESEC employees & volunteers are required to co-operate in guaranteeing a workplace environment that is respectful with the dignity of individuals. All employees & volunteers in charge of other people are specifically required to ensure that no type of workplace harassment takes place in their sphere within the company.

1.3.19.5.1.3. In the event of any claim, due diligence will be used to preserve the dignity and privacy of the parties involved.

1.3.19.5.1.4. All reports and claims will be presented in writing; they may not be anonymous and they will be speedily and reliably investigated and studied without delay.

1.3.19.5.1.5. All the people affected will be heard and supported at all times.

1.3.19.5.1.6. All the parties involved will be treated impartially and the reported party will not be presumed guilty.

1.3.19.5.1.7. Claims will be supported reliably and in detail.

1.3.19.5.1.8. False accusations and reprisals will not be tolerated and may lead to disciplinary actions.

1.3.19.5.1.9. The health and safety of the people will be protected at all times, adopting any measures considered appropriate in each case.

- 1.3.19.5.2. In case of any questions please feel free to contact icb@ai.aiesec.org
- 1.3.19.5.3. Disciplinary measures can consist of warnings, penalties and/or dismissal from the organisation.

3.6. Annex Submission of Report of Harassment

3.6.1. Purpose

- 3.6.1.1. ***Any case detected must be reported in writing*** by the person affected or by a third party who is aware of any case of sexual harassment, sex- and/or gender-related harassment and/or psychological harassment. The said person must identify him/herself; ***anonymous notices will not be taken into consideration.***
- 3.6.1.2. *The information provided in this submission of report of harassment will be used to determine the case and follow-up steps to address the issue. The Harassment Prevention Committee may request further information and/or interviews with the parties involved.*

3.6.2. Confidentiality

- 3.6.2.1. *Confidentiality will be kept strictly to between the Harassment Prevention Committee and the parties involved. All parties will be treated equally.*

Submitter's Information:

First Name: _____ Last Name: _____
Email: _____ Phone Number: _____
Entity: _____ Country/Territory: _____

Parties Involved:

| | |
|--------------------------|--------------------------|
| Person A: | Person B: |
| Name: _____ | Name: _____ |
| Email: _____ | Email: _____ |
| Entity: _____ | Entity: _____ |
| Country/Territory: _____ | Country/Territory: _____ |

Please select the type(s) of misconduct:

Sexual Harassment

- Verbal
- Non-Verbal
- Physical

3.7. Internal Control Board (ICB)

- 3.7.1. Review the XPP twice a year, before IC and IPM respectively and keep the network accountable to respecting them.
- 3.7.2. Solve cases or provide recommendations to the Global Plenary regarding ER, Partnership and ethical cases related to AIESEC International and the global network.
- 3.7.3. Offer consultancy upon request on the interpretation of XPP and ER Principles to all AIESEC entities, AIESEC International and Exchange Participants.
- 3.7.4. Conduct physical or virtual audit to AIESEC entities in order to ensure all operation are run in accordance with the XPP.
- 3.7.5. Provide recommendations on special cases which are not outlined in the XPP, ER Principles or the Code of Ethics and ensure AIESEC entities take appropriate steps in resolving them.
- 3.7.6. Support the establishment of entity control boards (ECBs) across all AIESEC entities and allow them to run operations on entity level as follows:

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- 3.7.7. Taking decisions on cases pertaining to the XPP.
- 3.7.8. Offering consultancy upon request on the interpretation of XPP and ER Principles
- 3.7.9. Conduct physical or virtual audit to AIESEC entities in order to ensure all operation are run in accordance with the XPP
- 3.7.10. Serve as a final appealing body for Entity Control Board decisions and solve cases regarding quality of exchange products
- 3.7.11. Serve as a final responsible body for reimbursement and/or follow up procedure of Entity Control Board Case Solutions.
- 3.7.12. Provide quarterly reports to the Global Plenary which include but are not limited to: consultancies offered, cases solved, audits conducted, Entity Control Boards established and financial state of the ICB Fund.
- 3.7.13. Structure of Internal Control Board
 - 3.7.13.1. *The ICB shall consist of a chair and at minimum 3 Team Leaders.*
 - 3.7.13.2. *All team leaders' positions and chair should be held as full time positions.*
 - 3.7.13.3. *The profile shall include current MCPs, AIESEC Alumni as well as AIESEC members.*
 - 3.7.13.4. *Number of team members and structure inside the ICB team are defined by the Chair, taking in consideration the recommendations of the Legal Subcommittee for the each upcoming term.*

3.8. Entity Control Board (ECB)

- 3.8.1. Structure of Entity Control Board
 - 3.8.1.1. ECB shall have at minimum a chair.
 - 3.8.1.1.2. The profile shall include current or outgoing Member Committee Vice Presidents, AIESEC Alumni as well as AIESEC members.
 - 3.8.1.1.3. Number of team members and structure inside ECB team are defined by ECB Chair for the each upcoming term.
 - 3.8.1.2. *Selection*
 - 3.8.1.2.1. For the Chair
 - 3.8.1.2.1.1. Applications for the chair of ECB shall be opened with at least 5 months before the beginning of the term.
 - 3.8.1.2.1.2. It is recommended that the entity plenary selects and ratifies ECB Chair.
 - 3.8.1.2.2. Members
 - 3.8.1.2.2.1. As soon as the chair is ratified, ECB Chair shall open applications for ECB members.

3.8.1.2.2.2. The selection shall be conducted by ECB Chair and at least one MC member and one LCP, where MC member and LCP are giving recommendations regarding candidates and ECB Chair takes final decision.

3.8.1.2.3. Resignation

3.8.1.2.3.1. If members of ECB resign, the board still remains effective and is able to arbitrate cases, as long as there is at least one active member remaining.

3.8.1.2.3.2. If the chair resigns, the MC shall select an interim chair from within ECB membership and/or an application shall be reopened.

3.8.1.3. *Responsibilities of the members*

3.8.1.3.1. The Chair is responsible for fulfilling responsibilities mentioned in Articles 3.3.2. and 3.3.4., coordinating the members of ECB towards the same (distributing the cases and ensuring documentation and reporting to the entity plenary and MC).

3.8.1.3.2. If the ECB Chair was not selected and ratified until MC term starts, the previous ECB Chair/team is eligible to continue with ECB operations.

3.9. Annexes

3.9.1. Annex - EP Acceptance Note

[Annex - EP Acceptance Note.doc](#)

3.9.2. Annex - Exchange Product Job Questionnaire

[Annex - Exchange Product Job Questionnaire.doc](#)

3.9.3. Annex - Official Case Application

[Annex - Official Case Application.docx](#)

3.10. Ethics Subcommittee

3.10.1. The role of the Ethics Subcommittee is to:

3.10.1.1. *Review and provide recommendations to the Global Plenary on Ethical issues related to AIESEC International and the global network*

3.10.1.2. *Uphold the Code of Ethics*

3.10.1.3. *Offer guidance, mediation and consultation, as well as investigate ethical cases within AIESEC*

3.10.2. AIESEC International shall select an ethics subcommittee each year with the following representation:

3.10.2.1. *An AIESEC International Member*

3.10.2.2. *Two (2) Member Committee Presidents*

3.10.2.3. *A chair, selected from ICB*