

AIESEC Exchange Program Policies

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1. AIESEC Exchange Program Policies

1.1. Objectives

1.1.1. The AIESEC Exchange Program Policies (AEPP) is the official document that defines the rights, roles, obligations, responsibilities, procedures and protocols for every stakeholder participating in an exchange in any of the AIESEC (“AIESEC”, “us” or “our”) programs: Global Talent (GTa), Global Teacher (GTe) and Global Volunteer (GV).

1.1.2. These policies have the following objectives:

1.1.2.1. For Exchange Participants (EPs) and OPs to understand and acknowledge their rights, obligations and responsibilities before, during and after the AIESEC Exchange.

1.1.2.2. For EPs and OPs to understand and acknowledge what to expect from an AIESEC Exchange experience, as well as the roles and responsibilities of the stakeholders involved.

1.1.2.3. For EPs and OPs to understand and acknowledge the consequences of violating the AEPP, as well as the procedure to be followed when a stakeholder does not comply with the AEPP.

1.1.2.4. This document is mandatory for every EP, OP, AIESEC Entity and any other party involved with an AIESEC Exchange at all stages, from contract signature until after the end of the exchange.

1.2. Applicability

1.2.1. Any stakeholder involved with an AIESEC Exchange is required to follow and respect all aspects of the AIESEC Exchange Program Policies (AEPP), be informed of its content and respond in a timely and constructive manner to any complaints, which may arise at any stage.

1.2.2. Any stakeholder involved with an AIESEC Exchange is required to respect any and all private, written mutual agreements between the EPs, OPs, AIESEC, and any other stakeholder involved.

1.3. AIESEC Exchange Status and Process

1.3.1. Status during the term of the AIESEC Exchange:

- 1.3.1.1. **Approval:** The AIESEC Exchange is considered "Approved" when the EP has the status "APPROVED" on the AIESEC platform. This means the EP has accepted the OP's offer and vice versa, and the EP has made the payment and signed the contract to confirm its enrolment on the exchange.
- 1.3.1.2. **Realization:** The AIESEC Exchange is considered "Realized" when the EP starts their first day with the OP and the status "REALIZED" is indicated on the AIESEC platform.
- 1.3.1.3. **Finished:** The AIESEC Exchange is considered "Finished" when the EP finishes their experience and the status "FINISHED" is indicated on the AIESEC platform.
- 1.3.1.4. **Completed:** The AIESEC Exchange is considered "Completed" when the EP fills in the AIESEC Exchange Standards survey on the AIESEC platform and all the mandatory standards set by AIESEC as described below are satisfied, and the status "COMPLETE" is indicated on the AIESEC platform.

1.3.2. AIESEC Exchange Standards: As part of our Leadership Development Model (LDM), the AIESEC Exchange Standards are 16 services that both AIESEC Sending Entity and Hosting Entity deliver to each EP to ensure their experience abroad is complete and they have the conditions in place to develop their leadership qualities (defined in Annex 3 to these policies). The Standards are the following:

- 1.3.2.1. **Personal Goal Setting:** The AIESEC SE provides a space, in the form of a group or individual meeting, to the EP for setting personal goals for their exchange experience based on the Leadership Development Assessment (LDA) result and other additional goals.
- 1.3.2.2. **Outgoing Preparation Seminar:** The AIESEC SE offers an Outgoing Preparation Seminar (OPS) before the EP leaves for their exchange. The seminar must include at least the following: A space, in the form of a group or individual meeting, to explain AIESEC's purpose [AIESEC Way] and the relation with the EP's leadership development, set expectations

about how to prepare for travel abroad, explanation of AIESEC's policies and procedures, as well as the AIESEC Exchange Standards.

- 1.3.2.3. **Insurance:** The AIESEC SE ensures that the EP has a valid insurance policy to cover basic medical costs for the duration of the exchange.
- 1.3.2.4. **Expectation Setting:** The AIESEC Hosting Entity (HE) provides the EP with basic information regarding the country/territory of their exchange in a written format. This on-boarding must include at least the following information: culture, political situation, safety, living standards, important contacts and accommodation conditions.
- 1.3.2.5. **Visa and Work Permit:** The AIESEC HE provides an Invitation Letter and supporting documents in the case a visa is needed for the EP to legally enter and stay or work in the country/territory and perform the activities stated in the opportunity.
- 1.3.2.6. **Arrival Pick Up:** Before the EP travels, the AIESEC HE and the EP should agree on the pick-up point and the HE should provide written information to the EP on any additional domestic transportation required to arrive at this pick-up point.
- 1.3.2.7. **Accommodation:** The AIESEC HE will either arrange the accommodation for the EP (obligatory in Global Volunteer exchanges, optional in Global Talent and Global Teacher exchanges) or, when accommodation is not provided, the HE will support the EP with sources to look for accommodation. The provision of accommodation should be clearly stated for each opportunity listed on the AIESEC Platform. Accommodation conditions to be listed on AIESEC's platform must include at least the following particularities: single bed, access to clean water, access to a bathroom and access to electricity.
- 1.3.2.8. **Incoming Preparation Seminar:** The AIESEC HE offers an Incoming Preparation Seminar (IPS) once the EP arrives to the country/territory, before the exchange work officially starts. The seminar must include at least the following: A space, in the form of a group or individual meeting, to follow up on the EP's personal goals that were defined before they traveled, culture and living arrangements.
- 1.3.2.9. **First Day of Work:** The AIESEC HE coordinates and ensures that the EP is transported in person to the place/organization of work on their first day of the opportunity.

- 1.3.2.10. **Alignment Spaces with OP:** The AIESEC HE must ensure that the OP provides at least one space, in the form of a group or individual meeting, to align the Job Description with personal goals at the beginning of the experience and one space to debrief on the Job description and personal goals at the end of the internship.
- 1.3.2.11. **Job Description:** The AIESEC HE must ensure that the job description executed by the EP corresponds with the job description of the opportunity described on the AIESEC platform. The HE must have clearly stated individual responsibilities and goals to the OP.
- 1.3.2.12. **Working Hours:** The AIESEC HE must ensure that the working hours related to executing the job description are the same as stated on the opportunity on the AIESEC platform and that they are within the ranges described in the program minimum requirements.
- 1.3.2.13. **Duration:** The AIESEC HE must ensure that the duration of the experience is the same as stated in the opportunity on the AIESEC platform, starting from the first day of work to the last day of the exchange, as well as ensuring it is within the ranges described in the program minimum requirements.
- 1.3.2.14. **Opportunity Benefits:** The AIESEC HE must ensure that all the benefits stated in the opportunity posted on the AIESEC platform (including but not limited to financial and non-financial compensations, transportation, meals covered, etc.) are delivered.
- 1.3.2.15. **Departure Support:** The AIESEC HE must offer in a written format information on how to depart from the country/territory (legal and logistic specifications) at least two (2) weeks before the end of the exchange opportunity.
- 1.3.2.16. **Debrief with AIESEC:** The AIESEC SE must offer a debriefing space, in the form of a group or individual meeting, to the EP no more than two (2) weeks after they finish the exchange experience. The space must include at least the following: A debrief of the leadership experience of the EP, including a space to analyze personal goals achievement, and a space to analyze the delivery of the AIESEC Exchange Standards.

1.4. Liability

- 1.4.1. AIESEC International Inc., AIESEC Member Committees (MCs), AIESEC SE and AIESEC HE as well as, any of their members or representatives, may not

be held liable for carrying out their respective responsibilities as described in these policies with the exception of their gross negligence (a standard of conduct beyond simple negligence whereby a person acts with reckless disregard of the consequences of his action or inaction in breach of a duty of care owed to another) or intentional fault.

1.4.2. Without limitation, the aforementioned entities and persons shall never be held liable:

- 1.4.2.1. In the case of a refusal from the authorities to provide a visa, work permit or any other legal document or authorization needed by the EP to participate in the exchange due to factors that AIESEC entities cannot control.
- 1.4.2.2. In the case of false, inaccurate or incorrect information provided by the EP or the OP, provided it was not aware that the information was false.
- 1.4.2.3. In case of accident(s) and injury suffered or incurred by the EP during the exchange without any involvement of the aforementioned entities and persons.
- 1.4.2.4. In the case of direct or indirect damages caused by the EP to the OP, or to any other third party during the exchange, including theft or infringement of intellectual property.
- 1.4.2.5. In the case of damages or loss of any work material (such as laptops, computers, documents, camera, cell phone, etc.) provided to the EP by the OP or any other stakeholder, for work or other purposes.
- 1.4.2.6. For any consequential or indirect damages, including loss of income or profits incurred by the EPs or OPs during the exchange.
- 1.4.2.7. Where the failure to fulfil their obligations has been caused by circumstances beyond their control (proof required), each also known as a “force majeure” event, such as:
 - 1.4.2.7.1. Acts of nature, including fire, flood, earthquake, storm, hurricane, or other natural disaster
 - 1.4.2.7.2. Conflicts related to the country or territory including war, invasion, act of foreign enemies, hostilities, civil war rebellion, revolution, insurrection, military or usurped power or confiscation, terrorist activities, nationalization, government sanction, blockage, embargo,

labour dispute, strike, blackout or interruption or failure of electricity and/or other necessities

- 1.4.2.7.3. Global political, economic, health or social crisis, or a declared state of emergency that directly affects the countries and territories involved in the exchange.

2. Definitions

2.1. Glossary of Terms – Annex 3

- 2.1.1.** Throughout this document, several terms will be used to refer to different aspects of the AIESEC Exchange, including but not limited to: AIESEC Programs, AIESEC procedures, AIESEC protocols, AIESEC stakeholder names. Refer to Annex 3 for a glossary of defined terms used in these policies.

3. AIESEC Exchange Programs

3.1. Programs

- 3.1.1.** As part of the AIESEC portfolio, there are three AIESEC Exchange Programs : Global Talent (GTa), Global Teacher (GTe), and Global Volunteer (GV), defined in Annex 3 to these policies.

3.2. Program Minimums

- 3.2.1.** Every AIESEC Exchange Program must fulfill the criteria below:

3.2.1.1. General Criteria

- 3.2.1.1.1. It is the sole responsibility of the OP to apply and comply with local rules relating to employment standards in the local jurisdiction of the OP, including rules related to overtime and work hours or days.
- 3.2.1.1.2. If any of the minimum standards in this Clause 1.7.1 are not fulfilled, the EP or the OP are entitled to raise a complaint following the procedures outlined in section 6 of this document.

3.2.1.2. Global Talent

- 3.2.1.2.1. The AIESEC HE must provide an internship in a hosting organisation, through which an EP contributes to the goals of the organisation and completes a job description that requires special expertise or skills.
- 3.2.1.2.2. The internship and job description should be related to any of the following fields: Business Administration, Business Development, Marketing, Finance, IT or Engineering.
- 3.2.1.2.3. The internship should include the development of practical skills and knowledge in a foreign environment to complement the EP's higher educational background or field of career aspirations.
- 3.2.1.2.4. The internship should include all elements of the Outer Journey (individual responsibilities and goals, challenging role and environment, interaction with multiple stakeholders, support system) to facilitate the leadership development of the young person (see glossary of terms for definition).
- 3.2.1.2.5. The internship should include spaces, in the form of group or individual meetings, that enable all elements of the Inner Journey (set personal goals, reflect on the experience, understand personal values, reinvent) to facilitate the leadership development of the young person (see glossary of terms for definition).
- 3.2.1.2.6. The EP is supervised and evaluated by one or more full-time employees of the OP.
- 3.2.1.2.7. The internship should last a minimum of six (6) weeks and no more than seventy-eight (78) weeks.
- 3.2.1.2.8. For Internships that last between six (6) and eight (8) weeks, the OP should either cover accommodation or provide a salary for the full duration of the Internship.
- 3.2.1.2.9. For Internships that last longer than eight (8) weeks, the OP should provide salary for the full duration of the Internship.
- 3.2.1.2.10. If the OP and the EP agree to extend the exchange for over 78 weeks, AIESEC will not have responsibility or role in facilitating the extension.

- 3.2.1.2.11. The internship or professional experience should be a minimum of thirty five (35) hours of work per week and no more than forty-five (45) hours of work per week.
- 3.2.1.2.12. It is the sole responsibility of the OP to apply and comply with local rules relating to overtime and any other employment standard relating to work hours or days.

3.2.1.3. Global Teacher

- 3.2.1.3.1. The AIESEC HE must provide an internship in a hosting organisation, through which an EP contributes to the goals of the organisation and completes a job description that requires special expertise or skills.
- 3.2.1.3.2. The internship and job description should be about teaching specific subjects and/or languages.
- 3.2.1.3.3. The internship should include the development of practical skills and knowledge in a foreign environment to complement the EP's higher educational background or field of career aspirations.
- 3.2.1.3.4. The internship should include all elements of the Outer Journey (individual responsibilities and goals, challenging role and environment, interaction with multiple stakeholders, support system) to facilitate the leadership development of the young person (see glossary of terms for definition).
- 3.2.1.3.5. The internship should include spaces, in the form of a group or individual meeting, that enable all elements of the Inner Journey (set personal goals, reflect on the experience, understand personal values, reinvent) to facilitate the leadership development of the young person (see glossary of terms for definition).
- 3.2.1.3.6. The EP is supervised and evaluated by one or more full-time employees of the OP.
- 3.2.1.3.7. The term of the internship should be a minimum of nine (9) weeks and no more than seventy-eight (78) weeks.
- 3.2.1.3.8. For each internship, the OP should provide salary for the full term of the internship.

- 3.2.1.3.9. If the OP and the EP agree to extend the experience for a period greater than seventy-eight (78) weeks, AIESEC will not have responsibility or role in facilitating this.
- 3.2.1.3.10. The internship or professional experience should be a minimum of thirty-five (35) hours of work a week and no more than forty-five (45) hours of work a week.
- 3.2.1.3.11. It is the sole responsibility of the OP to apply and comply with local rules relating to overtime and any other employment standard relating to work hours or days.

3.2.1.4. Global Volunteer

- 3.2.1.4.1. The AIESEC HE must provide a volunteer experience in a hosting organisation, through which an EP contributes to the Sustainable Development Goals and the organization's mission and completes all the activities in the curriculum of the social project.
- 3.2.1.4.2. The volunteer experience and job description should be related to a social project that is designed for impact and directly contributes to one of the Sustainable Development Goals' targets.
- 3.2.1.4.3. The volunteer experience should include all elements of the Outer Journey (individual responsibilities and goals, challenging role and environment, interaction with multiple stakeholders, support system) to facilitate the leadership development of the young person (see glossary of terms for definition).
- 3.2.1.4.4. The volunteer experience should include spaces, in the form of group or individual meetings, that enable all elements of the Inner Journey (set personal goals, reflect on the experience, understand personal values, reinvent) to facilitate the leadership development of the young person (see glossary of terms for definition).
- 3.2.1.4.5. The project activities must be directly related to either of the following:
 - 3.2.1.4.5.1. The Sustainable Development Goals target the project aims to contribute, such as delivery of workshops and classes related to the Sustainable Development Goals, the development and

execution of grassroots campaigns, and the measurement of the outcome (results) of the project.

3.2.1.4.5.2. The participant's cross-cultural experience, such as global villages, cultural nights, and sharing spaces with other EPs.

3.2.1.4.5.3. The participant's personal development, such as leadership development spaces, in the form of a group or individual meeting, individual meetings with AIESEC members, and spaces with the organization where the project is being delivered.

3.2.1.4.6. The volunteer experience should last a minimum of six (6) weeks and no more than eight (8) weeks.

3.2.1.4.7. For all volunteer experiences, the OP or third party funder should cover accommodation for the full duration of the experience. If not possible, the AIESEC Hosting Entity will include the fee in the Project fee section of the opportunity in the AIESEC platform.

3.2.1.4.8. Once the volunteer experience is completed, the EP may wish to stay longer in the country or territory where the exchange took place. In this case, AIESEC will not have any role or responsibility in facilitating the extension of the stay.

3.2.1.4.9. The volunteer experience should be a minimum of twenty-five (25) hours of work a week and no more than forty (40) hours of work a week.

3.3. Criteria for Exchange Participants

3.3.1. To qualify as an EP, a person has to fulfill all the criteria as stated below:

3.3.1.1. Be a person within the ages of 18 to 30 years old at the moment of signature of the exchange contract and reaching the "Approval" stage on the AIESEC official platform.

3.3.1.1.1. A person is considered 30 years old until the day before their 31st birthday.

- 3.3.1.2. Have read and understood, in our website or through the AIESEC Local Chapter of their city or university, the basic information about the AIESEC Exchange Program(s) the applicant is applying for.
- 3.3.1.3. Demonstrate the language proficiency required by the OP's internship opportunity or social project.
- 3.3.1.4. Acknowledge to have the capability to work or live in a foreign country.
- 3.3.1.5. Demonstrate, through the application process, to possess all the qualifications required to fulfill the OP's internship opportunity or social project.

3.3.2. Any EP also has to comply with the following:

- 3.3.2.1. An Individual can only apply for an exchange with an AIESEC SE that is in a country or territory in which the EP has lived or has proof of residency. This period cannot be considered as living if they were enrolled in any kind of AIESEC Exchange Program.
- 3.3.2.2. An EP can participate in an exchange in any country or territory where there is an AIESEC entity, with the exception of entities in which the EP lived for more than two (2) years in the last ten (10) years. The starting date of the ten (10) years-period shall start as of the date at which the EP applies to the exchange selection process of the AIESEC HE.
- 3.3.2.3. For AIESEC members, the enrolment in any AIESEC experience abroad as part of the Member Committee (MC) or AIESEC International is excluded from the aforementioned period.
- 3.3.2.4. An individual can participate in an exchange in the country or territory of their second citizenship if they have not lived there for more than two (2) years in the last ten (10) years. In this event, it is the responsibility of the EP, the AIESEC SE and the AIESEC HE to agree and revise the compliance with national laws for such an exchange and possible implications on the work permit, contracts, etc.

3.3.3. An individual does not have the right to apply and experience an AIESEC Exchange Program if any of the following situation applies:

- 3.3.3.1. If they do not have the legal capacity to enter into legal agreements with the AIESEC SE.

- 3.3.3.2. If they cannot legally travel abroad independently, with or without parent/legal guardians formal authorization and without requiring the AIESEC HE to serve as guardian or other personal representative such as trustee, administrator or attorney in fact of the EP.
- 3.3.3.3. If they have previously violated any of the clauses in the AIESEC Exchange Program Policies or any AIESEC legal document before this one.
- 3.3.3.4. If they do not agree and/or cannot meet the conditions stated in this document.
- 3.3.3.5. If they have the intention to bring any relative or companion along, during the period of exchange. The EP is only allowed to bring their child/minor under guardianship with formal written confirmation and approval of both the AIESEC HE and the OP. The AIESEC SE, the HE and the OP are not liable nor responsible for the support, safety, visa, legalities, logistics, wellness nor living conditions of the minor during the exchange.

3.3.4. If any of the criteria is not fulfilled, AIESEC reserves the right to reject the person's candidacy as an EP.

3.4. Criteria for Opportunity Providers

3.4.1. To qualify as an OP, the company or organization has to fulfill all the criteria stated below:

- 3.4.1.1. Be a legally registered company or organization in the country or territory of operations.
- 3.4.1.2. Support and respect AIESEC values, mission and vision.
- 3.4.1.3. Provide an adequate working environment where the EP can execute their job description and develop their leadership capabilities.
- 3.4.1.4. Be able to provide an adequate working environment to ensure the EP does not have their life put at risk or suffer any kind of harassment or discrimination by race, gender, sexual orientation, religion or age.

3.4.1.5. Be able to provide clear legal status for visa, invitation and any other legal conditions in the hosting country or territory, fulfilling all its responsibilities as described in this document.

3.4.1.6. Satisfy all the Program Minimums mentioned in the OP requirements outlined in section 3.2 of this document, including salary and accommodation costs when applicable.

3.4.1.6.1. The minimum salary for the EP for Global Talent and Global Teacher opportunities should be enough to cover the EP's living costs in the country or territory of the exchange, including accommodation, transportation and food.

3.4.2. A company or organization does not have the right to apply and experience an AIESEC Exchange Program if any of the following applies:

3.4.2.1. If it does not agree and/or cannot meet with the conditions stated in this document.

3.4.2.2. If it has been recognized by an AIESEC entity and/or the AIESEC International Control Board (ICB) as having previously breached the AIESEC Exchange Program Policies (AEPP) or any AIESEC legal document.

3.4.2.3. If any of its actions go against the values, mission or vision of AIESEC, including the criteria for selecting an EP.

3.4.2.4. If it does not meet the requirements to enter into legal agreements with the AIESEC HE.

3.4.2.5. If it does not have the capability to provide clear legal status for visa invitation, other conditions and requirements to meet the country or territory's national laws regarding migration, labour and/or visa permits.

3.4.3. If any of the criteria is not fulfilled, AIESEC reserves the right to refuse to sign any contract with the organization or company to be an OP.

4. AIESEC Exchange Policies

4.1. General Policies

4.1.1. Policies applicable to all stakeholders including EPs, OPs, and AIESEC at any stage of an AIESEC Exchange program include:

4.1.1.1. Understand and comply with all the clauses of the AIESEC Entity's contract and the AIESEC Exchange Program Policies.

4.1.2. General Responsibilities of EPs include:

4.1.2.1. To comply with all criteria stated in Section 3.3 of this document.

4.1.2.2. To take proactive steps to resolve any issues faced by the AIESEC HE or the AIESEC SE and actively participate in negotiations with the OP if needed.

4.1.2.3. To follow Section 6 of this document regarding complaints protocols in the case any complaint arises.

4.1.3. General Responsibilities of OPs include:

4.1.3.1. To comply with all criteria stated in Section 3.4 of this document.

4.1.3.2. To take proactive steps to resolve any issues faced by the AIESEC HE, and actively participate in negotiations mediated by AIESEC with the EP if needed.

4.1.3.3. To follow Section 6 of this document regarding complaints protocols in the case any complaint arises.

4.1.4. General Responsibilities of any AIESEC Entity include:

4.1.4.1. To provide information and assistance on complaint procedures to all EPs and OPs prior to the exchange, or in the event of standards issues or violations against these policies.

4.1.4.2. To ensure all exchanges facilitated by AIESEC fulfill the conditions set in the national and local labour regulations where the exchange will take place. All exchanges must also fulfill the conditions set in the AIESEC

Exchange Program Policies. In the event of any difference or contradiction between AIESEC Policies and national or local regulations, the most beneficial rule to the EP shall prevail and be confirmed in a written email with the consent and confirmation of the AIESEC SE, the AIESEC HE, the EP and the OP.

4.1.4.3. In the case of natural, social, health or any other disaster and/or crisis occurring in the territory where there is an EP(s), both the AIESEC SE and the AIESEC HE are responsible to check the safety status of all the EPs located in the place where the event occurred.

4.1.4.4. To constantly communicate between the AIESEC SE and the AIESEC HE of the EPs and coordinate the exchange program delivery together.

4.1.5. General Responsibilities of any AIESEC Host Entity (HE) include:

4.1.5.1. To decide the selection process with the OP and, depending on the agreement, execute and/or monitor the selection process.

4.1.5.2. To constantly inform the applicant and the AIESEC SE about the progress of their application and ensure each applicant has a response, whether accepted or rejected, to their application.

4.1.5.3. To educate both OPs and EPs on the AIESEC Exchange processes, including the Leadership Development Model (LDM), the Leadership Development Assessment (LDA), and AIESEC Exchange Standards before the exchange is Realized.

4.1.6. General Responsibilities of any AIESEC Sending Entity (SE) include:

4.1.6.1. To assign a person responsible for the EP's experience, also known as EPM, who will be supporting the EP before, during and after the AIESEC Exchange.

4.1.6.2. To educate the EPs on the AIESEC Exchange processes, including the Leadership Development Model (LDM), Leadership Development Assessment (LDA), and AIESEC Exchange Standards before the exchange is Realized.

4.2. Policies Before Approval

4.2.1. Responsibilities of every applicant aiming to be an EP include:

- 4.2.1.1. Complete their profile on the AIESEC platform with true and accurate information about their work experience, skills, academic backgrounds and or language proficiency levels, as well as having a written proof or all the aforementioned in case it is needed.
- 4.2.1.2. Complete the necessary application forms for each of the opportunities they wish to apply on the AIESEC platform.
- 4.2.1.3. Participate in a selection process organised by the AIESEC SE, if applicable.
- 4.2.1.4. Participate in a selection process organised by the AIESEC HE and/or the OP. Each selection process may vary depending on the AIESEC HE, the OP and the AIESEC Exchange program.
- 4.2.1.5. Complete and send all the documentation for participation in an AIESEC Exchange such as the contract, medical examinations, valid passport, etc. The documents should be communicated by the AIESEC SE and they may vary according to the citizenship of the EP and the country or territory where the exchange will take place based on the national immigration laws.
- 4.2.1.6. Take the Leadership Development Assessment on the AIESEC platform (see glossary of terms for the specific definition).
- 4.2.1.7. Pay the necessary program fees to the AIESEC SE.
- 4.2.1.8. If one or more topics from the above are not fulfilled according to instructions from the AIESEC SE, AIESEC can deny the Applicant the possibility of taking an AIESEC Exchange.

4.2.2. Responsibilities of every OP include:

4.2.2.1. Selection:

- 4.2.2.1.1. Participate in the selection processes previously agreed with the AIESEC Entity and select an EP among the candidates who have applied on the AIESEC platform.

- 4.2.2.1.2. Designate one representative within the OP's organization as responsible for coordinating the selection process (interviewing and accepting/rejecting candidates), together with an AIESEC representative and subsequently supporting and communicating with the EP from Acceptance until the end of their exchange.
- 4.2.2.1.3. Complete and send all the documentation for receiving an AIESEC EP, requested by the AIESEC HE such as the contract, invitation letters, documents for visa application, etc., on the timeline agreed between the OP and AIESEC.
- 4.2.2.1.4. Request complete information about the candidate within reasonable limits. The information requested must also abide by the laws and regulations of the country/territory where the organisation is located and not go against the values, mission and vision of AIESEC.
- 4.2.2.1.5. Ensure written communication between the candidate and the organization and always having an AIESEC representative in copy and updated on the latest communication.
- 4.2.2.1.6. Give a response regarding the suitability of any candidate or any next selection stages in the period established with AIESEC. If a selection process takes place, the rules and deadlines of each stage must be communicated to the candidate(s) in advance.
- 4.2.2.1.7. 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 opportunity on the AIESEC platform. If sufficient feedback on candidates was not provided, AIESEC can determine whether the OP can continue in the process of undertaking an AIESEC EP, or not.

4.2.2.2. Documents and Legalities:

- 4.2.2.2.1. The OP can request a supplementary signed work contract from the EP, which is in conformity with the national laws for labour of the AIESEC HE only before Approval is finalized on the platform. The provided contract cannot change the working conditions indicated in the opportunity on the AIESEC platform nor go against anything established on this document. The AIESEC HE, the AIESEC SE, the EP

and the OP should each have a copy of the signed contract if it applies.

- 4.2.2.2.2. To ensure that the EP(s) selected is/are legally qualified to work in the offered exchange country or territory (legal residency requirements and labour law exigencies).

4.2.2.3. Cancellations:

- 4.2.2.3.1. The OP can request another EP from the same AIESEC SE if the previous EP rejected the exchange after being Approved by the AIESEC SE and AIESEC HE, and confirmed by signing the Acceptance Note on the AIESEC platform.
- 4.2.2.3.2. The AIESEC SE or the EP shall provide updates within two (2) weeks if the visa process of an EP is started in case a visa is needed. If no information is given, or if the process is not started due to delay caused by the EP, the AIESEC HE can demand to cancel the Approval. Extension of this period should be done through written/email format, with confirmation of the AIESEC HE and AIESEC SE representatives.

4.2.3. Responsibilities of every AIESEC Entity include:

- 4.2.3.1. To ensure both the OP and the EP will sign a contract that is aligned with its national laws and AIESEC Exchange Program Policies.
- 4.2.3.2. To support the EP and the OP in any questions regarding the usage of AIESEC online platforms to follow the AIESEC Exchange programs processes.
- 4.2.3.3. To have a plan to comply with the current AIESEC Exchange Standards (see glossary of terms for definition).
- 4.2.3.4. To educate the EP and the OP on the AIESEC Exchange Standards before the EP's Approval.
- 4.2.3.5. To inform the EPs and OPs of all the costs related to the exchange, having all of them disclosed in the agreement or contract, before the signature of the contract.
- 4.2.3.6. To inform the applicant about the progress of their application, if they were shortlisted, accepted, or rejected, once the status changes on the AIESEC platform. The Information should be sent to the applicant either

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by the Opportunity Provider Manager (OPM) of the AIESEC HE, the EPM of the AIESEC SE, or by the Global/Opportunity coordinator of the organization.

4.3. Remote Feature Protocol

4.3.1. Definition

- 4.3.1.1. Remote Feature refers to starting the experience remotely, before the realization happens.
- 4.3.1.2. In case of travel restrictions or delays with the visa process, the remote feature can be applied to start the experience before the EP travels to the country/territory of the AIESEC HE.
- 4.3.1.3. The remote Feature can only be applied to Global Talent and Global Teacher Programs.
- 4.3.1.4. The Remote Feature can only be applied to opportunities with minimum three (3) months duration. The three (3) months should cover both remote and physical working duration.
- 4.3.1.5. The opportunities can offer a remote duration that is maximum half of the total duration. For example, if the opportunity duration is six (6) months, the EP can work remotely for a maximum duration of three (3) months.
- 4.3.1.6. The working hours of the remote part of the internship should be agreed upon by the EP and the OP prior to the beginning of the internship.
- 4.3.1.7. The physical part of the internship must have a minimum of thirty-five (35) hours/week, maximum of forty-five (45) hours/week.
- 4.3.1.8. The duration of the remote realization months will be included in the total duration of the Global Talent (GTa) or Global Teacher (GTe) internships. It will not be considered extra.

4.3.2. Remote Feature can be applied only if the following requirements are met:

- 4.3.2.1. All EPs should receive salary for the remote part of the internship. Method of salary payment can happen in the following conditions:

- 4.3.2.1.1. If the remote phase of the opportunity is longer than 12 weeks, the OP should agree to provide online solutions for salary payment to the EP during the remote part of the internship.
- 4.3.2.1.2. If the remote phase of the opportunity is less than 12 weeks, The OP should agree to provide online solutions for salary payment to the EP during the remote part of the internship, or the OP should agree to pay the salaries of the remote part of the internship when the EP arrives in the country/territory of the AIESEC HE.
- 4.3.2.2. The EP should be aware of the solution the OP has for salary payment and they should provide written confirmation with respect to their agreement. This written confirmation should be provided before proceeding with Approval.
- 4.3.2.3. The OP is recommended to provide a template of a Non Disclosure Agreement (NDA) for the EP prior to the beginning of the internship, in order to protect the internal data and the privacy of the company/organization.
- 4.3.2.4. All EPs should acknowledge that they are liable for any legal registration or tax responsibilities that would occur due to their remote or physical part of the internship.
- 4.3.2.5. In case the criteria above is not fulfilled, the EP or the OP do not qualify to proceed with “Approval.”

4.3.3. Criteria for Exchange Participants

- 4.3.3.1. All EPs should fulfill the criteria mentioned under clause 3.3 of this document.
- 4.3.3.2. EPs who are applying for opportunities with the remote feature should be willing to demonstrate their professional and teamwork skills as the remote duration requires them to be committed and passionate about the job descriptions that are mentioned in the opportunities.

4.3.4. Criteria for Opportunity Providers

- 4.3.4.1. All OPs should fulfill the criteria mentioned under clause 3.4 of this document.
- 4.3.4.2. The OP should be able to provide an adequate remote and physical working environment to ensure the EP does not have their life put at risk

or suffer any kind of harassment or discrimination by race, colour, gender, sexual orientation, creed, and religion, national, ethnic social origin, age.

4.3.4.3. The OP should be able to provide clear guidance upon the remote working routine to the EP, provide support during this period and be responsible for his/her engagement with the company.

4.3.4.4. It is recommended for an OP with this remote feature, to already have experience with remote/virtual work.

4.3.4.5. A Company/organization does not have the right to apply and experience remote feature if any of the following applies:

4.3.4.5.1. If it does not agree and/or cannot meet with the conditions stated in the AIESEC Exchange Program Policies (AEPP) or its Annexes for any reason.

4.3.4.5.2. If it has been recognized by an authoritative AIESEC entity and/or the International Control Board (ICB) as having previously breached the AIESEC Exchange Program Policies (AEPP).

4.3.4.5.3. If it does not align with the AIESEC Code of Ethics and the Global ER Principles.

4.3.4.5.4. If it does not meet the requirements to enter into legal agreements with the AIESEC HE.

4.3.4.5.5. If it does not have the capability to provide clear legal status for visa invitation, other conditions and requirements to meet the country/territory laws regarding migration, labour and/or visa permits that are required for the physical exchange.

4.3.5. Policies from Approved until Remote

4.3.5.1. Introduction

4.3.5.1.1. The AIESEC Exchange is considered "Approved" when the EP has the status "APPROVED" on the AIESEC platform.

4.3.5.1.2. The AIESEC Exchange is considered "Remote" when the EP starts the internship before travelling to the country/territory of the AIESEC HE.

4.3.5.2. Responsibilities of the AIESEC HE include:

- 4.3.5.2.1. Host a virtual IPS to give information about the company, the working culture, and the support that will be provided during the remote or physical part of the internship.
- 4.3.5.2.2. Provide written information to the EP about the duration of the remote period and the starting date of the physical period.
- 4.3.5.2.3. Together with the AIESEC SE, provide a preparation space for the EP. This preparation space should set expectations on working remotely (work ethics, usage of digital platforms and tools, different accountability methods, virtual synergy, daily routine, etc.).

4.3.5.3. Responsibilities of the AIESEC SE include:

- 4.3.5.3.1. Together with the AIESEC HE, provide a preparation space for the EP. This preparation space should set expectations on working remotely (work ethics, usage of digital platforms and tools, different accountability methods, virtual synergy, daily routine, etc.).

4.3.6. Policies from Remote until Realization

4.3.6.1. Introduction

- 4.3.6.1.1. The AIESEC Exchange is considered "Remote" when the EP starts the internship before travelling to the country/territory of the AIESEC HE.
- 4.3.6.1.2. The AIESEC Exchange is considered "Realized" when the person starts the first day of work and the EP has the status "REALIZED" on the AIESEC platform.

4.3.6.2. Responsibilities of the OP include:

- 4.3.6.2.1. Fulfill the responsibilities that are mentioned under the Section 4.4 of this document.
- 4.3.6.2.2. Provide a safe and welcoming introduction to the EP about the company and the role before the remote part of the internship starts.
- 4.3.6.2.3. Fulfill the job descriptions and working hours that are agreed with the EP before the approval happened.

4.3.6.3. Responsibilities of the EP include:

- 4.3.6.3.1. Fulfill the responsibilities that are mentioned under the Section 4.4 of this document.
- 4.3.6.3.2. Fulfill any legal or tax responsibilities that occur due to their remote part of the internship.
- 4.3.6.3.3. Fulfill the job descriptions and working hours that are agreed with the OP before the approval happened.

4.3.6.4. Responsibilities of the AIESEC HE include:

- 4.3.6.4.1. Fulfill the responsibilities that are mentioned under the Section 4.4 of this document.
- 4.3.6.4.2. Host a virtual “First Day of Work” space on the first day of the remote part of the internship. This space should have a representative from the OP and it should aim to clarify expectations from both parties.
- 4.3.6.4.3. Have monthly review meetings with the EP and the OP to check on the decided realization date. These meetings should ensure that the decided realization date does not violate the Section 4.4 of this document.

4.3.6.5. Responsibilities of the AIESEC SE include:

- 4.3.6.5.1. Fulfill the responsibilities that are mentioned under the Section 4.4 of this document.
- 4.3.6.5.2. Have biweekly meetings with the EP to review the remote work experience and provide support in case the EP is having difficulties with the job description or any conditions of the remote part of the internship.

4.3.6.6. Cancelling the Remote Duration

- 4.3.6.6.1. Cancelling the remote duration refers to breaking the “Approved” Status in the platform.
- 4.3.6.6.2. A Remote Duration can be cancelled by the AIESEC Member Committee (MC) of the AIESEC HE, with formal confirmation from the AIESEC SE representative by email.

4.3.6.7. An EP can request an remote duration cancellation under the following circumstances:

- 4.3.6.7.1. All the conditions that are mentioned under the Section 4.4 of this document.
- 4.3.6.7.2. The Job description in which they had been approved with request changes that does not match with at least (fifty) 50% of the first job description. Also in case of Salary changes not approved by the EP. The EP is expected to try to resolve the issue first with the OP and the AIESEC HE.
- 4.3.6.7.3. The EP is discriminated against by race, colour, gender, sexual orientation, creed, religion, national, ethnic or social origin, or age at his/her by a manager or coworkers.
- 4.3.6.7.4. The EP suffers/is harassed by a manager, coworkers or AIESEC members.
- 4.3.6.7.5. The OP does not pay corresponding salary to the EP for two (2) consecutive months after the remote phase.

4.3.6.8. An OP can request a Remote Duration cancellation under the following circumstances:

- 4.3.6.8.1. All the conditions that are mentioned under the Section 4.4 of this document.
- 4.3.6.8.2. The EP does not fulfil the job description and/or working hours, even after receiving at least two formal written warnings in which a representative of the AIESEC HE should be in copy.
- 4.3.6.8.3. The EP is continuously breaking internal regulations of the organization despite being warned or aware of them.

4.3.6.9. In case of Remote duration cancellation from the EP, the AIESEC SE is responsible to:

- 4.3.6.9.1. Update the AIESEC HE and explain the situation.
- 4.3.6.9.2. Find an EP replacement for the OP within two (2) weeks from the date of the remote duration and approval cancellation.

4.3.6.9.3. Ensure the EP replacement for the OP to have remote duration start maximum one (1) month after the remote duration cancellation date, unless the OP agrees to another date.

4.3.6.9.4. If these clauses are not met, the AIESEC SE is responsible for covering the expenses expressed in the OP's contract with the AIESEC HE.

4.3.6.10. In case of remote duration cancellation from the OP, the AIESEC HE is responsible to:

4.3.6.10.1. Update the AIESEC SE and explain the situation.

4.3.6.10.2. Find an OP replacement for the EP within two (2) weeks from the date of the remote duration and approval cancellation.

4.3.6.10.3. Ensure the OP replacement for the EP to have remote duration start maximum one (1) month after the remote duration cancellation date, unless the EP agrees to another date.

4.3.6.10.4. If these clauses are not met, the AIESEC HE is responsible for covering all the EP's expenses related to the exchange (EP fee, visa, travel expenses, etc).

4.3.6.10.4.1. In some cases the OP is liable for covering the expenses of the EP. Please refer to the Annex 2 of this document for the detailed compensation information.

4.3.7. Extension of Remote Duration

4.3.7.1. Remote part of the internship can be extended according to the Section 4.3.1 of this document. The remote duration cannot exceed the half of the total duration of the internship unless exceptions mentioned below apply.

4.3.7.2. Remote duration can exceed the half of the total duration of the internship only in the following conditions:

4.3.7.2.1. The EP cannot travel from the country/territory of the AIESEC SE due to travel or border restrictions. This clause applies only if the information takes place in an official government channel.

- 4.3.7.2.2. The EP cannot travel to the country/territory of the AIESEC HE due to travel or border restrictions. This clause applies only if the information takes place in an official government channel.
- 4.3.7.2.3. The EP cannot receive the visa or work permit on time due to long process time of visa application or unexpected delays in documents needed for visa or work permit.
- 4.3.7.3. In case one of the conditions under clause 4.3.2. apply, both the EP and the OP should provide written confirmation on their agreement to extend the duration of remote work until the conditions under clause 4.3.2. are no longer valid.
- 4.3.7.4. In case the remote duration is extended, both the AIESEC SE and AIESEC HE should communicate with the EP and the OP to follow up on the possible realization date. This communication should include reviewing the validity of the conditions mentioned under clause 4.3.2.

4.4. Policies From Approval until Realization

4.4.1. Introduction

- 4.4.1.1. The AIESEC Exchange is considered "Approved" when the conditions listed in Clause 2.3.1 are respected.
- 4.4.1.2. The AIESEC Exchange is considered "Realized" when the conditions listed in Clause 2.3.2 are respected. .

4.4.2. Responsibilities of the EP include:

- 4.4.2.1. Update both the AIESEC SE and AIESEC HE about their visa status within one week from receiving the documents and information from the AIESEC HE:
 - 4.4.2.1.1. Submit their visa application within a period up to two (2) weeks after getting all the documents mentioned in the opportunity or by the AIESEC HE in the week after Approval.
 - 4.4.2.1.2. Cover their visa costs, unless clearly stated otherwise in the opportunity description or in the agreement between the AIESEC HE, and the OP, on a written document from both sides.

- 4.4.2.2. Review and understand the conditions under which they can withdraw from an AIESEC Exchange.
- 4.4.2.3. Inform both the AIESEC SE and the AIESEC HE if they become unavailable for an exchange within the following time frame:
 - 4.4.2.3.1. For Global Volunteer (GV): Maximum twenty-eight (28) days before the exchange becomes Realized (the “Realization day”).
 - 4.4.2.3.2. For Global Talent (GTa): Maximum fifty-six (56) days before the Realization day.
 - 4.4.2.3.3. For Global Teacher (GTe): Maximum fifty-six (56) days before the Realization day.
 - 4.4.2.3.4. In the event of cancellation from the EP later than the period stated above, under circumstances not stated in the topics of Break of Statuses inside this document, the EP will not receive any compensation (refer to the Compensation table in the Annex of this document).
- 4.4.2.4. Review the visa and/or work permit regulations for the host country or territory prior to the purchase of a ticket to travel to the country or territory (air/sea/land transportation). Only proceed with the purchase with a valid visa confirmation:
 - 4.4.2.4.1. AIESEC is not liable for possible losses if the EP purchases transport tickets prior to obtaining a valid visa.
 - 4.4.2.4.2. AIESEC is not liable for the EP’s entrance and/or stay in the country or territory for dates before and after the Realization date in the AIESEC platform.
 - 4.4.2.4.3. As stated on the Clause 2.4.2.1 of this document, AIESEC is not liable for the 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, for reasons AIESEC cannot control or interfere.
- 4.4.2.5. To attend the Outgoing Preparation Seminar (OPS) as part of the AIESEC Exchange Standards and complete the preparation requirements of the country and territory where the exchange is taking place.

4.4.2.6. To inform themselves about all information related to specific legal policies, life conditions, safety, and cultural norms in the country or territory where the exchange is happening in order to be aware of any potential risks in the country or local area. This should be done both by asking the AIESEC HE, and through independent research. The EP is solely and fully responsible for assuming any and all country risks, and AIESEC or the OP shall not be held responsible for any damage, prejudice or losses caused by an event related to those country risks. If such an event occurs or a country risk otherwise materializes, AIESEC will not be required to cancel the Approval or end an exchange. Any such cancellation of Approval or termination of an exchange will be subject to accrued financial penalties, as applicable.

4.4.2.7. To ensure the EP has a travel insurance valid for the entire duration of the AIESEC Exchange before they travel to the country or territory of the exchange.

4.4.2.7.1. If the EP travels without an insurance, AIESEC will not be held liable for any damages, prejudice or losses that occur during the exchange.

4.4.3. Responsibilities of the OP include:

4.4.3.1. Provide within two (2) weeks from the Approval all the necessary documents to the EP directly, or through the AIESEC HE (including the written invitation) required for the application for visa/work permit. If two (2) weeks are insufficient, the EP should be informed in advance and agree with the timeline for provision of any required documents.

4.4.3.1.1. In case of failure, the EP can request the Approval to be cancelled with no compensation for the OP and the AIESEC HE.

4.4.3.2. Ensure that the approved EP(s) is/are legally qualified to work in the country or territory where the OP is located, (legal residency requirements and labour law requirements) before the Realization date.

4.4.3.3. Ensure, together with the AIESEC HE, that the EP approved for the exchange would be able to leave and return to their AIESEC SE country or territory independently after the last day of their internship or volunteering experience.

4.4.3.4. Set expectations with the EP regarding the opportunity job role and responsibilities, prior to the arrival of the EP to the country of territory of exchange, in writing, and involving the AIESEC HE and AIESEC SE

representatives. The OP can request support from AIESEC HE and/or participation on this stage.

4.4.3.5. Inform both the AIESEC SE and the AIESEC HE if the OP becomes unavailable for hosting an exchange within the following time frame:

4.4.3.5.1. For Global Volunteer (GV): Maximum twenty-eight (28) days before the Realization day.

4.4.3.5.2. For Global Talent (GTa): Maximum fifty-six (56) days before the Realization day.

4.4.3.5.3. For Global Teacher (GTa): Maximum fifty-six (56) days before the Realization day.

4.4.3.5.4. In the event of an exchange cancellation by the OP outside the authorized period stated above and under circumstances not stated in the topics of Break of Statuses, the OP will not receive any compensation and will be responsible for complying with the compensation policies in this document (refer to the Compensation table in the Annex of this document).

4.4.4. Responsibilities of the AIESEC Hosting Entity (HE) include:

4.4.4.1. Provide all visa documents and information within two (2) weeks of the Approval. If two (2) weeks are insufficient, the EP should be informed with advance and agree with the timeline for provision of any required documents.

4.4.4.1.1. In case of failure, the EP can request the Approval to be cancelled with no compensation for the OP and the AIESEC HE.

4.4.4.2. To provide EP with information about the cost of living, local specific safety for the areas where the exchange is taking place, accommodation location, legal/migration protocols that will be executed prior/on/after arrival, within two (2) weeks of the Approval. If two (2) weeks are insufficient, the EP should be informed in advance and agree with the timeline for provision of any required documents.

4.4.4.2.1. In case of failure, the EP can request the Approval to be cancelled with no compensation for the OP and the AIESEC HE.

4.4.4.3. To provide the EP with contacts of a responsible person (preferably the OP Manager from the AIESEC HE) for providing overall services to the

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EP throughout the exchange duration within maximum one (1) week after the Approval status in the AIESEC platform.

4.4.4.4. To provide the EP access to a platform (e.g. forum, mail group, phone number etc.) for the EP to be able to communicate with the AIESEC HE members from Approval date until the end of the exchange period.

4.4.4.5. To Ensure the EP and the AIESEC HE agree on logistics, and that procedures for arrival pick up are clear for the EP at least three (3) days before arrival. The AIESEC HE should provide written information to the EP on any additional domestic transportation required to arrive at the pick-up point as part of the AIESEC Exchange Standards.

4.4.4.6. To provide support on registration with relevant local authorities within the timelines mentioned by the national laws. The AIESEC HE shall communicate (including information on country or territory page) the registration timelines and requirements to the AIESEC SE and the EP within two (2) weeks from Approval.

4.4.5. Responsibilities of the AIESEC Sending Entity (SE) include:

4.4.5.1. To follow up with the AIESEC HE and ensure all visa documents and information are given to the EP within two (2) weeks from Approval. If two (2) weeks are insufficient, the EP should be informed in advance and agree with the timeline for provision of any required documents.

4.4.5.1.1. In case of failure, the EP can request the Approval to be cancelled with no compensation for the OP and the AIESEC HE.

4.4.5.2. To provide the EP with an Outgoing Preparation Seminar (OPS) as part of the AIESEC Exchange Standards, within at least one (1) week before the Realization date.

4.4.5.3. To provide the EP a Personal Goal Setting space, in the form of a group or individual meeting, as part of the AIESEC Exchange Standards, at least 1 (one) week before the Realization date, with the results of the Leadership Development Assessment (LDA).

4.4.5.4. To ensure the EP has all the documents needed, required by the AIESEC HE for legalities, before their departure.

- 4.4.5.5. To provide the EP an EPM from the Approval stage until the end of exchange experience, to ease communications, give training, and ensure follow ups and mediation with the AIESEC HE if needed.
- 4.4.5.6. To ensure the EP has a valid insurance policy, as part of the AIESEC Exchange Standards, covering basic medical costs for the duration of the exchange, before the EP begins the exchange experience.

4.4.6. Cancelling an Approval Procedure

- 4.4.6.1. An Approval can be cancelled by the AIESEC Member Committee (MC) of the AIESEC HE, with formal confirmation from the AIESEC SE representative by email.

4.4.6.2. An EP can request an Approval cancellation under the following circumstances:

- 4.4.6.2.1. Not receiving all visa documents and information within two (2) weeks from the Approval stage on the platform, which has resulted in the EP not being able to commence with the exchange on time; or the EP was not informed of the timeline for provision of any required documents.
- 4.4.6.2.2. The EP has an emergency in their family. A proof is required to be submitted to the AIESEC HE.
- 4.4.6.2.3. The EP becomes ill and the situation can be dangerous for their health. A proof is required to be submitted to the AIESEC HE.
- 4.4.6.2.4. The EP may be put in danger due to the area where they work being formally declared in emergency due to war, natural disasters, people revolution, terrorism attacks and others.
- 4.4.6.2.5. The EP had their visa rejected due mistakes from the AIESEC HE or OP (compensation can apply).
- 4.4.6.2.6. The EP had their visa rejected by the embassy or third party.
- 4.4.6.2.7. This clause does not apply if the EP did not submit all the documents or gave false information during the visa process. .
- 4.4.6.2.8. The OP is not under the national laws for labour of the AIESEC HE.

4.4.6.2.9. The Job Description and working hours of the opportunity in which they had been Approved changes and it does not match with at least 50% (fifty) of the original Job Description.

4.4.6.2.10. In cases where the salary or compensation for the EP changes without their consent.

4.4.6.2.11. Please refer to the compensation table Annex of this document to understand the compensation in each scenario if applicable

4.4.6.3. An OP can request an Approval cancellation under the following circumstances:

4.4.6.3.1. The EP had their visa rejected by the embassy or third party.

4.4.6.3.1.1. This clause does not apply if the OP did not submit all the documents or gave false information during the visa process.

4.4.6.3.2. The OP is not under the labour laws of the AIESEC HE.

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

4.4.6.3.3.1. The OP can request a replacement of the EP and compensations according to Annex 2 of this document.

4.4.6.3.4. The OP declares bankruptcy, or is sold to a third party that cannot continue with the exchange.

4.4.6.4. In case of Approval cancellation from the EP, the AIESEC SE is responsible to:

4.4.6.4.1. Inform the AIESEC HE and explain the situation.

4.4.6.4.2. Find an EP replacement for the OP within two (2) weeks from the date of the Approval cancellation.

4.4.6.4.3. Ensure the EP replacement for the OP can obtain the Realized status maximum one (1) month after the original Realization date, unless the OP agrees to another date.

4.4.6.4.4. If these clauses are not met, the AIESEC SE is responsible for covering the expenses listed in the OP's contract with the AIESEC HE.

4.4.6.5. In case of Approval cancellation from the OP, the AIESEC HE is responsible to:

4.4.6.5.1. Inform the AIESEC SE and explain the situation.

4.4.6.5.2. Find an OP replacement for the EP within two (2) weeks from the date of the Approval cancellation.

4.4.6.5.3. Ensure the OP replacement for the EP can obtain the Realized status within the same date as the original opportunity, unless the EP agrees to another date.

4.4.6.5.4. If these clauses are not met, the AIESEC HE is responsible for covering all the EP's expenses related to the exchange (EP fee, visa, travel expenses, etc.).

4.4.6.5.4.1. In some cases, the OP is liable for covering the expenses of the EP. Please refer to the Annex 2 of this document for the detailed compensation information.

4.5. Policies From Realization to Completion

4.5.1. Introduction

4.5.1.1. The exchange is considered "Realized" when conditions listed in Clause 2.3.2 are met.

4.5.1.2. The exchange is considered "Finished" when the conditions listed in Clause 2.3.3 are met.

4.5.1.3. The exchange is considered "Completed" when the conditions listed in Clause 2.3.4 are met.

4.5.2. Responsibilities of the EP include:

4.5.2.1. To have sufficient funds to incur all their expenses related to transportation to and from the country or territory.

4.5.2.2. To have sufficient funds to cover:

- 4.5.2.2.1. If in a Global Talent (GTa) Experience: All the living expenses for the first four (4) weeks of the exchange. This period can be prolonged in case the first salary is received after more than four (4) weeks of exchange, if so the AIESEC HE should state this in the opportunity information on the AIESEC platform and inform the EP before the Realization.
- 4.5.2.2.2. If in a Global Teacher (GTe) Experience: All the living expenses for the first four (4) weeks of the exchange. This period can be prolonged in case the first salary is received after more than four (4) weeks of exchange, if so the AIESEC HE should state this in the opportunity information on the AIESEC platform and inform the EP before the Realization.
- 4.5.2.2.3. If in a Global Volunteer (GV) Experience: All living expenses for the entire period of the exchange if they are not receiving any benefits from the OP as outlined in the opportunity information on the AIESEC platform.
- 4.5.2.3. To officially register with the home embassy in the country or territory of the exchange if their home country or territory requires, within one (1) week of their arrival.
- 4.5.2.4. To always act in accordance to national or local law and other policies that exist in the country or territory of exchange.
- 4.5.2.5. To attend the Incoming Preparation Seminar (IPS) as part of the AIESEC Exchange Standards, organized by the AIESEC Host Entity (HE) and ensure to do all preparation and satisfy all the requirements needed for the country or territory where the exchange is taking place.
- 4.5.2.6. To inform the AIESEC SE and AIESEC HE about their departure from the country or territory of the exchange at least two (2) weeks in advance, in a written format, about their travel details.
- 4.5.2.7. To comply with the country or territory of exchange migration laws for their departure, and inform themselves about them in advance, by research and confirmation with the AIESEC HE.
- 4.5.2.8. Check and take the Standards Completion survey on the AIESEC platform to assess the exchange delivery at different stages of the experience.

4.5.2.9. Fulfill the agreed working hours and responsibilities defined in their Job Description.

4.5.3. Responsibilities of the OP include:

4.5.3.1. To hold the EP accountable to perform the full extent of requirements and duties previously agreed.

4.5.3.2. To provide guidance, training, additional information and adequate working conditions according to what was previously stated in the opportunity information on the AIESEC platform and agreed by both parties.

4.5.3.3. To assign one representative as responsible for the EP's workplace integration, so they can integrate as best as possible into the new working environment.

4.5.3.4. To provide performance-related feedback on the EP's performance on a regular basis throughout the exchange.

4.5.3.5. To provide alignment spaces, in the form of a group or individual meeting, with the EP as part of the AIESEC Exchange Standards, one at the beginning of the experience for expectation setting and one at the end for debriefing.

4.5.3.6. In all cases, the OP is the sole responsible for any damage or loss of any working material unless otherwise agreed upon with the EP.

4.5.3.7. Fulfill all engagements agreed in the opportunity information on the AIESEC platform: working hours, job description, benefits and duration, and any other information provided.

4.5.3.7.1. Changes in the opportunity information from the AIESEC platform will only be acceptable upon written confirmation from the EP and the OP side.

4.5.3.7.1.1. If there is no written proof and mutual agreement previous to the changes in the opportunity, the EP can request the cancellation of the Realization and the OP would be liable to compensate the EP according to the compensation table, Annex 2 of this document.

4.5.4. Responsibilities of the AIESEC Hosting Entity (HE) include:

- 4.5.4.1. To host an Incoming Preparation Seminar (IPS) as part of the AIESEC Exchange Standards for the EP to learn and understand all the information and preparation necessary for the duration of their exchange.
- 4.5.4.2. To provide assistance to open a bank account if necessary and assistance in converting money to the local currency on the EP's request.
- 4.5.4.3. To provide information about location and guidance for use of general services such as medical systems, use of emergency services, essential services, public transport, groceries and any other information that would be necessary to allow the EP to successfully complete their exchange.
- 4.5.4.4. To provide information about local cultural norms, including those related to dressing, greeting, traditions and law policies to the EP.
- 4.5.4.5. To provide an introduction to the local AIESEC members, the AIESEC Local Committee (LC), reality and culture.
- 4.5.4.6. To provide assistance in dealing with housing agreements and landlords if required by the EP.
- 4.5.4.7. To set expectations with the EP's supervisor regarding expectations of the exchange job role, unless it is already done by the OP. For both scenarios, the AIESEC HE is responsible for ensuring the EP is aware of the expectations on the first week of Realization, and any job description issue should be assisted by AIESEC.
- 4.5.4.8. To inform all the stakeholders involved about the complaint and termination procedures, integration plans for EP, frequency of feedback, expectations setting, and frequency of communication and evaluation between the OP and AIESEC HE.
- 4.5.4.9. To ensure the EP receives performance-related feedback from the organisation on a regular basis throughout the exchange.
- 4.5.4.10. To provide opportunities for the EP to become involved in AIESEC activities related to their interests and goals if the EP is interested.
- 4.5.4.11. If the AIESEC HE cannot reach the EP any longer than two (2) working days without any notification from the EP and/or the AIESEC SE, the HE

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is responsible to coordinate with the SE and the OP to research and update about the EP's location and their safety.

- 4.5.4.12. To keep all EPs in the country or territory updated in case of any safety issue such as but not limited to: Natural disasters, strikes, war, attacks, etc.

4.5.5. Responsibilities of the AIESEC Sending Entity (SE) include:

- 4.5.5.1. To ensure the EPM supports the EP with any issues that occur during the exchange experience.
- 4.5.5.2. To inform the EP about existing re-integration opportunities in AIESEC prior to their return from their exchange.

4.5.6. Responsibilities of both AIESEC Entities include:

4.5.6.1. To be constantly communicating with the EP including their location and the safety at least:

4.5.6.1.1. Global Talent (GTa)

- 4.5.6.1.1.1. Short experience (6-12 weeks): at arrival and middle and final week.
- 4.5.6.1.1.2. Mid-length experience (13-26 weeks): arrival and then once a month at least.
- 4.5.6.1.1.3. Long experience (27-78 weeks): at arrival and then once a month at least.

4.5.6.1.2. Global Teacher (GTe)

- 4.5.6.1.2.1. Short experience (9-12 weeks): at arrival and middle and final week.
- 4.5.6.1.2.2. Mid-length experience (13-26 weeks): arrival and then once a month at least.
- 4.5.6.1.2.3. Long experience (27-78 weeks): at arrival and then once a month at least.

4.5.6.1.3. Global Volunteer (GV)

4.5.6.1.3.1. At arrival and middle and final week.

4.5.6.2. To deliver the AIESEC Exchange Standards. In case of violations, AIESEC entities who fail to deliver can be liable to provide compensation according to Annex 2 of this document.

4.5.6.3. To ensure the dispute and complaint channels are always available for EPs and OPs, and such communications, complaints, and issues should always be responded within two (2) working days - and within forty-eight (48) hours for urgent cases.

4.5.7. Cancelling Realization procedures

4.5.7.1. An EP can request a Realization cancellation under the following circumstances:

4.5.7.1.1. The EP has an emergency in their family. A proof is required to be submitted to the AIESEC HE.

4.5.7.1.2. The EP becomes ill and the situation can be dangerous for their health. A proof is required to be submitted to the AIESEC HE.

4.5.7.1.3. The EP may be put in danger due to the area where they are working is formally declared in emergency due to war, natural disasters, people revolution, terrorism attacks and others.

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

4.5.7.1.5. The OP violates the national labour laws of the AIESEC HE.

4.5.7.1.6. The Job Description and working hours of the opportunity in which they had been Approved changes and it does not match with at least 50% (fifty) of the original Job Description and they have not been able to solve the situation with the OP and the AIESEC HE.

4.5.7.1.7. In cases where the salary or any opportunity benefits (accommodation, etc.) for the EP changes without their consent and they have not been able to solve the situation with the OP and the AIESEC HE.

- 4.5.7.1.8. The EP is discriminated against by race, colour, gender, sexual orientation, creed, religion, national, ethnic or social origin, or age at their workplace.
- 4.5.7.1.9. The EP suffered or was harassed at their workplace or by AIESEC members (please refer to the Annex 1 of this document for anti-harassment policies).
- 4.5.7.1.10. The OP does not provide the basic work conditions or any main benefit offered to the EP that the opportunity job description on the AIESEC platform refers to and the EP did not agree to the changes or abolition.
 - 4.5.7.1.10.1. The basic work conditions or benefits referred to above must be of a nature that their abolition reasonably makes impossible or too difficult for the EP to be able to execute their job or living conditions in order for a broken Realization to be validated. The EP is expected to make certain preliminary steps to resolve the issue, including contacting the AIESEC HE through written format, and actively participating in negotiations with the organisation to resolve the issues.
- 4.5.7.1.11. The OP does not pay corresponding salary to the EP for two (2) consecutive months.
- 4.5.7.1.12. Please refer to the compensation table Annex 2 of this document for more details about each compensation scenario applicable.
- 4.5.7.2. An OP can request a Realization Cancellation under the following circumstances:**
 - 4.5.7.2.1. The EP does not have an official working or living permit in the country or territory of exchange upon arrival unless other legal options have been agreed upon (proof needed).
 - 4.5.7.2.2. If the lack of official working/living permit was caused by the OP's side, the clause above is not applicable.
 - 4.5.7.2.3. The EP has falsified information related to their work experience, academic background or language proficiency, and is unable to fulfil their exchange job role as specified on the AIESEC platform.

4.5.7.2.3.1. The OP can request a replacement of the EP and compensations according to Annex 2 of this document.

4.5.7.2.4. The EP does not fulfil their job description and/or working hours, even after receiving at least two (2) formal written warnings in which a representative of the AIESEC HE was in copy (proof of two warnings needed).

4.5.7.2.5. The OP declares bankruptcy, or is sold to a third party that cannot continue with the exchange (proof needed).

4.5.7.2.6. The EP is breaking a law of the country or territory where the exchange is happening, or is continuously breaking internal regulations of the organisation despite being warned or aware of them (proof needed).

4.5.7.2.6.1. The OP can request a replacement of the EP and receive compensations according to Annex 2 of this document.

4.6. Finish Realization Earlier

4.6.1. Definition

4.6.1.1. Finished Realization Earlier means that the AIESEC Exchange terminated earlier than the stipulated dates, but it is still considered a Finished AIESEC Exchange instead of a Broken Realization.

4.6.2. The EP and/or OP can request to finish the realization earlier than stated on the AIESEC platform under the following conditions:

4.6.2.1. No violation of the AIESEC Exchange Program Policies were identified prior to the date of requesting an early finish.

4.6.2.2. The EP and the OP must provide a written agreement to the AIESEC HE to officialise the request.

4.6.2.3. The total duration of the exchange needs to comply with the minimums per exchange program:

4.6.2.3.1. Global Talent: 6 weeks as minimum.

4.6.2.3.2. Global Teacher 9 weeks as minimum.

4.6.2.3.3. Global Volunteer: 6 weeks as minimum.

4.6.3. An EP can request to finish a Realization earlier under the following circumstances:

4.6.3.1. The EP has an emergency in their family. A proof is required to be submitted to the AIESEC HE.

4.6.3.2. The EP becomes ill and the situation can be dangerous for their health. A proof is required to be submitted to the AIESEC HE.

4.6.3.3. The EP may be put in danger due to the area where they work being formally declared in emergency due to war, natural disasters, people revolution, terrorism attacks, and others.

4.6.4. An OP can request to finish a Realization earlier under the following circumstances:

4.6.4.1. The OP declares bankruptcy, or it is sold to a third party that cannot continue with the exchange.

4.6.4.2. Where the failure to fulfil its obligations has been caused by circumstances beyond its control (proof required), each also known as a “force majeure” event, such as:

4.6.4.2.1. Acts of nature, including fire, flood, earthquake, storm, hurricane, epidemic, pandemic or other natural disaster.

4.6.4.2.2. Conflicts related to the country or territory including war, invasion, act of foreign enemies, hostilities, 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 and/or other necessities.

4.6.4.2.3. Global political, economic, health or social crisis, or a declared state of emergency that directly affects the countries and territories involved in the exchange.

4.7. Extension Protocol

4.7.1. The EP and the OP can request an extension of the duration of the internship under the following conditions:

4.7.1.1. Global Talent (GTa)

- 4.7.1.1.1. In case of extension of the Global Talent durations, the OP will need to pay extra fees. The amount of the fees will be decided according to AIESEC Entity's contract with the OP.
- 4.7.1.1.2. The EP does not need to pay any new EP fees to their AIESEC SE for extensions within the same opportunity on the AIESEC platform that the EP is already approved for.
- 4.7.1.1.3. If the total duration of the opportunity exceeds 8 weeks, the OP should provide salary for the rest of the experience as per the program conditions stated in clause 4.2.1.1.9 in order to proceed with the extension request.

4.7.1.2. Global Teacher (GTe)

- 4.7.1.2.1. In case of extension of the Global Teacher durations, the OP will need to pay extra fees. The amount of the fees will be decided according to AIESEC Entity's contract with the OP.
- 4.7.1.2.2. The EP does not need to pay any new EP fees to their AIESEC SE for extensions within the same opportunity on the AIESEC platform that the EP is already approved for.

4.7.1.3. Global Volunteer (GV)

- 4.7.1.3.1. Extension fees by the AIESEC HE must be informed to the EP in the expectation setting before their exchange starts.
- 4.7.1.3.2. The EP does not need to pay any new EP fees to their AIESEC SE for extensions within the same opportunity on the AIESEC platform that the EP is already approved for
- 4.7.1.4. Extensions of the Global Talent and Global Teacher experiences cannot exceed duration of seventy-eight (78) weeks. For Global Volunteer (GV) it cannot be longer than eight (8) weeks.

5. Complaints

5.1. Definition

- 5.1.1. To raise an issue regarding AIESEC Exchange Programs, any party must follow the dispute resolution process in the order outlined below:
- 5.1.2. The Dispute resolution process can be requested by any EP or OP, for claims that will be evaluated based on the AIESEC Exchange Program Policies stated in this document.

5.2. Complaint Procedure Steps

- 5.2.1. For a better understanding, the term “Complaint party” will be used for the party who submitted the complaint and the term “Respondent” will be used to the party against whom the complaint is filed.
- 5.2.2. Complaints can be raised within a maximum of 12 months from the original violation date. If the complaint is raised after 12 months, AIESEC can deny to proceed with the process.
- 5.2.3. For the case solving process to be considered valid, the Complaining party should always keep record of proofs of violations and communication. The Process has three (3) steps, and the order should be respected:

5.2.4. First Phase

- 5.2.4.1. The Complaint party contacts the AIESEC Respondent party stating the issue that is being raised for a resolution, with at least a proposal of solution for the complaint, respecting the AIESEC Exchange Program Policies (AEPP). This can be done with one of the Exchange parties (the EP or the OP) contacting one of AIESEC representatives through email or other predefined written contact tool, or directly done between the AIESEC SE and the AIESEC HE, representing EP and/or OP.
- 5.2.4.2. The Response party should respond to the Complaint party and acknowledge the issue. The Response party should start negotiation with the Complaint party within twenty-four (24) hours of receiving the complaint.

5.2.5. Second Phase

- 5.2.5.1. The Respondent party should present a Solution Proposal for the Complaint party, in written format for both: the Complaint party and its respective AIESEC Entity.
- 5.2.5.2. The Complaint party should accept or reject the proposal within forty-eight (48) hours in a written format.
- 5.2.5.3. If the Solution is accepted, the case is closed. Both AIESEC entities are responsible to follow up with the implementation.
- 5.2.5.4. If the solution is rejected, the Complaint party can propose another solution for the Response party.

5.2.6. Third Phase

- 5.2.6.1. If no solution was presented for the Complaint party claims after seventy-two (72) hours from the first contact, it is advised to contact the Response party stakeholders such as the President of the AIESEC Local Chapter and / or the Member Committee (MC).
 - 5.2.6.2. If the Parties involved cannot reach a mutual agreement by the end of this timeline of negotiation of seventy-two (72) hours, and both sides do not agree on an extension, the Complaint AIESEC Entity is advised to bring forth the situation to its Entity Control Board (ECB). The ECB should proceed with the National Case Solving Stage, as written below.
- 5.2.7. If no solution is found within three (3) days, the case can be raised to the national level, held by the Entity Control Board (ECB).
- 5.2.7.1. The EP and the OP can request the contact information of the Entity Control Board of their AIESEC SE by contacting the AIESEC Local Chapter.
- 5.2.8.** If no solution is found within seven (7) days, the case can be raised to the international level, held by the International Control Board (ICB).
- 5.2.8.1. The EP and the OP can contact the International Control Board by sending an email to <icb@ai.aiesec.org>.

- 5.2.8.2. A case can only be accepted in an international level if all previous hearing and appeal levels were exhausted according to this document.
- 5.2.8.3. After the International Control Board (ICB) confirms the process of the case, a solution should be provided within ten (10) days.
 - 5.2.8.3.1. The International Control Board (ICB) is the last instance of any quality case involving EPs and or OPs in AIESEC Exchanges.