

AIESEC Portfolio Internal Policies

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1. Introduction

1.1. Definition and Purpose

- 1.1.1. The AIESEC Portfolio Internal Policies (APIP) is the official document that governs and defines the minimums, responsibilities, procedures, and protocols for every phase of the AIESEC portfolio.
- 1.1.2. The document has the following objectives:
 - 1.1.2.1. For AIESECers to understand the minimums of each experience and initiative inside the AIESEC portfolio.
 - 1.1.2.2. For AIESECers to understand their role and responsibilities when it comes to the preparation and execution of each phase and experience inside the AIESEC portfolio.
 - 1.1.2.3. For ICB and ECBs to govern and ensure compliance to the AIESEC Internal Portfolio Policies.

1.2. Applicability

- 1.2.1. The policies in this document apply to all bodies of AIESEC, including members, team leaders, Executive Board Vice Presidents, Local Committee Presidents, Member Committee Vice Presidents, Member Committee Presidents, Entity Support teams, Regional Managers, Regional Support teams, AIESEC International members, Global Support teams, Entity Control Boards, International Control Board and any other party working or involved in the preparation and delivery of any of the AIESEC portfolio programs and phases.
- 1.2.2. All stakeholders mentioned above are required to:
 - 1.2.2.1. Read the AIESEC Portfolio Internal Policies and understand their role and responsibilities associated with their position.
 - 1.2.2.2. Comply and respect all the policies outlined in this document.

1.3. AIESEC Portfolio

- 1.3.1. Definition
 - 1.3.1.1. The AIESEC Portfolio is defined as a system of all the programs and services AIESEC provides to its stakeholders and how they are delivered by AIESEC. It includes explanation and guidance on how we engage people, the list of programs that the organization and its partners offer to young people, and the explanation and possible relationship opportunities with the alumni of the organization.
 - 1.3.1.2. The purpose of the system is to provide young people the opportunity to explore and develop their leadership potential, preparing them to make a positive impact in any area they choose.
- 1.3.2. Phases
 - 1.3.2.1. The AIESEC Portfolio consists of three different phases:
 - 1.3.2.1.1. Engagement with AIESEC (EwA): This phase includes all the activities, programs and products that AIESEC provides to spark an interest in young people with the organization and with the concept of leadership development.
 - 1.3.2.1.2. Experiential Leadership Development (ELD): This phase includes the authorized programs of the organization, which are the primary impact of AIESEC and aim to develop leadership qualities and skills in young people. Each program is an experience provided by the organization and our

partners, and it aims to develop leadership in youth. For this, each program offers a set of services that allow the young person to experience an inner and outer journey, developing one or more qualities of our Leadership Development Model (LDM).

- 1.3.2.1.3. Life-Long Connection: This phase includes all the activities related to the Alumni community. We consider an Alumni of AIESEC to be every person that was part of one of the ELD programs of the organization and voluntarily joins, formally or informally, the Entity's or the Global Alumni community.

1.3.3. General Management

- 1.3.3.1. All members of AIESEC are responsible for reading, understanding and complying to all the policies stated in this document.
- 1.3.3.2. All MCs must have the following governance systems in place:
 - 1.3.3.2.1. An established Entity Control Board with a minimum of a chair with the position of minimum 6 months, following MC timeline.
 - 1.3.3.2.2. An Ethics Subcommittee Chair or an Ethics responsible.
 - 1.3.3.2.3. A "Harassment Prevention Committee" consisted of the MCP or any legal representative in the MC, at least one and maximum two externals (advisors, lawyers, and or/psychologists), the National Ethics Subcommittee Chair or Ethics Responsible, and the ECB (for exchange related cases).
- 1.3.3.3. All MCs are responsible for educating their membership in the latest APIP policies, as well as working with ECB in ensuring compliance to the policies, and building strategies that support and respect the AIESEC Portfolio Internal Policies.
- 1.3.3.4. All Regional Offices are responsible for ensuring the MCs are aware of the latest APIP policies, as well as working with entities in ensuring their strategies support and respect the AIESEC Portfolio Internal Policies.
- 1.3.3.5. ICB and ECBs are responsible for ensuring compliance to the APIP in all levels of the organization, as well as deciding and performing the necessary sanctions and consequences for entities that do not comply with the policies.
- 1.3.3.6. Failure to respect the policies outlined in this document from any party and layer of the organization will result in certain sanctions and consequences that can be found in the Compliance Matrix Annex of this document.
- 1.3.3.7. AIESEC International is responsible for guarding, defining and updating, based on data and external analysis, the latest policies applicable to the AIESEC Portfolio and its usage, as well as working with ICB to ensure the governance system is complete and fulfilled to protect AIESEC and its stakeholders. Whenever there is a proposed change:
 - 1.3.3.7.1. Timeline of change management
 - 1.3.3.7.2. Consulting the global plenary
- 1.3.3.8. In case there is a time-sensitive, unforeseen internal or external crisis that would require immediate action from AIESEC International, the consultation and timeline of change management would be minimum depending on the circumstance.
- 1.3.3.9. AIESEC International and ICB are responsible for reviewing the APIP Policies twice a year, before IC and IPM.
- 1.3.3.10. If applicable, proposed policy changes to the APIP should include the

proposed Compliance Matrix Violations.

- 1.3.3.11. ICB is responsible for updating the APIP with the latest policies and sending the updated version to the Global Legislation Subcommittee and AIESEC International for review. Updating and Reviewing the APIP changes should not take more than 14 Working Days.

2. Glossary of Terms

2.1. Definition

- 2.1.1. Throughout this document, several terms will be used to refer to different aspects of the AIESEC exchange, included but not limited to: AIESEC Programs, AIESEC procedures, AIESEC protocols, AIESEC stakeholder names. Please find in this table the list of the most used terms and their definition.

2.2. AIESEC Exchange Programs

- 2.2.1. Global Volunteer (GV): Global Volunteer is an opportunity for a young person to develop leadership qualities while living a cross-cultural volunteer experience. Through this program a young person volunteers abroad in organizations that host social impact projects that contribute to the Sustainable Development Goals.
- 2.2.2. Global Talent (GTa): Global Talent is an opportunity for a young person to develop leadership qualities and progress in their career while living a cross-cultural professional experience. Through this program a young person interns in a company abroad and gains practical work experience.
- 2.2.3. Global Teacher (GTe): Global Teacher is an opportunity for a young person to develop leadership qualities and progress in their career while living a cross-cultural professional experience. Through this program a young person interns and teaches in an educational institution or organization abroad and gains practical work experience.

2.3. AIESEC Exchange Stakeholders

- 2.3.1. Exchange Participant (EP): A young person who is confirmed to go on an AIESEC exchange program. The person is considered an Exchange Participant when they sign the Acceptance Note, the AIESEC Hosting Entity accepts their application and they pay the AIESEC Sending Entity and sign the contract.
- 2.3.2. Opportunity Provider: An organization, can be start-up, non-profit, NGO, educational institution or any other type of organization that is confirmed to receive an AIESEC Exchange Participant (EP) and provides an opportunity for them. The opportunity can be an internship (in the case of Global Talent and Global Teacher), or hosting a social project (Global Volunteer).
- 2.3.3. AIESEC Sending Entity: The AIESEC entity that sends an Exchange Participant (EP) abroad. They are in charge of supporting the Exchange Participant (EP) and be the main point of contact if something happens, before, during and after the exchange.
- 2.3.4. AIESEC Hosting Entity: The AIESEC entity that receives an Exchange Participant (EP) abroad, and hosts the exchange experience. They are in charge of coordinating between the Exchange Participant (EP) and the Opportunity Provider (OP) and support them both in the preparation for the experience, during the exchange, and after.
- 2.3.5. Local Committee (LC): The AIESEC Local Chapters. Every country or territory where AIESEC is located has a national body (or Member Committee), and the Local committees. They can be university based or city based, and they are the first-hand contact between AIESEC, the Exchange Participant and the Opportunity Provider.
- 2.3.6. Member Committee (MC): The AIESEC national chapters. Every country or territory where AIESEC is located has a national body named Member Committee. They are independent bodies that are part of the association. They

are in charge of managing operations at a national level and managing the local committees.

- 2.3.7. AIESEC International (AI): AIESEC International is the highest governing body of AIESEC. As an association, AIESEC is composed of independent bodies (MCs) that are governed by the compendium of AIESEC, overseen and managed by AIESEC International. Its official office is located at 5605 Avenue, De Gaspé, H2T 2A4, Montreal, Québec, Canada.
- 2.3.8. International Control Board (ICB): The International Control Board is the independent body that is in charge of ensuring compliance to the governance system of AIESEC, as well as managing the quality cases raised against entities and violations to the AIESEC Exchange Program Policies and the AIESEC Portfolio Internal Policies. They are the final decision-making power on all cases pertaining to the AIESEC Exchange Program Policies.
- 2.3.9. Entity Control Board (ECB): Similar to the International Control Board, the Entity Control Boards have the same purpose but on a national level, for each entity member of AIESEC. They are in charge of working with ICB to ensure compliance to the governance system of AIESEC, as well as managing the quality cases raised against entities and violations to the AIESEC Exchange Program Policies and the AIESEC Portfolio Internal Policies.

2.4. AIESEC Processes

2.4.1. Statuses

- 2.4.1.1. Approval: One of the stages in the AIESEC Exchange process. The AIESEC Exchange is considered "Approved" when the Exchange Participant (EP) has the status "APPROVED" on the AIESEC platform. This means they have accepted the Opportunity Provider's offer and vice versa, and they have made the payment and signed the contract to confirm their enrollment on the exchange.
- 2.4.1.2. Realization: One of the stages in the AIESEC Exchange process. The AIESEC Exchange is considered "Realized" when the person starts the first day of work and the Exchange Participant (EP) has the status "REALIZED" on the AIESEC platform.
- 2.4.1.3. Finished: One of the stages in the AIESEC Exchange process. The AIESEC exchange is considered "Finished" when the Exchange Participant (EP) finishes their experience and has the status "FINISHED" on the AIESEC platform.
- 2.4.1.4. Completed: One of the stages in the AIESEC Exchange process. The exchange is considered "Completed" when the Exchange Participant (EP) fills in the AIESEC Exchange Standards survey on the AIESEC platform and all the mandatory standards by AIESEC are provided, and the EP has the status "COMPLETE" on the AIESEC platform.

2.4.2. Fake Statuses

2.4.2.1. Fake Approval

- 2.4.2.1.1. EP is marked as Approved on EXPA but there is no contract signed.
- 2.4.2.1.2. EP is marked as Approved on EXPA but has no intention of going on Exchange.
- 2.4.2.1.3. EP is marked as Approved on EXPA but the Slot Start Date has Passed with the EP not intending to go on exchange.
- 2.4.2.1.4. EP is processed outside of the platform.

2.4.2.2. Fake Realized

- 2.4.2.2.1. EP is marked as Realized on EXPA but the EP did not have their First Day at Work.

- 2.4.2.2.2. EP is marked as Realized on EXPA but is not on exchange.
 - 2.4.2.3. Fake Finished
 - 2.4.2.3.1. EP is marked as Finished on EXPA but the EP did not finish their experience.
 - 2.4.2.3.2. EP is marked as Finished on EXPA but never had their first day of work.
 - 2.4.2.4. Fake Completed
 - 2.4.2.4.1. EP is marked as Completed on EXPA but the standards were not delivered.
 - 2.4.2.4.2. EP is marked as Completed on EXPA but they were not responsible for filling the survey.
 - 2.4.2.5. To request a status break for a fake status, follow the guidelines downscaled by ICB.
- 2.4.3. Fake Opportunity
 - 2.4.3.1. Opportunity is running remotely but is not tagged remote.
 - 2.4.3.2. Opportunity is running partly remote but is not tagged partly remote.
 - 2.4.3.3. Opportunity is published but there is no contract with Opportunity Provider.

2.5. ER Principles Definitions

- 2.5.1. Cross-Selling: Cross-selling means that a Member Entity X, capitalizing on its network, is helping the Member Entity Y to create a partnership with an organisation. It can be a current reliable partner of Entity X or a totally new partner.
- 2.5.2. Co-Selling: Co-sales take place in the case where AIESEC International/Regional Office and a Member Entity identify a joint prospect, present in the territory of the said Member Entity, and choose to attend meetings together (virtually or physically), in order to explore the possibility of establishing a partnership between the prospect and AIESEC by selling GEPs and/or GAPs.
- 2.5.3. Entity Partner: Are recognized as Entity Partners by all those organisations that sign a contract with a Member Entity to acquire entity's GEPs or GAPs and respect the criteria set in the section "1.2. Global Sales Structure" of Annex 11: ER Principals.
- 2.5.4. Entity Partnership: Partnership established with an organisation that only takes GEPs or/and GAPs at the entity level.
- 2.5.5. Entity Focus List: The Entity Focus List refers to the list of current Entity Partner and Top Leads a Member Entity has.
- 2.5.6. Expansion Sales 1: Expansion sales take place when AIESEC International/Regional Office sells, to a current Premium Partner, GEPs or GAPs in Entities in which that partner previously didn't have any operations.
- 2.5.7. Expansion Sales 2: Expansion sales take place when a Member Entity sells, to an organisation which is not a current Premium Partner, a GAP delivered by AIESEC International and when this organisation does not wish to become Premium Partner.
- 2.5.8. Focus List: There are three types of Focus Lists: the Global Focus List, Regional Focus List and the Entity Focus List.
- 2.5.9. Global Exchange Products (GEP): They are AIESEC's Global Talent Product, Global Teacher and Global Volunteer Product.
- 2.5.10. Global Amplifiers Products (GAP): These are the products that increase the appeal, exposure and value of AIESEC's GEPs and the AIESEC network and

include partner Brand Positioning exposure. For example, Plenary Spaces in a conference.

- 2.5.11. Global Focus List: The Global Focus List refers to the list of organisations AIESEC International has the intention of focusing on during the term plus the current Premium Partners.
- 2.5.12. Regional Focus List: The Regional Focus List refers to the list of organisations AIESEC International_Regional Office has the intention of focusing on during the term plus the current Regional Partners.
- 2.5.13. Global Portfolio: The Global Portfolio refers to the list of the GEPs and GAPs that AIESEC International is wanting to sell at the global and regional level during that term and their prices.
- 2.5.14. Local Entity(ies): Local Entity are all the local full member offices in a Member Entity (LCs).
- 2.5.15. Member Entity(ies): Member Entities are all the full member, contracted Units and Entities in Debt who can run AIESEC activities.
- 2.5.16. Expansion Initiatives: (officially endorsed by AIESEC International) are only allowed to gather information to support a feasibility study.
- 2.5.17. Plenary Space: Space within an AIESEC conference agenda in which Global/Regional or Entity Partners can interact and engage with AIESEC members.
- 2.5.18. Global Partner: An organisation who signs a contract with AIESEC International acquiring global/regional or entity level GEPs or GAPs and respects the criteria set in the section "1.2. Global Sales Structure" of Annex 11: ER Principals.
- 2.5.19. Regional Partner: An organisation who signs a contract with AIESEC International_Regional Office acquiring global/regional or entity level GEPs or GAPs and respects the criteria set in the section "1.2. Global Sales Structure" of Annex 11: ER Principals.
- 2.5.20. Revenue Sharing: Amount of money shared between two or more Entities involved and or Regional Office in the sales and/or delivery of GEPs or GAPs.
- 2.5.21. Up-Scaling: Up-scaling is a sales model that happens when a Member Entity/Regional Office decides to sell to a current Entity Partner/Regional partner with AIESEC International the opportunity to become a Premium Partner and have access to any of the global products.

2.6. Other AIESEC Definitions

- 2.6.1. AIESEC Leadership Development Model (LDM): This is the framework we use to develop leadership, which is the main value proposition of AIESEC. The model comes from years of studying our exchanges and membership experiences and defining a framework to explain how AIESEC develops leadership in young people. Our model consists of 3 steps:
 - 2.6.1.1. A person takes an AIESEC program where they receive certain kinds of services called the AIESEC Exchange Standards,
 - 2.6.1.2. Those activities and services enable an experience that falls into the Inner and Outer journey framework,
 - 2.6.1.3. Which results in a young person developing one of the four leadership qualities (world citizen, solution orientation, empowering others, self-awareness).
- 2.6.2. Leadership Development Assessment (LDA): The Leadership Development Assessment is a tool powered by AIESEC to facilitate conscious leadership development of young people that goes through an AIESEC experience. The LDA provides personal insights before and after the experience about the four different leadership qualities AIESEC aims to develop: world citizen, solution

orientation, empowering others, self-awareness.

- 2.6.3. AIESEC Exchange Standards: As part of our Leadership Development Model (LDM), the AIESEC Exchange Standards are 18 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. The Standards are the following:

- 2.6.3.1. Personal Goal Setting: The Sending Entity provides a space to the EP for goal setting based on the Leadership Development Model and/or its assessment, as well as any additional goals beyond the leadership values maximum one week before exchange period starts.
- 2.6.3.2. Outgoing Preparation Seminar: The Sending Entity must offer an Outgoing Preparation Seminar (OPS) by maximum one week before the exchange period starts. The seminar must include at least the following: A space to explain AIESEC's purpose [AIESEC Way] and the relation with the Exchange Participant's leadership development, set expectations about how to prepare for travel abroad, AIESEC Exchange Program Policies (AEPP) explanation and procedures, exchange Standards explanation, as well as case solving flow explanation.
- 2.6.3.3. Insurance: The AIESEC SE ensures that the EP has a valid insurance policy to cover basic medical costs for the duration of the exchange.
- 2.6.3.4. Expectation Setting: The Host Entity provides the Exchange Participant with basic information regarding the country/territory of their exchange in a written format before they went abroad. This on-boarding must include at least the following information: political situation and safety, Host Entity responsible contacts, job description, working hours, duration and opportunity benefits, accommodation information, location and conditions.
- 2.6.3.5. Visa and Work Permit: The Host Entity provides information regarding the type of VISA needed and guidance on applying for the VISA required by the Exchange Participant to legally enter, stay in the country/territory, and perform the activities stated in the Opportunity. The host entity must also support the Exchange Participant in getting the invitation letter and supporting documents for VISA application by maximum two (2) weeks after approval. Host entity must also ensure realization timeline is aligned with the VISA and Work Permit.
- 2.6.3.6. Arrival Support: The Host Entity provides written information to the Exchange Participant on any additional domestic transportation required to arrive to the meeting point predetermined between Exchange Participant and the Host Entity maximum three (3) days before arrival date.
- 2.6.3.7. Accommodation: The accommodation provision and coverage during the exchange corresponds to the information provided on the Opportunity. AIESEC should either arrange the accommodation for the EP (obligatory in Global Volunteer exchanges and optional in Global Talent and Global Teacher exchanges) or, when accommodation is not provided, the Host Entity must support the EP with sources to look for accommodation. Accommodation conditions must include at least the following: single bed, access to clean water, access to a bathroom, and access to electricity. In case of bed sharing, the Exchange Participants must have agreed beforehand in order to avoid risks.
- 2.6.3.8. Incoming Preparation Seminar: Incoming Preparation Seminar: The Host Entity must offer an Incoming Preparation Seminar (IPS) once

the Exchange Participant arrives to the Host Entity, before the exchange starts. The seminar must include at least the following: A space to follow up on the Exchange Participant's personal goals that were defined before they travel, safety protocol, culture, living standards, and assistance for logistic needs (e.g. transportation, bank, and rentals).

- 2.6.3.9. First Day of Work: The Host Entity coordinates and ensures that the Exchange Participant physically and safely arrives to the place/organization of work on their first day of the exchange.
- 2.6.3.10. 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.
- 2.6.3.11. 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.
- 2.6.3.12. 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.
- 2.6.3.13. 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.
- 2.6.3.14. 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.
- 2.6.3.15. Value Driven Leadership Education: The Host Entity delivers LEAD space for the Exchange Participant during their experience to learn theoretically or practically about at least one AIESEC Value. The LEAD space refers to aiesec.org/lead.
- 2.6.3.16. Departure Support: The Host Entity offers in written format on how to depart from the country/territory (logistic specifications) at least two (2) weeks before the end of the exchange.
- 2.6.3.17. Review Checkpoints: The Host Entity provides virtual or physical regular checkpoints with the Exchange Participant to evaluate the fulfillment of the minimums of safety conditions, opportunity benefits, salary, accommodation, working hours, Exchange Participant and Opportunity Provider alignments, AIESEC support and provide dispute and complaint channel. The implementation ranges described in the program minimum requirements.
- 2.6.3.18. Debrief with AIESEC: The Sending Entity must offer a debriefing space to the Exchange Participant no more than two (2) weeks after they finish the experience. The Space must include at least the following a debrief of the experience of the Exchange Participant, including a space to analyze personal goals achievement and value-driven leadership development, analyze the delivery of the Exchange Standards, and assist survey fulfillment.
- 2.6.4. Leadership outcome: As part of the leadership development model (LDM), the AIESEC values describe the outcome of the leadership development journey AIESEC provides to youth. These are the 6 values that AIESEC believes every

young person should have in order to become a positive agent of change in society.

- 2.6.5. The values are described as following:
 - 2.6.5.1. Striving for excellence: We continuously improve through creativity and innovation. We strive to deliver the highest quality performance in everything we do. We live it by encouraging each other to be better and appreciating each others' feedback.
 - 2.6.5.2. Activating leadership: We lead by example and inspire leadership through actions and results. We take responsibility for developing the leadership of others. We live it by inspiring others to be role models.
 - 2.6.5.3. Living diversity: We actively learn from different ways of life and opinions. We live it by acting inclusively, respectfully and actively encouraging everyone's contribution.
 - 2.6.5.4. Acting sustainably: We act in a sustainable way for our society. Our decisions take into account the needs of future generations. We live it by building on what has been done in the past.
 - 2.6.5.5. Demonstrating integrity: We are consistent and transparent in our decisions and actions. We fulfil our commitments and conduct ourselves in a way aligned with what we envision. We live it by fulfilling our promises and communicating in an open way, our actions back up our words.
 - 2.6.5.6. Enjoying participation: We celebrate and enjoy the way we are and what we represent in society considering the role of youth in the world. We live it by putting a youthful energy in everything we do.
- 2.6.6. Defining elements: As part of the Leadership values, each value is defined by 2 elements that explain in specific the outcome expected from each outcome delivered. The LDA questions are formulated based on these defining elements. The defining elements are as follows:
 - 2.6.6.1. Striving for excellence
 - 2.6.6.1.1. Developing yourself based on Feedback
 - 2.6.6.1.2. Continuous learning
 - 2.6.6.2. Activating leadership
 - 2.6.6.2.1. Practising empathy
 - 2.6.6.2.2. Inspiring others
 - 2.6.6.3. Living diversity
 - 2.6.6.3.1. Capitalising on each others' differences
 - 2.6.6.3.2. Building inclusive spaces
 - 2.6.6.4. Acting sustainably
 - 2.6.6.4.1. Making long-term decisions
 - 2.6.6.4.2. Managing resources sustainably
 - 2.6.6.5. Demonstrating integrity
 - 2.6.6.5.1. Living authenticity
 - 2.6.6.5.2. Doing what is right
 - 2.6.6.6. Enjoying participation
 - 2.6.6.6.1. Demonstrating enthusiasm
 - 2.6.6.6.2. Being proud in who you are
- 2.6.7. Inner and Outer Journey (IOJ): As part of the Leadership Development Model (LDM), the Inner and Outer journey (IOJ) describes the personal journey Program Participants go through when experiencing an AIESEC program. In order to develop the AIESEC Values (Striving for excellence, Activating leadership, Living diversity , Acting sustainably , Demonstrating integrity,

enjoying participation), the EP needs to go through a complete inner and complete outer journey. The elements in each are the following:

- 2.6.7.1. Outer Journey: Refers to all the external conditions that need to be in place for the leadership development of the EP to happen. The Exchange Participant must have:
 - 2.6.7.1.1. A challenging role and environment.
 - 2.6.7.1.2. Interact with multiple stakeholders.
 - 2.6.7.1.3. Defined individual goals and responsibilities.
 - 2.6.7.1.4. Access to a support system.
- 2.6.7.2. Inner Journey: Refers to all the conditions that allow the EP to go through an internal journey needed for the leadership development of the EP to happen. The Exchange Participant must:
 - 2.6.7.2.1. Set personal goals.
 - 2.6.7.2.2. Reflect on the experience.
 - 2.6.7.2.3. Understand their personal values.
 - 2.6.7.2.4. Reinvent themselves.
- 2.6.8. Acceptance Note: Refers to the confirmation from the Exchange Participant (EP) of its availability and willingness to accept the offer from the opportunity on the AIESEC platform. When the EP signs and sends this letter, the exchange is considered Accepted from both sides, and the EP proceeds to make the necessary payments to the AIESEC Sending Entity (SE) to make the exchange official.
- 2.6.9. Standards Survey: Refers to the survey an Exchange Participant (EP) must complete to understand which of the AIESEC Exchange Standards were delivered. It serves as a measurement for AIESEC to audit and ensure all entities delivering exchanges are providing the right service and activities for the EP to develop the leadership qualities. The survey is available since the EP is Approved on the AIESEC platform.
- 2.6.10. Youth Opportunity Portal (YOP): Refers to the AIESEC platform where a young person can register an account and start browsing for exchange opportunities. This is also the place where they can monitor their application statuses, and receive any updates about their applications. All the processes for an Exchange Participant (EP) with AIESEC happen through the Youth Opportunity Portal.
- 2.6.11. Partners Opportunity Portal (POP): Refers to the AIESEC platform where an organization can register an account and post available opportunities in their organization for an international young person to apply to. This is also the place where they can monitor applicants to their opportunities, and make decisions about the applicants.

3. Health and Safety Protocols

3.1. Introduction

- 3.1.1. This section includes all the protocols of AIESEC to ensure the health and safety of AIESEC stakeholders
- 3.1.2. All the policies, protocols and guidelines outlined in this section are applicable to all AIESEC entities and stakeholders, including members, EPs, OPs, and any other party involved in any of AIESEC activities.
- 3.1.3. In case of mis-implementation or proof of negligence of the Global Safety Protocols, the Entity responsible will be held liable in any case of direct incident/injury to the Exchange Participant. Refer to clause 1.4 in the AEPP for liability.

3.2. Global Safety Guidelines

- 3.2.1. The Global Safety Guidelines are the minimum standard requirements for all entities and stakeholders involved in any AIESEC activities to ensure proper safety management and crisis response to protect AIESEC and its stakeholders of any financial, reputational, health and safety risks.
- 3.2.2. The Global Safety Guidelines should be implemented for all full and non-full members of AIESEC, and it is applicable for all activities organised under the name of AIESEC.
- 3.2.3. In case of any miss-implementation or violation of the Global Safety Guidelines, any parties involved must follow the complaint/dispute resolution process outlined in the AEPP and/or the Global Compendium.
- 3.2.4. Potential diseases and its vaccination requirements. For more information check [3.2.7. Health Safety Guidelines](#).
- 3.2.5. Internal regulations by the opportunity provider.
- 3.2.6. Any other additional travel requirements.
- 3.2.7. The safety guideline should be reviewed at least twice during the MC term., during planning and replanning.
- 3.2.8. The Hosting Entity must ensure the safety of the Exchange Participants throughout the exchange duration.
- 3.2.9. In case of any crisis the HE must respond to ensure the EP safety.
- 3.2.10. If the EP safety and health is put at risk the SE or HE can request a RE break (with written proof of agreement by both sides).
- 3.2.11. In case the EP safety is put in danger this can be applied as urgency protocol. Please refer to numeral [6.9.5.8.5.1](#) for more information.
- 3.2.12. AIESEC Sending Entities MC Responsibilities
 - 3.2.12.1. Documents
 - 3.2.12.1.1. To ensure all the EPs and members of its entity sign a contract with AIESEC Local or Member committee prior to their travel abroad under any activities with AIESEC name.
The contract must contain, but not limited to the following:
 - 3.2.12.1.1.1. "I, , with Passport Number as a participant of AIESEC overseas activity (Exchange Products/CEED/International Conference/) understand and hereby agree to follow all the terms, conditions and responsibility of myself stated in the AIESEC Exchange Portfolio Policies, as well as following statements:
 - 3.2.12.1.1.2. To be responsible for own participation to the

their own entity to register at their home country/territory's embassy or consulate if their embassy requires it, within 1 week from its arrival.

3.2.13.1.2. Have the contact details of the participant at least ten (10) days before he/she arrives in the country/territory.

3.2.13.1.3. To ensure all the participants of AIESEC activities hosted in their own entity agree on the responsibility and liability condition of the AIESEC Hosting Entity AEPP, in written proof (e.g. Indemnity form for conferences).

3.2.13.2. Procedures

3.2.13.2.1. To have prepared safety management guidelines for interns and AIESEC members in case of any risk. This may include but it's not limited to seasonal, terrorism, injuries and pandemics.

3.2.13.2.2. To have the complaint system created for EPs, Opportunities as well as other visiting AIESEC members where they can submit their complaints and track its solution.

3.2.14. Both AIESEC Hosting & Sending Entities MC Responsibilities

3.2.14.1. 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.

3.3. Other Safety Guidelines

3.3.1. Operations Adaptation

3.3.1.1. Each entity's OPS and IPS should have a section to inform the EP about the health and safety requirements aligned to the country/territory before, during and after the exchange.

3.3.1.1.1. Explanation of the procedures to be followed based on the possible issues that arise abroad and who to contact.

3.3.1.1.2. A list of resources they can access to educate themselves more and seek support in case something happens.

3.3.1.2. Each entity's SOP needs to be adapted to the external context.

3.3.1.3. All members involved in exchange should be educated on the health and safety measures to be followed by AIESEC, EPs, and OPs before any exchange happens, and they should know how to communicate it to stakeholders.

3.3.1.4. All EPs, OPs and AIESEC stakeholders should be informed and comply with the health and safety measures provided by AIESEC in order to participate on an AIESEC exchange.

3.3.2. Health Management

3.3.2.1. Each entity must have a health management plan that complies with the government regulations and safety measures for the EPs, the participants of the project, and any other stakeholder. This plan should include:

3.3.2.1.1. The requirements for the EP to enter the country/territory.

3.3.2.1.2. The action steps the EP needs to do / have in place in order to participate in the exchange (i.e. masks, hand sanitizer, report of any symptoms, etc).

3.3.2.1.3. The requirements for the Host to do before receiving an EP.

3.3.2.1.4. The action steps the OP needs to do / have in place in order to participate in the exchange.

- 3.3.3. Risk Management
 - 3.3.3.1. Each entity must have a risk assessment and management plan both internal and external. This plan should include:
 - 3.3.3.1.1. Exchange feasibility analysis with the main partners (sustainability, financial model, visa management, SnD, etc).
 - 3.3.3.1.2. External risk assessment for all possible situations (i.e. projects cancelled, potential second outbreak, bankruptcy, etc).
 - 3.3.3.1.3. A plan for managing EPs abroad in the case in which a country/territory lockdown happens again
 - 3.3.3.1.4. Education plan for each member involved in exchange operations.
- 3.3.4. EP Safety
 - 3.3.4.1. All entities using Global Host as main accommodation should have a plan B for accommodation in the case the Host does not want to participate in the project anymore.
 - 3.3.4.2. All entities using Global Host as main accommodation should ensure the Host is educated on the health and safety measures required to host the EP.
 - 3.3.4.3. All EP contracts should be updated with the current context, including refund policies, responsibilities and safety requirements for the EP and OP, and revised AIESEC responsibilities.
 - 3.3.4.4. All EPs travelling for an AIESEC exchange must travel with the right visa for the total duration of the opportunity.
 - 3.3.4.5. All OP contracts should be updated with the current context, responsibilities and safety requirements for the EP and OP, revised AIESEC responsibilities, and consequences for cancelling the project/internship.

3.4. Brand Policies

- 3.4.1. The AIESEC Brand Policies aim to safeguard the global AIESEC brand in order to ensure the organization's identity can be consistent across the entities and aligned to the purpose and mission of the organization.
- 3.4.2. The official brand document for AIESEC is the most recent version of the BlueBook.
 - 3.4.2.1. The most recent version of the BlueBook is attached to the global compendium folder as a separate booklet.
- 3.4.3. The brand policies applicable to all AIESEC entities are the elements outlined in the latest official edition of the Blue Book published by AIESEC International.
- 3.4.4. The brand descriptions, definitions, principles and visual assets are non-negotiable and must be followed by all entities using the AIESEC brand. This applies to both the AIESEC brand and the products or initiatives brands belonging to the AIESEC brand house.
- 3.4.5. AIESEC International recommends that AIESEC Entities use the AIESEC logo exclusively in its four variants (AIESEC blue, black, white on AIESEC blue background, white on black background) on any type of digital or printed media channel.
- 3.4.6. AIESEC International recommends that AIESEC Entities use the Powered by AIESEC logo on local or entity brands that are officially part of the AIESEC Portfolio and in case of an entity/local initiative, previously approved by

AIESEC International. This also applies to any partnering organization as they must fulfil the brand guideline principles as per the most up-to-date BlueBook if using the AIESEC brand in any way or form.

- 3.4.7. Recommend to refer to AIESEC Entities as "nations" or "countries and territories" on any digital and/or printed media, and/or in any verbal form internally or externally. It includes not using flags referencing countries or territories during any type of virtual or physical engagement and/or on any physical or digital medium when representing AIESEC internally or externally.
- 3.4.8. AIESEC International recommends releasing an entity-level crisis communication press statement on any type of media post the approval of the AI PR Responsible at least 24 hours before publication. The request for approval must be made whenever the statement addresses any malpractice situation with a customer and/or any type of conflict the Entity is involved with, as well as if the Entity is making a statement about any topic on behalf of AIESEC in XYZ on any type of media.
- 3.4.9. AIESEC International recommends that an AIESEC Entity, to commit to the internal policies and the code of ethics and refrain from any misconduct that involves corruption, bribery, theft and/or violates local laws, as well as any individual's human rights. In case of misconduct, the case must be reported to the ethics subcommittee of the AIESEC Entity through the established protocol.
- 3.4.10. AIESEC International recommends to commit to the internal policies and the code of ethics and refrain from generating any type of communication where the AIESEC Entity openly discriminates against any group or areas of exposure (gender identity and/or expression, sexual orientation, ability, creed, or religion, nor on the basis of national, ethnic, or social origin.) or partners with any type of body and/or organisation that openly does it.
- 3.4.11. AIESEC International recommends by IPM 2024 AIESEC entities have centralized all their external-facing social media channels (including but not limited to Facebook, Instagram, Twitter, LinkedIn, and TikTok) under Member Committee managed account(s) exclusively.
- 3.4.12. AIESEC International recommends that AIESEC Entities apply the following EwA Brand Principles to any of the EwA initiatives:
 - 3.4.12.1. The use of the Powered by AIESEC logo in all the communications.
 - 3.4.12.2. Must be aligned to the brand elements present in the most up-to-date Blue Book.
 - 3.4.12.3. Must be strongly and evidently tied to our core and aligned to our values as organization.
- 3.4.13. AIESEC Entities shall not partner or collaborate with organization that doesn't align with the AIESEC Brand values and vision including but not limited to companies that operates in the Adult Industries or associated industries, Adult entertainment, Weapons manufacturing or arms trade. This guideline applies to all forms of engagement, including but not limited to ELD, EwA initiatives, conferences, seminars and trainings.

4. Engagement with AIESEC (EwA)

4.1. Introduction

- 4.1.1. Engagement with AIESEC includes all the activities, programs and products that AIESEC provides to spark an interest in young people with the organization and with the concept of leadership development.
- 4.1.2. Each initiative to be considered part of the Engagement with AIESEC phase must meet the principles defined in this section of the AIESEC Portfolio Internal Policies (APIP).

4.2. General Principles

- 4.2.1. The activities, programs and products of the EwA phase are referred to as Powered by AIESEC.
- 4.2.2. The activities, programs and products of the EwA phase are aligned to the Blue Book.
- 4.2.3. The activities, programs and products of the EwA phase are tied to our core as an organization and are related to one of the following themes:
 - 4.2.3.1. Peace and Fulfilment of Humankind's Potential
 - 4.2.3.2. Youth empowerment
 - 4.2.3.3. Leadership development
 - 4.2.3.4. Cross-cultural understanding
- 4.2.4. The EwA Initiative must have a component of Introduction to AIESEC, meaning a space, informative materials, tools or a session where the attendee or participant receives information regarding:
 - 4.2.4.1. Our organization (explanation of the AIESEC Way)
 - 4.2.4.2. Our Leadership Development Model - (suspended until IC 2022)
 - 4.2.4.3. Our ELD Programs
- 4.2.5. EwA initiatives are spark leadership concept programs that respect a cycle of leadership concept awareness. Attraction activities organized to promote any of the existing AIESEC programs are not EwA Initiatives
- 4.2.6. Any EwA Initiative must not overlap with ELD programs' by:
 - 4.2.6.1. Key activities of ELD programs
 - 4.2.6.2. Value proposition of ELD programs
 - 4.2.6.3. Brand elements of ELD programs (color, name, logo - refer to bluebook)
- 4.2.7. All EwA initiatives have no age limit on its audience. However, any initiative that engages with young people under the legal age in the country or territory of operation must be compliant with local and national child protection legislation.
- 4.2.8. The EwA initiative should direct the participants or attendees towards our ELD programs (GTa, GTe, GV, Membership) with a clear call to action.
- 4.2.9. The EwA initiative should allow the organization to gain recognition as a leadership development organization.
- 4.2.10. The EwA Initiative should have a financial planning that results in a positive ROI for the entity.
- 4.2.11. The EwA initiative should provide a positive financial outcome with a clear income distribution.
- 4.2.12. All EwA initiatives need to be reported in GFB Survey, ECB Audit Report and SOGA with the required specifications.
- 4.2.13. Any new initiative created by entities, can not repeat/duplicate already existing

global programs in EwA. For an EwA initiative to be considered different from the global programs, it must comply with:

- 4.2.13.1. Having a different Business Model
- 4.2.13.2. Proposing different key activities
- 4.2.13.3. Using different brand elements
- 4.2.13.4. Having a different agenda
- 4.2.14. At the current moment we have 2 EwA Global Programs
 - 4.2.14.1. Heading For The Future (H4TF)
 - 4.2.14.2. Youth Speak (YS)

4.3. Heading For The Future (H4TF)

- 4.3.1. H4TF is a simulated working experience for those who seek to discover their career path.
- 4.3.2. H4TF General Principles
 - 4.3.2.1. H4TF is a 4 weeks experience.
 - 4.3.2.2. H4TF can not be run by LCs without MC.
 - 4.3.2.3. H4TF can not be run by MC without at least one LC.
 - 4.3.2.4. H4TF must not be run by an entity more than twice in a calendar year.
 - 4.3.2.5. The schedule is static, participants can not choose flexible attendance.
- 4.3.3. H4TF Delivery
 - 4.3.3.1. EY running the program must comply with H4TF key activities mentioned in aiesec.org/h4tf-booklet.
 - 4.3.3.2. EY & Active AIESECers can not host "hard skills" training for the customers.
 - 4.3.3.3. EY must find another party (partner, external speaker) to host "hard skills" training.
 - 4.3.3.4. Case study must be delivered only through a provided template & guide by AI or partner themselves.
 - 4.3.3.5. EY must conduct pre & post assessment for youth participants.
 - 4.3.3.6. EY must provide a certificate of attendance for youth.
 - 4.3.3.7. EY must have a revenue distribution model between LC & MC.
 - 4.3.3.8. EY must implement full customer flow given in aiesec.org/h4tf-minimums.
 - 4.3.3.9. The AIESEC members should not exceed 30% of the total number of the participants.
 - 4.3.3.10. Program is delivered both online or offline, based on the entity context and decision.
- 4.3.4. Reporting
 - 4.3.4.1. Entities must report to AI on H4TF through SOGA.
 - 4.3.4.2. ECBs must report the execution of H4TF to ICB on the ECB Audit Report.

4.4. Youth Speak (YS)

- 4.4.1. Introduction
 - 4.4.1.1. Value Proposition Youth: A medium for young people to speak up and learn about different issues, choose a cause they will champion, engage in dialogue with other like-minded individuals and

- organisations, network, and find ways to take action.
- 4.4.1.2. Value Proposition Partners: Stand by the youth of your community to understand their voice & look at the issues they care about. Collaborate to find solutions & have positive outcomes.
- 4.4.1.3. There are 3 activities that can be run under this initiative:
 - 4.4.1.3.1. Youth Speak Survey
 - 4.4.1.3.2. Youth Speak Forum
 - 4.4.1.3.3. Youth Speak Projects
- 4.4.2. Delivery of Youth Speak Survey (YSS)
 - 4.4.2.1. Youth Speak Survey is run by any entity implementing the Youth Speak initiative before the Youth Speak Forum delivery
 - 4.4.2.2. Entities that run the Youth Speak must report to AI through SOGA, including the responses of the YSS
 - 4.4.2.3. AI can use the data of the Youth Speak Survey provided by the entities to generate global Youth insight.
- 4.4.3. Delivery of Youth Speak Forum (YSF)
 - 4.4.3.1. The forum should be organized annually to facilitate conversations & action spaces for youth & organizations.
 - 4.4.3.2. The agenda of the forum is recommended to be based on the report of YSS and to follow the survey timeline.
 - 4.4.3.3. The event must be planned to include and target external participants (not AIESECers).
 - 4.4.3.4. The forum is delivered both online or offline, based on the entity context and decision.
 - 4.4.3.5. The youth attending the forum are recommended to be willing to act upon the issues mentioned in the Report of YSS, it is recommended to include the formation of teams & submission of project proposals before the Forum.
 - 4.4.3.6. The Sessions & Keynotes are facilitated by different industry influencers companies/individuals.
 - 4.4.3.7. The agenda of the forum is recommended to have a competition of the project solutions for the issues.
 - 4.4.3.7.1. All the project solutions are recommended to be presented during the forum.
 - 4.4.3.7.2. AIESEC, winner team(s), and partners are recommended to commit to planning & to execute the project(s) after the finalization of Youth Speak Forum. The implementation of these projects refers to Youth Speak Projects (YSP).
- 4.4.4. Delivery of Youth Speak Projects (YSP)
 - 4.4.4.1. Youth Speak projects must be the winners of YSF competition.
 - 4.4.4.2. Youth Speak Projects must be created based on the MoO framework.
 - 4.4.4.3. Youth Speak Projects must be delivered locally by International volunteers (GV) or by AIESECers.
 - 4.4.4.4. Projects are recommended to have a funding partner.
 - 4.4.4.5. Projects must have a final delivery report.
 - 4.4.4.6. If projects are executed through GV, Exchange Principles apply.
 - 4.4.4.7. The project owners (winner teams) should be part of the core team during projects' execution.

5. Experiential Leadership Development (ELD)

5.1. Introduction

- 5.1.1. Each authorized program part of the Experiential Leadership Development phase must meet the principles defined in this section of the AIESEC Portfolio Internal Policies (APIP).
- 5.1.2. Experiential Leadership Development (ELD): This phase includes the authorized programs of the organization, which are the primary impact of AIESEC and aim to develop leadership qualities and skills in young people. Each program is an experience provided by the organization and our partners, and it aims to develop leadership in youth. For this, each program offers a set of services that allow the young person to experience an inner and outer journey, developing one or more qualities of our Leadership Development Model (LDM).

5.2. General Principles

- 5.2.1. Each program should offer a set of services that allow the young person to experience an Inner and Outer Journey (IOJ), developing one or more qualities of our Leadership Development Model (LDM).
- 5.2.2. Global Talent General Principles
 - 5.2.2.1. All GTa Exchanges must comply with the GTa Program Minimums.
 - 5.2.2.2. Principles for all entities running iGTa
 - 5.2.2.2.1. All iGTa opportunities must be hosted by an external organization that signs a contract with the Hosting LC, AIESEC cannot be the opportunity host. The contract must include:
 - 5.2.2.2.1.1. Duration of the opportunity
 - 5.2.2.2.1.2. Duration of partnership (if different than opportunity duration)
 - 5.2.2.2.1.3. Total Partner Fee, and when payable
 - 5.2.2.2.1.4. Partner Deliverables (according to the details of the opportunity and the AIESEC Exchange Program Policies)
 - 5.2.2.2.1.5. EP Deliverables (according to the opportunity JD and the AIESEC Exchange Program Policies)
 - 5.2.2.2.1.6. AIESEC Deliverables (according to the opportunity and the AIESEC Exchange Program Policies)
 - 5.2.2.2.1.7. Personal Data and Intellectual Property (for GDPR protection)
 - 5.2.2.2.1.8. Break partnership conditions and compensation (in compliance with the AIESEC Exchange Program Policies)
 - 5.2.2.2.2. The organization described in the opportunity on EXPA must be the same organization hosting the internship.
 - 5.2.2.2.3. The dates of the Realization of the opportunity must match the Realization dates on EXPA and YOP.
 - 5.2.2.2.4. All iGTa opportunities must have a price to be charged to the Opportunity Provider or third party funder.
 - 5.2.2.2.5. iGTa opportunities cannot charge project or accommodation fees to EPs. EPs pay only one fee for GTa experience, which is

the oGTa fee. However AIESEC has to provide the necessary accommodation support in compliance with the accommodation standard definition clause.

- 5.2.2.2.6. All LCs must assign an Account Manager on the Committee's page on EXPA within at least a week after opening the opportunity.
- 5.2.2.2.7. All entities running iGTa must have an AIESEC Exchange Standards tracker in which they keep records of all the Exchange Participants, their status, and the standards they have received and will receive during the GTa exchange.
- 5.2.2.2.8. All entities running iGTa must ensure that all applicants receive a response, whether accepted or rejected, and no applicant remains without an answer. All applicants statuses should be updated on EXPA.
- 5.2.2.2.9. All entities running Global Host as accommodation for Exchange Participants must have an Memorandum of Understanding (MoU) signed with the Global Host main responsible. The MoU should include:
 - 5.2.2.2.9.1. Duration of the hosting experience
 - 5.2.2.2.9.2. Responsibilities of the Host towards the EP and AIESEC
 - 5.2.2.2.9.3. Responsibilities of AIESEC towards the Host
 - 5.2.2.2.9.4. Responsibilities of the EP towards the Host
 - 5.2.2.2.9.5. Minimum conditions of the hosting facility provided
 - 5.2.2.2.9.6. Consequences for violation of the conditions
- 5.2.2.2.10. Salaries provided in GTa opportunities need to help EPs cover their basic living costs such as accommodation, transportation, food. The AIESEC HE is responsible to make the necessary research to define this amount and to ensure the OP provides the needed amount for the full duration of the internship.
- 5.2.2.2.11. The AIESEC HE is responsible to ensure that the OP and the EP sign a binding contract before the realization starts. This contract should not include any contradicting information with the contracts that are signed between EP-SE and OP-HE.
- 5.2.2.2.12. If an Opportunity Provider wants to benefit from a remote feature, they should be able to fulfil the conditions mentioned under "Remote Feature Protocol" in AIESEC Exchange Program Policies (AEPP).
 - 5.2.2.2.12.1. If the opportunity provider fails to fulfill the requirements, remote features cannot be applied.
 - 5.2.2.2.12.2. If the opportunity provider fulfills the requirements, the AIESEC HE holds the right to decide whether to offer this feature to the OP or not.
 - 5.2.2.2.12.3. If the remote feature is going to be applied to an opportunity, the AIESEC HE should charge the fee to the hosting organization before the opportunity is opened.
- 5.2.2.2.13. All contracts related to the iGTa exchange must be revised and approved by an external lawyer before being used.
 - 5.2.2.2.13.1. The contracts must be revised and approved again

every time there is a change in any of AIESEC's official documents.

5.2.2.3. Principles for all entities running oGTa:

5.2.2.3.1. All Exchange Participants wanting to go on a GTa opportunity must sign a contract with the Sending LC before officializing the approval on the system. The contract must include:

5.2.2.3.1.1. Duration of the opportunity.

5.2.2.3.1.2. Total EP fee, and when payable.

5.2.2.3.1.3. Partner Deliverables (according to the opportunity details and the AIESEC Exchange Program Policies).

5.2.2.3.1.4. EP Deliverables (according to the opportunity JD and the AIESEC Exchange Program Policies)

5.2.2.3.1.5. AIESEC Deliverables (according to the opportunity details and the AIESEC Exchange Program Policies).

5.2.2.3.1.6. Personal Data and Intellectual Property (for GDPR protection).

5.2.2.3.1.7. Break approval and realization conditions and compensation (in compliance with the AIESEC Exchange Program Policies).

5.2.2.3.2. All LCs must assign an Exchange Participant Manager (EPM) on the Committee's page on EXPA within at least a week after the EP subscription.

5.2.2.3.3. The MC must set the oGTa fees (short term, medium term, long term) on EXPA and update it every time the price is updated.

5.2.2.3.4. The MC must set the customized URL for online payment on EXPA, if available.

5.2.2.3.5. All universities and student markets should be allocated to each LC on EXPA.

5.2.2.3.6. The MC must add all the iGTa country partners to the country Partners section on EXPA.

5.2.2.3.7. The Home MC must add "health insurance" information on the Committee's page on EXPA.

5.2.2.3.8. All entities running oGTa must have an AIESEC Exchange Standards tracker in which they keep records of all the Exchange Participants, their status, and the standards they have received and will receive during the GTa exchange.

5.2.2.3.9. All entities running oGTa must ensure that all applicants receive a response, whether accepted or rejected, and no applicant remains without an answer. All applicants' statuses should be updated on EXPA.

5.2.2.3.10. All contracts related to the oGTa exchange must be revised and approved by an external lawyer before being used.

5.2.2.3.10.1. The contracts must be revised and approved again every time there is a change in any of AIESEC's official documents.

5.2.3. Global Teacher General Principles

5.2.3.1. All GTe Exchanges must comply with the GTe Program Minimums.

5.2.3.2. Principles for all entities running iGTa:

5.2.3.2.1. All iGTa opportunities must be hosted by an external organization that signs a contract with the Hosting LC before

opening the opportunity on the system. AIESEC cannot be the opportunity host. The contract must include:

- 5.2.3.2.1.1. Duration of the opportunity
- 5.2.3.2.1.2. Duration of partnership (if different than opportunity duration)
- 5.2.3.2.1.3. Total Partner Fee, and when payable
- 5.2.3.2.1.4. Partner Deliverables (according to the details of the opportunity and the AIESEC Exchange Program Policies)
- 5.2.3.2.1.5. EP Deliverables (according to the opportunity JD and the AIESEC Exchange Program Policies)
- 5.2.3.2.1.6. AIESEC Deliverables (according to the opportunity and the AIESEC Exchange Program Policies)
- 5.2.3.2.1.7. Personal Data and Intellectual Property (for GDPR protection)
- 5.2.3.2.1.8. Break partnership conditions and compensation (in compliance with the AIESEC Exchange Program Policies)
- 5.2.3.2.2. The organization described in the opportunity on EXPA must be the same organization hosting the internship.
- 5.2.3.2.3. The dates of the Realization of the opportunity must match the Realization dates on EXPA and YOP.
- 5.2.3.2.4. All iGTe opportunities must have a price to be charged to the OP or third party funder.
- 5.2.3.2.5. iGTe opportunities cannot charge project or accommodation fees to EPs. EPs pay only one fee for GTe experience, which is the oGTe fee. However AIESEC has to provide the necessary accommodation support in compliance with the accommodation standard definition clause.
- 5.2.3.2.6. All LCs must assign an Account Manager on the Committee's page on EXPA within at least a week after opening the opportunity.
- 5.2.3.2.7. All entities running iGTe must have an AIESEC Exchange Standards tracker in which they keep records of all the Exchange Participants, their status, and the standards they have received and will receive during the GTe exchange.
- 5.2.3.2.8. All entities running iGTe must ensure that all applicants receive a response, whether accepted or rejected, and no applicant remains without an answer. All applicants' statuses should be updated on EXPA.
- 5.2.3.2.9. All entities running Global Host as accommodation for Exchange Participants must have an Memorandum of Understanding (MoU) signed with the Global Host main responsible. The MoU should include:
 - 5.2.3.2.9.1. Duration of the hosting experience.
 - 5.2.3.2.9.2. Responsibilities of the Host towards the EP and AIESEC.
 - 5.2.3.2.9.3. Responsibilities of AIESEC towards the Host.
 - 5.2.3.2.9.4. Responsibilities of the EP towards the Host.
 - 5.2.3.2.9.5. Minimum conditions of the hosting facility provided.
 - 5.2.3.2.9.6. Consequences for violation of the conditions.

- 5.2.3.2.10. All GTe opportunities have to provide a salary. Salaries provided in GTe opportunities need to help EPs cover their basic living costs such as accommodation, transportation, food. The AIESEC HE is responsible to make the necessary research to define this amount and to ensure the OP provides the needed amount for the full duration of the internship.
- 5.2.3.2.11. The AIESEC HE is responsible to ensure that the OP and the EP sign a binding contract before the realization starts. This contract should not include any contradicting information with the contracts that are signed between EP-SE and OP-HE.
- 5.2.3.2.12. If an OP wants to benefit from a remote feature, they should be able to fulfill the conditions mentioned under "Remote Feature Protocol" in AIESEC Exchange Program Policies (AEPP).
 - 5.2.3.2.12.1. If the opportunity provider fails to fulfill the requirements, the remote feature cannot be applied.
 - 5.2.3.2.12.2. If the opportunity provider fulfills the requirements, the AIESEC HE holds the right to decide whether to offer this feature to the OP or not.
 - 5.2.3.2.12.3. If the remote feature is going to be applied to an opportunity, the AIESEC HE should charge the fee to the hosting organization before the opportunity is opened.
- 5.2.3.2.13. All contracts related to the iGTe exchange must be revised and approved by an external lawyer before being used.
 - 5.2.3.2.13.1. The contracts must be revised and approved again every time there is a change in any of AIESEC's official documents.
- 5.2.3.3. Principles for all entities running oGTe:
 - 5.2.3.3.1. All Exchange Participants wanting to go on a GTe opportunity must sign a contract with the Sending LC before officializing the approval on the system. The contract must include:
 - 5.2.3.3.1.1. Duration of the opportunity.
 - 5.2.3.3.1.2. Total EP fee, and when payable.
 - 5.2.3.3.1.3. Partner Deliverables (according to the opportunity details and the AIESEC Exchange Program Policies).
 - 5.2.3.3.1.4. EP Deliverables (according to the opportunity JD and the AIESEC Exchange Program Policies).
 - 5.2.3.3.1.5. AIESEC Deliverables (according to the opportunity details and the AIESEC Exchange Program Policies).
 - 5.2.3.3.1.6. Personal Data and Intellectual Property (for GDPR protection).
 - 5.2.3.3.1.7. Break approval and realization conditions and compensation (in compliance with the AIESEC Exchange Program Policies).
 - 5.2.3.3.2. All LCs must assign an Exchange Participant Manager (EPM) on the Committee's page on EXPA within at least a week after the EP subscription.

- 5.2.3.3.3. The MC must set the oGTe fees (short term, medium term, long term) on EXPA and update it every time the price is updated.
- 5.2.3.3.4. The MC must set the customized URL for online payment on EXPA, if available.
- 5.2.3.3.5. All universities and student markets should be allocated to each LC on EXPA.
- 5.2.3.3.6. The MC must add all the iGTe country partners to the country Partners section on EXPA.
- 5.2.3.3.7. The Home MC must add "health insurance" information to the Committee's page on EXPA.
- 5.2.3.3.8. All entities running oGTe must have an AIESEC Exchange Standards tracker in which they keep records of all the Exchange Participants, their status, and the standards they have received and will receive during the GTe exchange.
- 5.2.3.3.9. All entities running oGTe must ensure that all applicants receive a response, whether accepted or rejected, and no applicant remains without an answer. All applicants statuses should be updated on EXPA.
- 5.2.3.3.10. All contracts related to the oGTe exchange must be revised and approved by an external lawyer before being used.
 - 5.2.3.3.10.1. The contracts must be revised and approved again every time there is a change in any of AIESEC's official documents.
- 5.2.4. Global Volunteer General Principles
 - 5.2.4.1. All GV Exchanges must comply with the GV Program Minimums. The clauses 5.2.4.3.3., 5.2.4.3.2., 5.2.4.3.2.1., 5.2.4.3.2.2., 5.2.4.3.2.4., 5.2.4.3.3.2.9 only apply to the contracts with youth and partners made after legislation on 3rd of August, 2021.
 - 5.2.4.2. If an entity does not comply with the general principles, the entity is not allowed to run the product.
 - 5.2.4.3. Principles for all entities running iGV:
 - 5.2.4.3.1. Operational
 - 5.2.4.3.1.1. All iGV opportunities must be hosted by an external organization that signs a contract with the Hosting LC before opening the opportunity on the system. AIESEC cannot be the project host. The contract must include:
 - 5.2.4.3.1.1.1. Duration of the project.
 - 5.2.4.3.1.1.2. Duration of partnership (if different than project).
 - 5.2.4.3.1.1.3. Total Partner Fee, and when payable.
 - 5.2.4.3.1.1.4. Partner Deliverables (according to the project and the AIESEC Exchange Program Policies).
 - 5.2.4.3.1.1.5. EP Deliverables (according to the project JD and the AIESEC Exchange Program Policies).
 - 5.2.4.3.1.1.6. AIESEC Deliverables (according to the project and the AIESEC Exchange Program Policies).
 - 5.2.4.3.1.1.7. Personal Data and Intellectual Property (for GDPR protection).

- 5.2.4.3.1.1.8. Break partnership conditions and compensation (in compliance with the AIESEC Exchange Program Policies).
- 5.2.4.3.1.2. The organization described in the opportunity on EXPA must be the same organization hosting the social project.
- 5.2.4.3.1.3. The dates of the Realization of the opportunity can not have more than 20 days of difference than the dates on EXPA.
- 5.2.4.3.1.4. All iGV opportunities can be opened maximum a year in advance to the realization date.
- 5.2.4.3.1.5. All entities must ensure their incoming EPs deliver on activities required under the MoO report.
- 5.2.4.3.1.6. All entities running iGV must ensure that all applicants receive a response, whether accepted or rejected, and no applicant remains without an answer. All applicants' statuses should be updated on EXPA.
- 5.2.4.3.1.7. All LCs must assign an Account Manager on the Committee's page on EXPA within at least a week after opening the opportunity.
- 5.2.4.3.1.8. All entities running iGV must have an AIESEC Exchange Standards tracker in which they keep records of all the Exchange Participants, their status, and the standards they have received and will receive during the GV exchange.
- 5.2.4.3.2. Safety and Legality (to be reviewed by IPM 2024)
 - 5.2.4.3.2.1. All entities running Global Host as accommodation for Exchange Participants must have an Memorandum of Understanding (MoU) signed with the Global Host main responsible. The MoU should include:
 - 5.2.4.3.2.1.1. Duration of the hosting experience.
 - 5.2.4.3.2.1.2. Responsibilities of the Host towards the EP and AIESEC.
 - 5.2.4.3.2.1.3. Responsibilities of AIESEC towards the Host.
 - 5.2.4.3.2.1.4. Responsibilities of the EP towards the Host.
 - 5.2.4.3.2.1.5. Minimum conditions of the hosting facility provided.
 - 5.2.4.3.2.1.6. Consequences for violation of the conditions.
 - 5.2.4.3.2.1.7. All contracts related to the iGV exchange must be revised and approved by an external lawyer before being used. The contracts must be revised and approved again every time there is a change in any of AIESEC's official documents.
 - 5.2.4.3.2.2. All entities running iGV and Global Host should have plan B (for Global Host).
 - 5.2.4.3.2.3. Entities running iGV should ensure that there are health and safety measures in place for the EPs, participants and other stakeholders of the

projects.

- 5.2.4.3.2.4. Entities running iGV should not realize the opportunities/EPs if there is a potential and/or existing safety risk to the EPs and or to the OPs. Examples of safety risks:

- 5.2.4.3.2.4.1. Unsafe socio-political environment in the host country/territory.
- 5.2.4.3.2.4.2. Predicted natural disasters.
- 5.2.4.3.2.4.3. Predicted/existing legal liability on the entity.
- 5.2.4.3.2.4.4. Any existing safety case against the opportunity taker and/or the hosting area.

- 5.2.4.3.2.5. Entities running iGV should not realize the opportunities/EPs if there is a potential and/or existing health risk to the EPs and or OPs. Examples of health risks:

- 5.2.4.3.2.5.1. Predicted/existing virus/disease warning from the hosting country/territory.
- 5.2.4.3.2.5.2. No health regulations in place against common disease existing/predicted in the country/territory
- 5.2.4.3.2.5.3. Disease predicted/existing in the community where the EP was meant to volunteer
- 5.2.4.3.2.5.4. EP has underlying health conditions unsuitable for travelling without assistance and/or needs special treatment.

5.2.4.3.3. Business Model

- 5.2.4.3.3.1. All iGV opportunities must have a minimum price defined, including direct and indirect costs of iGV.
- 5.2.4.3.3.2. All entities must choose one of the following options to cover price of iGV opportunities:
 - 5.2.4.3.3.2.1. Minimum 70% of the total iGV price should be charged to the NGO or third party funder.
 - 5.2.4.3.3.2.2. 100% of the total iGV price should be charged to the NGO or third party funder.
 - 5.2.4.3.3.2.3. All entities must have a common financial model across all LCs.
 - 5.2.4.3.3.2.4. Third party funders can be private or public organizations that decide to cover the whole iGV price to execute the project in the NGO.
 - 5.2.4.3.3.2.5. All iGV opportunities should plan for profit
 - 5.2.4.3.3.2.6. All entities must run opportunities chosen from the global GV portfolio. All entities can submit their unique (different from projects that are already in the portfolio) projects to be added to the global portfolio for review to ICB and AI responsible.

- 5.2.4.3.3.2.7. All entities are responsible to execute all deliverables in the opportunities they run.
- 5.2.4.3.3.2.8. All entities that want to run GV operations must: Fulfill all the activities required under Risk Management, Fulfill all the activities under GV Resumption Checklist and Run exchange only with IR partners that comply with the two requirements above.
- 5.2.4.3.3.2.9. All entities running GV must comply with the minimum criteria for GV resumption.
- 5.2.4.3.4. Risk Management (to be reviewed by IPM 2024)
 - 5.2.4.3.4.1. Have in place an EY risk management plan, which has to be reviewed and updated, quarterly.
 - 5.2.4.3.4.2. Minimums of a risk management plan:
 - 5.2.4.3.4.2.1. Risk matrix with correspondent events identification, which includes but is not limited to COVID-19 scenario [lockdown and others], Risk management measures (action, responsible, ddl) in place, which includes but is not limited to COVID-19 scenario [lockdown and others], Updates to iGV contracts, which states clauses for COVID-19 management , Accommodation plan, which includes but is not limited to COVID -19 Scenario [lockdown and others], IR communication plan, Communication plan for Stakeholders (EPs, OP Takers , Universities, members, others), SOPs adapted to include measures of the risk management plan (SOP tracker and documents/material used for EPs) and Health & safety protocols that includes but is not limited to COVID -19 scenario.
 - 5.2.4.3.4.2.2. Have a plan to solve situation of EPs on hold (with canceled projects, changed projects, etc) and map out the timeline of their realisation.
 - 5.2.4.3.4.2.3. ECB chair aligned and auditing LCs implementing the risk management plan.
 - 5.2.4.3.4.2.4. Plan in case of project cancellation.
 - 5.2.4.3.4.2.5. Submit their plans & update their EY status on each global risk assessment point (quarterly).
- 5.2.4.4. Principles for all entities running oGV:
 - 5.2.4.4.1. Operational & Logistics
 - 5.2.4.4.1.1. All Exchange Participants wanting to go on a GV opportunity must sign the Exchange Participant Acceptance Note on the EXPA.
 - 5.2.4.4.1.2. All Exchange Participants wanting to go on a GV opportunity must sign a contract with the Sending LC before officializing the approval on the system.

The contract must include:

- 5.2.4.4.1.2.1. Duration of the project.
- 5.2.4.4.1.2.2. Total EP fee, and when payable (including Project fees).
- 5.2.4.4.1.2.3. Partner Deliverables (according to the project and the AIESEC Exchange Program Policies).
- 5.2.4.4.1.2.4. EP Deliverables (according to the project JD and the AIESEC Exchange Program Policies).
- 5.2.4.4.1.2.5. AIESEC Deliverables (according to the project and the AIESEC Exchange Program Policies).
- 5.2.4.4.1.2.6. Personal Data and Intellectual Property (for GDPR protection).
- 5.2.4.4.1.2.7. Break approval and realization conditions and compensation (in compliance with the AIESEC Exchange Program Policies)
- 5.2.4.4.1.3. All LCs must assign an Exchange Participant Manager (EPM) on the Committee's page on EXPA within at least a week after the EP subscription.
- 5.2.4.4.1.4. The MC must set the oGV fee on EXPA and update it every time the price is updated.
- 5.2.4.4.1.5. The MC must set the customized URL for online payment on EXPA, if available.
- 5.2.4.4.1.6. All universities and student markets should be allocated to each LC on EXPA.
- 5.2.4.4.1.7. The MC must add all the iGV national partners to the National Partners section on EXPA.
- 5.2.4.4.1.8. All entities running oGV must have an AIESEC Exchange Standards tracker in which they keep records of all the Exchange Participants, their status, and the standards they have received and will receive during the GV exchange.
- 5.2.4.4.1.9. All entities running oGV must ensure that all applicants receive a response, whether accepted or rejected, and no applicant remains without an answer. All applicants' statuses should be updated on EXPA.
- 5.2.4.4.1.10. All oGV approvals should be due to realize maximum within a year from the day of approval.
- 5.2.4.4.2. Safety & legality (to be reviewed by 2023)
 - 5.2.4.4.2.1. The Home MC must add "health insurance" information to the Committee's page on EXPA.
 - 5.2.4.4.2.2. All contracts related to the oGV exchange must be revised and approved by an external lawyer before being used.
 - 5.2.4.4.2.2.1. The contracts must be revised and approved again every time there is a change in any of AIESEC's official documents.
 - 5.2.4.4.2.3. Entities must ensure all outgoing EPs have the right type of visa & documents for the internship in the host

- country/territory.
- 5.2.4.4.2.4. oGV should communicate with iGV and ensure that there are health and safety measures in place for the EPs.
- 5.2.4.4.2.5. Entities running oGV should not realize the opportunities/EPs if there is a potential and/or existing safety risk to the EPs and or to the OPs. Examples of safety risks:
 - 5.2.4.4.2.5.1. Unsafe socio-political environment in the host country/territory.
 - 5.2.4.4.2.5.2. Predicted natural disasters.
 - 5.2.4.4.2.5.3. Predicted/existing legal liability on the entity.
 - 5.2.4.4.2.5.4. Any existing safety case against the opportunity taker and/or the hosting area.
- 5.2.4.4.2.6. Entities running oGV should not realize the opportunities/EPs if there is a potential and/or existing health risk to the EPs and or OPs. Examples of health risks:
 - 5.2.4.4.2.6.1. Predicted/existing virus/disease warning from the hosting country/territory.
 - 5.2.4.4.2.6.2. No health regulations in place against common disease existing/predicted in the country/territory.
 - 5.2.4.4.2.6.3. Disease predicted/existing in the community where the EP was meant to volunteer.
 - 5.2.4.4.2.6.4. EP has underlined health conditions unsuitable for travelling without assistance and/or needs special treatment.
- 5.2.4.4.3. Business Model
 - 5.2.4.4.3.1. Fulfill all the activities required under Risk Management.
 - 5.2.4.4.3.1.1. Fulfill all the activities under GV Resumption Checklist.
 - 5.2.4.4.3.1.2. Run exchange only with IR partners that comply with the two requirements above.
 - 5.2.4.4.3.1.3. All entities running GV must comply with the minimum criteria for GV resumption.
 - 5.2.4.4.3.1.4. oGV should plan for profit and review oGV fees if necessary.
- 5.2.4.4.4. Risk Management (to be reviewed by IPM 2024)
 - 5.2.4.4.4.1. Have in place an EY risk management plan, which has to be reviewed and updated, quarterly.
 - 5.2.4.4.4.2. Minimums of a risk management plan:
 - 5.2.4.4.4.2.1. Risk matrix with correspondent events identification, which includes but is not limited to COVID-19 scenario [lockdown and others].
 - 5.2.4.4.4.2.2. Risk management measures (action, responsible, ddl) in place, which includes but is not limited to COVID-19 scenario [lockdown and others].
 - 5.2.4.4.4.2.3. Updates to oGV contracts, which states clauses for COVID-19 management.

- 5.2.4.4.4.2.4. IR communication plan.
- 5.2.4.4.4.2.5. Communication plan for Stakeholders (EPs, OP Takers, Universities, members, others).
- 5.2.4.4.4.2.6. SOPs adapted to include measures of the risk management plan (SOP tracker and documents/material used for EPs).
- 5.2.4.4.4.2.7. Health & safety protocols that includes but is not limited to COVID -19 scenario.
- 5.2.4.4.4.3. Have a plan to solve the situation of EPs on hold (with cancelled projects, changed projects, etc) and map out the timeline of their realization.
- 5.2.4.4.4.4. ECB chair aligned and auditing LCs implementing the risk management plan.
- 5.2.4.4.4.5. Submit their plans & update their EY status on each global risk assessment point (quarterly).

5.3. Minimums and Criteria

- 5.3.1. These minimums are also reflected in the AIESEC Exchange Program Policies (AEPP), under Section 3.2. Program Minimums. Every time there is an update in any of the official documents, both the AEPP and the APIP must be updated with the same information accordingly.
- 5.3.2. Every AIESEC Exchange Program must fulfill the criteria below:
 - 5.3.2.1. General Criteria
 - 5.3.2.1.1. 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.
 - 5.3.2.1.2. If any of the minimum standards are not fulfilled, the EP or the OP are entitled to raise a complaint following the procedures outlined in the Complaints section of this document.
 - 5.3.2.2. Global Talent
 - 5.3.2.2.1. 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.
 - 5.3.2.2.2. The internship and job description should be related to any of the following fields: Business Administration, Business Development, Marketing, Finance, IT or Engineering.
 - 5.3.2.2.3. 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.
 - 5.3.2.2.4. 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).
 - 5.3.2.2.5. 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).
- 5.3.2.2.6. The EP is supervised and evaluated by one or more full-time employees of the OP.
 - 5.3.2.2.7. The internship should last a minimum of six (6) weeks and no more than seventy-eight (78) weeks.
 - 5.3.2.2.8. 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.
 - 5.3.2.2.9. For Internships that last longer than eight (8) weeks, the OP should provide salary for the full duration of the Internship.
 - 5.3.2.2.10. 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.
 - 5.3.2.2.11. 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.
 - 5.3.2.2.12. 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.
- 5.3.2.3. Global Teacher
- 5.3.2.3.1. 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.
 - 5.3.2.3.2. The internship and job description must be about teaching specific subjects and/or languages.
 - 5.3.2.3.3. 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.
 - 5.3.2.3.4. 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).
 - 5.3.2.3.5. 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).
 - 5.3.2.3.6. The EP is supervised and evaluated by one or more full-time employees of the OP.
 - 5.3.2.3.7. The term of the internship should be a minimum of nine (9) weeks and no more than seventy-eight (78) weeks.
 - 5.3.2.3.8. For each internship, the OP should provide a salary for the full term of the internship.
 - 5.3.2.3.9. 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.
 - 5.3.2.3.10. 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.
 - 5.3.2.3.11. 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.

5.3.2.4. Global Volunteer

- 5.3.2.4.1. 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.
- 5.3.2.4.2. 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.
- 5.3.2.4.3. 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).
- 5.3.2.4.4. 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).
- 5.3.2.4.5. The project activities must be directly related to either of the following:
 - 5.3.2.4.5.1. 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.
 - 5.3.2.4.5.2. The participant's cross-cultural experience, such as global villages, cultural nights, and sharing spaces with other EPs.
 - 5.3.2.4.5.3. 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.
- 5.3.2.4.6. The volunteer experience should last a minimum of six (6) weeks and no more than eight (8) weeks.
- 5.3.2.4.7. For all volunteer experiences, the OP or third party funder should cover accommodation for the full duration of the experience.
- 5.3.2.4.8. 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.
- 5.3.2.4.9. 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.

5.4. Criteria for Exchange Participants

- 5.4.1. This criteria is also reflected in the AIESEC Exchange Program Policies (AEPP), under the Section 3.3: Criteria for Exchange Participants. Every time there is an update in any of the official documents, both the AEPP and the APIP must be updated with the same information accordingly.
- 5.4.2. To qualify as an Exchange Participant (EP), a person has to fulfill all the criteria as stated below:
 - 5.4.2.1. 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.
 - 5.4.2.1.1. A person is considered 30 years old until the day before their 31st birthday.
 - 5.4.2.2. 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.
 - 5.4.2.3. Demonstrate the language proficiency required by the OP's internship opportunity or social project.
 - 5.4.2.4. Acknowledge to have the capability to work or live in a foreign country.
 - 5.4.2.5. Demonstrate, through the application process, to possess all the qualifications required to fulfill the OP's internship opportunity or social project.
- 5.4.3. Any Exchange Participant (EP) also has to comply with the following:
 - 5.4.3.1. 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.
 - 5.4.3.2. 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.
 - 5.4.3.3. 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.
 - 5.4.3.4. 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.
- 5.4.4. An individual does not have the right to apply and experience an AIESEC Exchange Program if any of the following applies:
 - 5.4.4.1. If they do not have the legal capacity to enter into legal agreements with the AIESEC SE.
 - 5.4.4.2. 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.
 - 5.4.4.3. If they have previously violated any of the clauses in the AIESEC Exchange Program Policies or any AIESEC legal document before this one.

- 5.4.4.4. If they do not agree and/or cannot meet the conditions stated in this document.
- 5.4.4.5. 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.
- 5.4.5. If any of the criteria is not fulfilled, AIESEC reserves the right to reject the person's candidacy as an EP.

5.5. Criteria for Opportunity Providers

- 5.5.1. This criteria is also reflected in the AIESEC Exchange Program Policies (AEPP), under the Section 3.4: Criteria for Opportunity Providers. Every time there is an update in any of the official documents, both the AEPP and the APIP must be updated with the same information accordingly.
- 5.5.2. To qualify as an Opportunity Provider (OP), the company or organization has to fulfill all the criteria stated below:
 - 5.5.2.1. Be a legally registered company or organization in the country or territory of operations.
 - 5.5.2.2. Support and respect AIESEC values, mission and vision.
 - 5.5.2.3. Provide an adequate working environment where the EP can execute their job description and develop their leadership capabilities.
 - 5.5.2.4. 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.
 - 5.5.2.5. 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.
 - 5.5.2.6. Satisfy all the Program Minimums mentioned in the OP requirements outlined in section 5.2 of this document, including salary and accommodation costs when applicable.
 - 5.5.2.6.1. 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.
- 5.5.3. A company or organization does not have the right to apply and experience an AIESEC Exchange Program if any of the following applies:
 - 5.5.3.1. If it does not agree and/or cannot meet with the conditions stated in this document.
 - 5.5.3.2. 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 before this one.
 - 5.5.3.3. If any of their actions go against the values, mission or vision of AIESEC, including the criteria for selecting an Exchange Participant (EP).
 - 5.5.3.4. If it does not meet the requirements to enter into legal agreements with the AIESEC Hosting Entity (HE).
 - 5.5.3.5. 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.

- 5.5.4. 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 Opportunity Provider (OP)

5.6. AIESEC General Responsibilities

5.6.1. Responsibilities of Members Committee (MC):

- 5.6.1.1. To develop EP and OP contracts in total agreement with the AEPP and APIP, as well as the local/national labour/migration regulations ensuring no EP and/or OP will be put through any legal risk.
- 5.6.1.2. To review and adequate when needed its national and local exchange contracts after every AEPP, APIP, and/or national law/regulation changes, within 2 (two) weeks from the document being published to the Global Plenary after the most recent Legislative meeting.
- 5.6.1.3. To provide education and assistance on complaint procedures to its LCs, EPs and OPs prior to the exchange, and when standards issues or violations from the present policies arise.
- 5.6.1.4. To cover Compensation Policies in accordance with the national law and the AEPP, and remain the final responsible for any violation made by its LCs. Compensation must follow the timeline agreed during the case solution and the policies written in the document.
- 5.6.1.5. To ensure all exchanges facilitated by AIESEC fulfill the conditions set in the national and local labour regulations pursuant to national laws that are in place in the HE and in the local area where the exchange will take place. All exchanges must also fulfill the conditions set in the AEPP and APIP. In case of any difference or contradiction between the referred rules, the regulation which offers the most benefit to the EP shall prevail and be documented by a written email with agreement and confirmation of SE, HE, EP and OP.
- 5.6.1.6. To ensure that all LCs are running proper exchanges, and to provide all the necessary systems and tools for them to operate any exchange program.
- 5.6.1.7. To ensure that all LCs are adhering to the APIP, and any other relevant supporting documents of the Global Compendium as well as policies that the MC has developed specifically for their entity.
- 5.6.1.8. To follow all relevant policies if any MC plays the role of SE or HE.
- 5.6.1.9. To ensure that the HE has external involvement, and does not take the role of OP.
- 5.6.1.10. To participate in any national/local audit if directed by AIESEC International or ICB.
- 5.6.1.11. To ensure that an Exchange Audit procedure is in place, contemplating all the phases from generating to delivering and completion of all its Exchange Programs - Done both, at National and Local Level, with its ECB, providing at least quarterly reports on its exchange status.
- 5.6.1.12. 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.
- 5.6.1.13. To understand and implement the procedures described on the APIP

and Annexes, mentioned in the first section of this document.

- 5.6.1.14. To promote, educate, support and report the practices stated in AIESEC Whistleblowing and Harassment and Anti Violence protocols, for all levels of membership, EP, OP and all its ELD stakeholders.

5.7. AIESEC Platform Principles for Exchange Programs

- 5.7.1. The AIESEC Platform Principles for Exchange Programs details the relevant information and management principles of the AIESEC platforms when managing any of the exchange programs.
- 5.7.2. For general principles, please refer to the Data Privacy and Terms of Use Policies of Global Information Systems and Global Information Management Principles under the Global Compendium Supporting Document.
- 5.7.3. AIESEC has three (3) official platforms:
 - 5.7.3.1. EXPA: The internal information system and CRM.
 - 5.7.3.2. Youth Opportunity Portal (YOP): The portal for youth to access our opportunities.
 - 5.7.3.3. Partners Opportunity Portal (POP): The portal for partners to create opportunities and access youth.
- 5.7.4. Every member interacting with any of AIESEC exchange programs should have an aiesec.net email account and an active EXPA account.
 - 5.7.4.1. It is recommended that Members only use their email for the purpose of working for AIESEC.
 - 5.7.4.2. When said member leaves, the team leader of that member is responsible for ensuring all EPs and Accounts (OPs) that were assigned to that person are moved to another person in the organization.
 - 5.7.4.3. Members are only allowed to use their EXPA role for the purpose of working for AIESEC.
 - 5.7.4.3.1. If a member has another role outside of their committee (i.e. GST/NST roles), the account can only be used to perform work relevant to that committee.
 - 5.7.4.3.2. Every member with an active role on EXPA must understand the permissions they have and how to use them properly.
- 5.7.5. Members should only access accounts under their names. Members should never share their login details with anyone else and they should not ask the login details from anyone inside or outside of the organization.

6. Exchange Program Policies

6.1. Introduction

- 6.1.1. The Exchange Program Policies outlined in this document are in alignment with the AIESEC Exchange Program Policies (AEPP), which is the official external document for EPs and OPs to refer to regarding policies for AIESEC exchange programs.
- 6.1.2. Every time there is an update in any of the official documents, both the AEPP and the APIP must be updated with the same information accordingly.
- 6.1.3. In case of any discrepancies between both documents, the stakeholder who noticed is responsible for reporting it to ICB via email so that ICB can make the according changes in the following ILM.
- 6.1.4. In case of any discrepancies between both documents that influence a decision that affects any of the stakeholders of the AIESEC exchange program, ICB remains the final decision-making body to define the way forward.

6.2. General Policies

- 6.2.1. Policies applicable to all Stakeholders including EPs, OPs, and AIESEC at any Stage of an AIESEC Exchange Program
 - 6.2.1.1. Understand and comply with all the clauses of the AIESEC Entity's contract and the AIESEC Exchange Program Policies.
- 6.2.2. General Responsibilities of Exchange Participants (EPs)
 - 6.2.2.1. To comply with all criteria stated in Section 3.3 of the AEPP.
 - 6.2.2.2. 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.
 - 6.2.2.3. To follow Section 6 of the AEPP document regarding complaints protocols in the case any complaint arises.
- 6.2.3. General Responsibilities of Opportunity Providers (OPs)
 - 6.2.3.1. To comply with all criteria stated in Section 3.4 of the AEPP.
 - 6.2.3.2. 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.
 - 6.2.3.3. To follow Section 6 of the AEPP regarding complaints protocols in the case any complaint arises.
- 6.2.4. General Responsibilities of any AIESEC Entity
 - 6.2.4.1. 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.
 - 6.2.4.2. 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.
 - 6.2.4.3. 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 and guide EP regarding the transportation information to

- communicate with the council and emergency contacts of an EP.
 - 6.2.4.4. To constantly communicate between the LCs and MCs sides of AIESEC SE and the AIESEC HE if applicable to ensure the well-being of the EP with the further action steps regarding the exchange program delivery within 24 hours from the moment of event occurrence.
- 6.2.5. General Responsibilities of any AIESEC Host Entity (HE)
 - 6.2.5.1. To decide the selection process with the OP and, depending on the agreement, execute and/or monitor the selection process.
 - 6.2.5.2. 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.
 - 6.2.5.3. 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.
- 6.2.6. General Responsibilities of any AIESEC Sending Entity (SE)
 - 6.2.6.1. 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.
 - 6.2.6.2. 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.

6.3. Policies Before Approval

- 6.3.1. Responsibilities of every applicant aiming to be an Exchange Participant (EP)
 - 6.3.1.1. 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.
 - 6.3.1.2. Complete the necessary application forms for each of the opportunities they wish to apply on the AIESEC platform.
 - 6.3.1.3. Participate in a selection process organised by the AIESEC SE, if applicable.
 - 6.3.1.4. 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.
 - 6.3.1.5. 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.
 - 6.3.1.6. Take the Leadership Development Assessment on the AIESEC platform (see glossary of terms for the specific definition).
 - 6.3.1.7. Pay the necessary program fees to the AIESEC SE.
 - 6.3.1.8. 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.
- 6.3.2. Responsibilities of every Opportunity Provider (OP)

6.3.2.1. Selection

- 6.3.2.1.1. 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.
- 6.3.2.1.2. 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.
- 6.3.2.1.3. 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.
- 6.3.2.1.4. 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.
- 6.3.2.1.5. Ensure written communication between the candidate and the organization and always having an AIESEC representative in copy and updated on the latest communication.
- 6.3.2.1.6. 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.
- 6.3.2.1.7. 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.

6.3.2.2. Documents and Legalities

- 6.3.2.2.1. 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.
- 6.3.2.2.2. 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).

6.3.2.3. Cancellations

- 6.3.2.3.1. 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.
- 6.3.2.3.2. 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.

6.3.3. Responsibilities of every AIESEC Entity

- 6.3.3.1. To ensure both the OP and the EP will sign a contract that is aligned with its national laws and AIESEC Exchange Program Policies.
- 6.3.3.2. To support the EP and the OP in any questions regarding the usage of AIESEC online platforms to follow the AIESEC Exchange programs processes.
- 6.3.3.3. To have a plan to comply with the current AIESEC Exchange Standards (see glossary of terms for definition).
- 6.3.3.4. To educate the EP and the OP on the AIESEC Exchange Standards before the EP's Approval.
- 6.3.3.5. 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.
- 6.3.3.6. 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 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.

6.4. Policies from Approval until Realization

6.4.1. Introduction

- 6.4.1.1. The AIESEC Exchange is considered "Approved" when the conditions listed in Clause 1.3.1.1 in the AEPP are respected.
- 6.4.1.2. The AIESEC Exchange is considered "Realized" when the conditions listed in Clause 1.3.1.2 in the AEPP are respected.

6.4.2. Responsibilities of the EP

- 6.4.2.1. 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:
 - 6.4.2.1.1. 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.
 - 6.4.2.1.2. 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.
- 6.4.2.2. Review and understand the conditions under which they can withdraw from an AIESEC Exchange.
- 6.4.2.3. Inform both the AIESEC SE and the AIESEC HE if they become unavailable for an exchange within the following time frame:
 - 6.4.2.3.1. For Global Volunteer (GV): Maximum twenty-eight (28) days before the exchange becomes Realized (the "Realization day").
 - 6.4.2.3.2. For Global Talent (GTa): Maximum fifty-six (56) days before

- the Realization day.
 - 6.4.2.3.3. For Global Teacher (GTe): Maximum fifty-six (56) days before the Realization day.
 - 6.4.2.3.4. 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).
 - 6.4.2.4. 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:
 - 6.4.2.4.1. AIESEC is not liable for possible losses if the EP purchases transport tickets prior to obtaining a valid visa.
 - 6.4.2.4.2. 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.
 - 6.4.2.4.3. As stated on Clause 1.4.2.1 of the AEPP, 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.
 - 6.4.2.5. 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.
 - 6.4.2.6. 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.
 - 6.4.2.7. To ensure the EP has travel insurance valid for the entire duration of the AIESEC Exchange before they travel to the country or territory of the exchange.
 - 6.4.2.7.1. If the EP travels without insurance, AIESEC will not be held liable for any damages, prejudice or losses that occur during the exchange.
- 6.4.3. Responsibilities of the OP
 - 6.4.3.1. 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.
 - 6.4.3.1.1. In case of failure, the EP can request the Approval to be

cancelled with no compensation for the OP and the AIESEC HE.

- 6.4.3.2. 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.
- 6.4.3.3. 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.
- 6.4.3.4. 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.
- 6.4.3.5. Inform both the AIESEC SE and the AIESEC HE if the OP becomes unavailable for hosting an exchange within the following time frame:
 - 6.4.3.5.1. For Global Volunteer (GV): Maximum twenty-eight (28) days before the Realization day.
 - 6.4.3.5.2. For Global Talent (GTa): Maximum fifty-six (56) days before the Realization day.
 - 6.4.3.5.3. For Global Teacher (GTe): Maximum fifty-six (56) days before the Realization day.
 - 6.4.3.5.4. 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).

6.4.4. Responsibilities of the AIESEC Hosting Entity (HE)

- 6.4.4.1. Provide information regarding the type of eligible visa, application guidance, and support to obtain all visa documents within two (2) weeks after the Approval. Host entity must also ensure the realization timeline is aligned with the visa and 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.
 - 6.4.4.1.1. In case of failure, the EP can request the Approval to be cancelled with no compensation for the OP and the AIESEC HE.
- 6.4.4.2. To provide EP with information about the living costs, political situation and safety for the areas where the exchange is taking place, alignment of job description, working hours, duration and opportunity benefits, as well as accommodation information, location and conditions, 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.
 - 6.4.4.2.1. In case of failure, the EP can request the Approval to be cancelled with no compensation for the OP and the AIESEC HE.
- 6.4.4.3. To provide the EP with contacts of a responsible person (preferably the OP Manager from the AIESEC HE) for providing overall services to the EP throughout the exchange duration within maximum one (1)

week after the Approval status in the AIESEC platform.

6.4.4.4. 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.

6.4.4.5. Provide written information to the Exchange Participant on any additional domestic transportation required to arrive to the meeting point predetermined between Exchange Participant and the Host Entity maximum three (3) days before arrival date.

6.4.4.6. 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.

6.4.5. Responsibilities of the AIESEC Sending Entity (SE)

6.4.5.1. 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.

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

6.4.5.2. 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.

6.4.5.3. Provide a space to the EP for goal setting based on the Leadership Development Model and/or its assessment, as well as any additional goals beyond the leadership values maximum 1 (one) week before exchange period starts.

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

6.4.5.5. 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.

6.4.5.6. 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.

6.4.6. Cancelling an Approval Procedure

6.4.6.1. 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.

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

6.4.6.2.1. 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.

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

6.4.6.2.3. The EP becomes ill and the situation can be dangerous for

- their health. A proof is required to be submitted to the AIESEC HE.
- 6.4.6.2.4. 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.
 - 6.4.6.2.5. The EP had their visa rejected due to mistakes from the AIESEC HE or OP (compensation can apply).
 - 6.4.6.2.6. The EP had their visa rejected by the embassy or third party.
 - 6.4.6.2.7. This clause does not apply if the EP did not submit all the documents or gave false information during the visa process.
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 - 6.4.6.2.8. The OP is not under the national laws for labour of the AIESEC HE.
 - 6.4.6.2.9. 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.
 - 6.4.6.2.10. In cases where the salary or compensation for the EP changes without their consent.
 - 6.4.6.2.11. In case the borders between the country of departure and the country of destination are closed for the scope of the exchange program.
 - 6.4.6.2.12. Please refer to the compensation table Annex of this document to understand the compensation in each scenario if applicable
 - 6.4.6.3. An OP can request an Approval cancellation under the following circumstances:
 - 6.4.6.3.1. The EP had their visa rejected by the embassy or third party.
 - 6.4.6.3.1.1. This clause does not apply if the OP did not submit all the documents or gave false information during the visa process.
 - 6.4.6.3.2. The OP is not under the labour laws of the AIESEC HE.
 - 6.4.6.3.3. 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.
 - 6.4.6.3.3.1. The OP can request a replacement of the EP and compensations according to Annex 2 of this document.
 - 6.4.6.3.4. The OP declares bankruptcy, or is sold to a third party that cannot continue with the exchange.
 - 6.4.6.3.5. In case the borders between the country of departure and the country of destination are closed for the scope of the exchange program.
 - 6.4.6.4. In case of Approval cancellation from the EP, the AIESEC SE is responsible to:
 - 6.4.6.4.1. Inform the AIESEC HE and explain the situation.
 - 6.4.6.4.2. Find an EP replacement for the OP within two (2) weeks from the date of the Approval cancellation.
 - 6.4.6.4.3. 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.
 - 6.4.6.4.4. 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.

- 6.4.6.5. In case of Approval cancellation from the OP, the AIESEC HE is responsible to:
 - 6.4.6.5.1. Inform the AIESEC SE and explain the situation.
 - 6.4.6.5.2. Find an OP replacement for the EP within two (2) weeks from the date of the Approval cancellation.
 - 6.4.6.5.3. 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.
 - 6.4.6.5.4. 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.).
 - 6.4.6.5.4.1. In some cases, the OP is liable for covering the expenses of the EP. Please refer to the Compensation Table Annex of this document for the detailed compensation information.

6.5. Policies from Realization to Completion

6.5.1. Introduction

- 6.5.1.1. The exchange is considered "Realized" when the Exchange Participant (EP) has the status "REALIZED" on the AIESEC platform.
- 6.5.1.2. The exchange is considered "Finished" when the Exchange Participant (EP) finishes their experience and has the status "FINISHED" on the AIESEC platform.
- 6.5.1.3. The exchange is considered "Completed" when the Exchange Participant (EP) fills in the AIESEC Exchange Standards survey on the AIESEC platform and all the mandatory standards by AIESEC are provided, and the EP has the status "COMPLETE" on the AIESEC platform.

6.5.2. Responsibilities of the EP

- 6.5.2.1. To have sufficient funds to incur all their expenses related to transportation to and from the country or territory.
- 6.5.2.2. To have sufficient funds to cover:
 - 6.5.2.2.1. 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.
 - 6.5.2.2.2. 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.
 - 6.5.2.2.3. 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.
- 6.5.2.3. 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.

- 6.5.2.4. To always act in accordance to national or local law and other policies that exist in the country or territory of exchange.
- 6.5.2.5. 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.
- 6.5.2.6. 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.
- 6.5.2.7. 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.
- 6.5.2.8. Check and take the Standards Completion survey on the AIESEC platform to assess the exchange delivery at different stages of the experience.
- 6.5.2.9. Fulfill the agreed working hours and responsibilities defined in their Job Description.

6.5.3. Responsibilities of the OP

- 6.5.3.1. To hold the EP accountable to perform the full extent of requirements and duties previously agreed.
- 6.5.3.2. 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.
- 6.5.3.3. 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.
- 6.5.3.4. To provide performance-related feedback on the EP's performance on a regular basis throughout the exchange.
- 6.5.3.5. 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.
- 6.5.3.6. 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.
- 6.5.3.7. Fulfill all engagements agreed in the opportunity information on the AIESEC platform: working hours, job description, benefits and duration, and any other information provided.
 - 6.5.3.7.1. Changes in the opportunity information from the AIESEC platform will only be acceptable upon written confirmation from the EP and the OP side.
 - 6.5.3.7.1.1. 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 of this document.

6.5.4. Responsibilities of the AIESEC Hosting Entity (HE)

- 6.5.4.1. 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.
- 6.5.4.2. To provide assistance to open a bank account if necessary and assistance in converting money to the local currency on the EP's request.
- 6.5.4.3. 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.
- 6.5.4.4. To provide information about local cultural norms, including those related to dressing, greeting, traditions and law policies to the EP.
- 6.5.4.5. To provide an introduction to the local AIESEC members, the AIESEC Local Committee (LC), reality and culture.
- 6.5.4.6. To provide assistance in dealing with housing agreements and landlords if required by the EP.
- 6.5.4.7. 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.
- 6.5.4.8. 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.
- 6.5.4.9. To ensure the EP receives performance-related feedback from the organisation on a regular basis throughout the exchange.
- 6.5.4.10. To provide opportunities for the EP to become involved in AIESEC activities related to their interests and goals if the EP is interested.
- 6.5.4.11. 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 is responsible to coordinate with the SE and the OP to research and update about the EP's location and their safety.
- 6.5.4.12. 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.
- 6.5.5. Responsibilities of the AIESEC Sending Entity (SE)
 - 6.5.5.1. To ensure the EPM supports the EP with any issues that occur during the exchange experience.
 - 6.5.5.2. To inform the EP about existing re-integration opportunities in AIESEC prior to their return from their exchange.
- 6.5.6. Responsibilities of both AIESEC Entities
 - 6.5.6.1. To be constantly communicating with the EP including their location and the safety at least:
 - 6.5.6.1.1. Global Talent (GTa)
 - 6.5.6.1.1.1. Short experience (6-12 weeks): at arrival and middle and final week.
 - 6.5.6.1.1.2. Mid-length experience (13-26 weeks): arrival and then once a month at least.

- 6.5.6.1.1.3. Long experience (27-78 weeks): at arrival and then once a month at least.
 - 6.5.6.1.2. Global Teacher (GTe)
 - 6.5.6.1.2.1. Short experience (9-12 weeks): at arrival and middle and final week.
 - 6.5.6.1.2.2. Mid-length experience (13-26 weeks): arrival and then once a month at least.
 - 6.5.6.1.2.3. Long experience (27-78 weeks): at arrival and then once a month at least.
 - 6.5.6.1.3. Global Volunteer (GV)
 - 6.5.6.1.3.1. At arrival and middle and final week.
 - 6.5.6.1.4. 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.
 - 6.5.6.1.5. 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.
- 6.5.7. Cancelling Realization Procedures
- 6.5.7.1. An EP can request a Realization cancellation under the following circumstances:
 - 6.5.7.1.1. The EP has an emergency in their family. A proof is required to be submitted to the AIESEC HE.
 - 6.5.7.1.2. The EP becomes ill and the situation can be dangerous for their health. A proof is required to be submitted to the AIESEC HE.
 - 6.5.7.1.3. 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.
 - 6.5.7.1.4. 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.
 - 6.5.7.1.5. The OP violates the national labour laws of the AIESEC HE.
 - 6.5.7.1.6. 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.
 - 6.5.7.1.7. 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.
 - 6.5.7.1.8. The EP is discriminated against by race, colour, gender, sexual orientation, creed, religion, national, ethnic or social origin, or age at their workplace.
 - 6.5.7.1.9. 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).
 - 6.5.7.1.10. 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.

- 6.5.7.1.10.1. 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.
- 6.5.7.1.11. The OP does not pay corresponding salary to the EP for two (2) consecutive months.
- 6.5.7.1.12. Please refer to the compensation table Annex 2 of this document for more details about each compensation scenario applicable.
- 6.5.7.2. An OP can request a Realization Cancellation under the following circumstances:
 - 6.5.7.2.1. 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).
 - 6.5.7.2.2. If the lack of official working/living permit was caused by the OP's side, the clause above is not applicable.
 - 6.5.7.2.3. 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.
 - 6.5.7.2.3.1. The OP can request a replacement of the EP and compensations according to Annex 2 of this document.
 - 6.5.7.2.4. 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).
 - 6.5.7.2.5. The OP declares bankruptcy, or is sold to a third party that cannot continue with the exchange (proof needed).
 - 6.5.7.2.6. 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).
 - 6.5.7.2.6.1. The OP can request a replacement of the EP and receive compensation according to Annex 2 of this document.
- 6.5.7.3. To request this status, the ECB Chair shall submit to ICB <icb@ai.aiesec.org> a formal request, following the latest guideline provided by ICB.

6.6. Remote Feature Protocol

6.6.1. Partly Remote

6.6.1.1. Definition

- 6.6.1.1.1. Remote Feature refers to starting the experience remotely,

- before the realization happens.
- 6.6.1.1.2. 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.
 - 6.6.1.1.3. The remote Feature can only be applied to Global Talent and Global Teacher Programs.
 - 6.6.1.1.4. 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.
 - 6.6.1.1.5. 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.
 - 6.6.1.1.6. 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.
 - 6.6.1.1.7. The physical part of the internship must have a minimum of thirty-five (35) hours/week, maximum of forty-five (45) hours/week.
 - 6.6.1.1.8. 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.
 - 6.6.1.1.9. The expected flow for partly remote opportunity exchange participant is the following:
 - 6.6.1.1.9.1. EP applies to the opportunity.
 - 6.6.1.1.9.2. EP will be accepted by the HE.
 - 6.6.1.1.9.3. EP will become accepted.
 - 6.6.1.1.9.4. EP will be approved in the opportunity.
 - 6.6.1.1.9.5. EP will be remotely realized. (EXPA will appear as "REMOTE")
 - 6.6.1.1.9.6. EP will be physical realized (EXPA will appear as a normal realization).
 - 6.6.1.1.9.7. EP will become finished.
 - 6.6.1.1.9.8. EP will become completed.
 - 6.6.1.2. Remote Feature can be applied only if the following requirements are met:
 - 6.6.1.2.1. All EPs should receive a salary for the remote part of the internship. Method of salary payment can happen in the following conditions:
 - 6.6.1.2.1.1. 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.
 - 6.6.1.2.1.2. 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.

- 6.6.1.2.2. 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.
- 6.6.1.2.3. 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.
- 6.6.1.2.4. 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.
- 6.6.1.2.5. In case the criteria above is not fulfilled, the EP or the OP do not qualify to proceed with "Approval."
- 6.6.1.2.6. The Opportunity needs to be tagged as "Partly Remote" on EXPA.
- 6.6.1.2.7. The Opportunity can only be opened by ICB, after passing the Audit.
- 6.6.1.2.8. The Person responsible to conduct the Audit will be the ICB Audit and Compliance Team Leader and/or any person inside the Audit and Compliance Team.
- 6.6.1.2.9. To submit an opportunity to be audited by ICB, it has to be done through the form: aiesec.org/partlyremote-auditform
- 6.6.1.2.10. The audit will last for a maximum of a week after the submission.
- 6.6.1.2.11. If the opportunity has passed the audit, it will be opened within 48 hours.
- 6.6.1.2.12. If the opportunity did not pass the audit, the Partly Remote OP ID Submission form needs to be filled again until the audit is passed.
- 6.6.1.2.13. AIESEC Exchange Standards applicable to Partly Remote
 - 6.6.1.2.13.1. As part of our Leadership Development Model (LDM), the AIESEC Exchange Standards are 18 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; all 18 exchange standards are still applicable to partly remote experiences but with additional things that SE and HE need to do in the 18 exchange standards. AI and/or ICB can request an entity to explain how the AIESEC Exchange Standards are being delivered on a partly remote experience.
 - 6.6.1.2.13.2. In this chapter, there will be explained the 9 regular AIESEC Exchange Standards that are customized or edited according to the partly remote experience, to review all of the AIESEC Exchange Standards please refer to clause 2.6.3. AIESEC Exchange Standards.
- 6.6.1.3. Preparation Standards
 - 6.6.1.3.1. Outgoing Preparation: The Sending Entity must offer an Outgoing Preparation Seminar by maximum one week before the exchange period starts. The seminar must include at least the following: A space to explain AIESEC's purpose

[AIESEC Way] and the relation with the Exchange Participant's leadership development, set expectations about how to prepare for travel abroad and work remotely (Dos and Don'ts, work ethics, usage of digital platforms & tools, different accountability methods, virtual synergy, daily routine, etc.), AIESEC Exchange Program Policies (AEPP) explanation and procedures, exchange Standards explanation, case solving flow explanation, as well as onboarding of the EP on the duration of the remote part and the starting late of the physical part.

6.6.1.3.2. Expectation Settings: The Host Entity has provided the Exchange Participant with basic information regarding the country/territory of their exchange in a meeting and written format before they went abroad. This on-boarding must include at least the following information: political situation and safety, Host Entity responsible contacts, job description, working hours, duration and opportunity benefits, accommodation information, location and conditions, AIESEC Remote Work Policies, challenges and struggles of remote work and virtual communication (especially with logistics), as well as differences and similarities between physical and remote work.

6.6.1.3.3. Incoming Preparation Seminar: The Host Entity must offer an Incoming Preparation Seminar (IPS) once the exchange Participant arrives to the Host Entity, before the exchange starts. The seminar must include at least the following: A space to follow up on the Exchange Participant's personal goals that were defined before the exchange period starts, safety protocol, culture, living standards, assistance for logistic needs (e.g. transportation, bank, and rentals), as well as timezone & traditional working hours.

6.6.1.4. Experience Standards

6.6.1.4.1. First Day Of Work: The Host Entity arranges and ensures the attendance of the EP to their first day of the internship with the company/organization (both the first remote day and the first physical day).

6.6.1.4.2. Alignments Spaces With OPP Provider: The host entity must ensure that the Opportunity Provider provides at least: - One space to align the Job Description with personal goals at the beginning of the remote part of the experience. - One space at the beginning of the physical part of the experience, to review the remote part and discuss any changes in the way of working or the Job Description. - One space to debrief on the Job description and personal goals at the end of the internship.

6.6.1.4.3. Working Hours: The working hours related to executing the Job Description are the same as stated on the opportunity on aiesec.org. Taking as a minimum of 35 and maximum 45 hours per week for GTa and GTe for the physical part of the experience. No minimum working hours are set for the Remote part of GT internships, with the same maximum. 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.

6.6.1.4.4. Duration: The duration of the experience is the same as

stated on the Opportunity on aiesec.org, starting from the first day of work to the last day of the internship. The internship lasts from: - A minimum of 6 weeks to a maximum 78 weeks for GTa and GTe (including the remote part) *Only GTa opportunities with minimum 13 weeks duration can include a Partly Remote, and this remote part should not be longer than 50% of the total duration of the opportunity.

6.6.1.4.5. Value Driven Leadership Education: The Host Entity delivers a virtual or physical LEAD space for the Exchange Participant during their experience to learn theoretically or practically about at least one AIESEC Value. The LEAD space refers to aiesec.org/lead.

6.6.1.4.6. Review Checkpoints: The Host Entity provides virtual or physical regular checkpoints with the Exchange Participant to evaluate the fulfillment of the minimums of safety conditions, opportunity benefits, salary, accommodation, working hours, Exchange Participant and Opportunity Provider alignments, AIESEC support and provide dispute and complaint channel. The implementation ranges described in the program minimum requirements.

6.6.1.5. Post-experience Standards

6.6.1.5.1. Debrief with AIESEC: The Sending Entity must offer a debriefing space to the Exchange Participant no more than 2 weeks after they finish the experience. The Space must include at least the following a debrief of the experience of the Exchange Participant, including a space to analyze personal goals achievement and value-driven leadership development, analyze the delivery of the Exchange Standards, feedback, evaluation, and improvements of the Partly Remote of the exchange, and assist survey fulfillment.

6.6.2. Fully Remote

6.6.2.1. Introduction

6.6.2.1.1. Remote refers to a fully-remote professional Global Talent experience.

6.6.2.1.2. Remote can only be applied for Global Talent Programs.

6.6.2.1.2.1. Focus work fields for the Remote feature are the following:

6.6.2.1.2.1.1. Business Administration.

6.6.2.1.2.1.2. Marketing.

6.6.2.1.2.1.3. Information Technology (IT).

6.6.2.1.2.1.4. Finance.

6.6.2.1.2.1.5. Business development.

6.6.2.1.2.1.6. Engineering.

6.6.2.1.3. Entities cannot run Remote before fulfilling the criteria and being approved to run fully remote.

6.6.2.1.4. It is recommended that the Remote contracts are freelance/contractor-based contracts.

6.6.2.1.4.1. The contracts need to respect the national laws of the hosting country.

6.6.2.1.5. The Remote Flow and statuses comply with the standard Customer Flow Stage and statuses.

6.6.2.1.5.1. Remote Status:

- 6.6.2.1.5.1.1. Approval: The Remote experience is considered "Approved" when the EP has the status "APPROVED" on the platforms. 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 their enrollment in the program.
- 6.6.2.1.5.1.2. Realization: The Remote experience is considered "realized" when the EP starts their first day with the OP and the status "REMOTE REALIZED" is indicated on the platforms.
- 6.6.2.1.5.1.3. Finished: The Remote experience is considered "Finished" when the EP finishes their experience, and the status "FINISHED" is indicated on the platforms.
- 6.6.2.1.5.1.4. Complete: The Remote experience is considered "Complete" when the EP fills the experience survey sent by the entity. The EP is considered completed when all the 7 standards have been successfully delivered by the Hosting Entity (HE) and the Sending Entity (SE).
- 6.6.2.1.6. The Remote 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 leadership development.
- 6.6.2.2. Criteria to run Remote Experience
 - 6.6.2.2.1. Having conducted legal research on the feasibility and legalities of a fully remote internship in the Hosting country or territory.
 - 6.6.2.2.2. Provide material for Remote standards delivery.
 - 6.6.2.2.3. Having conducted market research for short-term and medium-term remote opportunities.
 - 6.6.2.2.4. For application submissions to run Remote, follow AIESEC International's recent guidelines.
- 6.6.2.3. Remote Principles
 - 6.6.2.3.1. Duration:
 - 6.6.2.3.1.1. The Remote experience should last a minimum of six (6) weeks and a maximum of twenty-six (26) weeks.
 - 6.6.2.3.2. Working Hours:
 - 6.6.2.3.2.1. The working hours of the Remote experience should be agreed upon by the EP and the OP prior to the beginning of the internship.
 - 6.6.2.3.3. AIESEC cannot be the Opportunity Provider (OP) for Remote experiences.
 - 6.6.2.3.3.1. Opportunity Providers for Remote experience should comply with OP Criteria mentioned in section "5.5. Criteria for Opportunity Providers" of this document.
 - 6.6.2.3.3.2. The opportunity provider is the sole responsible for complying with the local policies relating to

employment, labor, or individual contractor standards in the local jurisdiction of the OP, including rules related to overtime and work hours or days.

6.6.2.3.4. Job Description

6.6.2.3.4.1. The Job Description should be project-based.

6.6.2.3.4.2. Clear instructions and tasks should be provided to the EP.

6.6.2.3.5. All Remote experiences need to provide Compensation/Salary to the EPs.

6.6.2.3.5.1. Compensations/Salaries should be clearly stated in the contracts signed by the EP and OP prior to the approval of the EP.

6.6.2.3.6. Any changes to the opportunity benefits (Duration, Working Hours, JD, Salary) should be formalized with written confirmation from EP-OP and with HE and SE in the loop.

6.6.2.3.7. Exchange Participants participating in Remote experience should comply with EP Criteria mentioned in section “5.4. Criteria for Exchange Participants” of this document.

6.6.2.3.7.1. It is the sole responsibility of the EP to apply and comply with local rules relating to labor and tax standards in the local jurisdiction of the EP, including rules related to filing taxes; unless agreed otherwise.

6.6.2.4. Remote Experience Minimums

6.6.2.4.1. Networking Spaces:

6.6.2.4.1.1. Participants should be invited to at least 2 networking events during their experience.

6.6.2.4.1.2. One network event should be hosted by the Sending Entity, and another one should be hosted by the Hosting Entity.

6.6.2.4.1.3. These networking events should comply with the guidelines downscaled by AI.

6.6.2.5. Criteria for Exchange Participants

6.6.2.5.1. All EPs should fulfill the criteria mentioned under clause 5.4 of this document.

6.6.2.5.2. 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.

6.6.2.6. Criteria for Opportunity Providers

6.6.2.6.1. All OPs should fulfill the criteria mentioned under clause 5.5 of this document.

6.6.2.6.2. 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.

6.6.2.6.3. 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.

- 6.6.2.6.4. It is recommended for an OP with this remote feature, to already have experience with remote/virtual work.
- 6.6.2.6.5. A Company/organization does not have the right to apply and experience remote feature if any of the following applies:
 - 6.6.2.6.5.1. 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.
 - 6.6.2.6.5.2. 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).
 - 6.6.2.6.5.3. If it does not align with the AIESEC Code of Ethics and the Global ER Principles.
 - 6.6.2.6.5.4. If it does not meet the requirements to enter into legal agreements with the AIESEC HE.
 - 6.6.2.6.5.5. 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.
- 6.6.2.7. Policies from Approved until Remote
 - 6.6.2.7.1. Introduction
 - 6.6.2.7.1.1. The AIESEC Exchange is considered "Approved" when the EP has the status "APPROVED" on the AIESEC platform.
 - 6.6.2.7.1.2. The AIESEC Exchange is considered "Remote" when the EP starts the internship before travelling to the country/territory of the AIESEC HE.
 - 6.6.2.7.2. Responsibilities of the AIESEC HE include:
 - 6.6.2.7.2.1. 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.
 - 6.6.2.7.2.2. Provide written information to the EP about the duration of the remote period and the starting date of the physical period.
 - 6.6.2.7.2.3. 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.).
 - 6.6.2.7.3. Responsibilities of the AIESEC SE include:
 - 6.6.2.7.3.1. 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.)
- 6.6.2.8. Policies from Remote until Realization
 - 6.6.2.8.1. Introduction
 - 6.6.2.8.1.1. The AIESEC Exchange is considered "Remote"

- when the EP starts the internship before travelling to the country/territory of the AIESEC HE.
- 6.6.2.8.1.2. 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.
- 6.6.2.8.1.3. The period in between the remote part and a physical part should be written in the Opportunity Portal and agreed before approval, this period in between can not exceed 4 weeks from the last day of the remote work and the first day of work in the physical part.
- 6.6.2.8.2. Responsibilities of the OP include:
 - 6.6.2.8.2.1. Fulfill the responsibilities that are mentioned under the Section 6.4 of this document.
 - 6.6.2.8.2.2. Provide a safe and welcoming introduction to the EP about the company and the role before the remote part of the internship starts.
 - 6.6.2.8.2.3. Fulfill the job descriptions and working hours that are agreed with the EP before the approval happened.
 - 6.6.2.8.2.4. Execute the payment for all the time the EP worked for the remote and physical part.
 - 6.6.2.8.2.5. If the EP were not able to be physically realized and they payment was planned to be in bulk once the EP arrived to the Host Country, the OP provider has 30 days to pay the total amount to the EP for the time worked in the remote part, the HE needs to make sure that the EP receives the payment within the 30 days, unless there is any other agreement between the EP, the HE and the OP Provider.
 - 6.6.2.8.2.6. The OP is only liable to pay the EP for the time worked.
- 6.6.2.8.3. Responsibilities of the EP include:
 - 6.6.2.8.3.1. Fulfill the responsibilities that are mentioned under the Section 6.4 of this document.
 - 6.6.2.8.3.2. Fulfill any legal or tax responsibilities that occur due to their remote part of the internship.
 - 6.6.2.8.3.3. Fulfill the job descriptions and working hours that are agreed with the OP before the approval happened.
- 6.6.2.8.4. Responsibilities of the AIESEC HE include:
 - 6.6.2.8.4.1. Fulfill the responsibilities that are mentioned under the Section 6.4 of this document.
 - 6.6.2.8.4.2. 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.
 - 6.6.2.8.4.3. Have monthly review meetings with the EP and the OP to check on the decided realisation date. These meetings should ensure that the
 - 6.6.2.8.4.4. The AIESEC HE is the final responsible to execute the payment to the EP.

- 6.6.2.8.4.5. If the OP can not execute the payment online, the AIESEC HE is the final responsible and must ensure that the EP will receive their payment.
- 6.6.2.8.4.6. If the EP were not able to be physically realized and they payment was planned to be in bulk once the EP arrived to the Host Country, the OP provider has 30 days to pay the total amount to the EP for the time worked in the remote part, the HE needs to make sure that the EP receives the payment within those 30 days, unless there is any other agreement between the EP, the HE and the OP Provider.
- 6.6.2.8.4.7. To facilitate and be aware of EPs general conditions that must include but not limited to workload, salaries, visa , agreements between participants and companies. decided realisation date does not violate the Section 6.4 of this document.
- 6.6.2.8.5. Responsibilities of the AIESEC SE include:
 - 6.6.2.8.5.1. Fulfill the responsibilities that are mentioned under the Section 6.4 of this document.
 - 6.6.2.8.5.2. 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.
 - 6.6.2.8.5.3. To facilitate and be aware of EPs general conditions that must include but not limited to workload, salaries, visa, agreements between participants and companies.
- 6.6.2.9. Cancelling the Remote Duration
 - 6.6.2.9.1. Cancelling the remote duration refers to breaking the "Approved" Status in the platform.
 - 6.6.2.9.2. EXPA will reflect this status as "Remote break"
 - 6.6.2.9.3. 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.
 - 6.6.2.9.4. An EP can request an remote duration cancellation under the following circumstances:
 - 6.6.2.9.4.1. All the conditions that are mentioned under the Section 6.4 of this document.
 - 6.6.2.9.4.2. 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.
 - 6.6.2.9.4.3. 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.
 - 6.6.2.9.4.4. The EP suffers/is harassed by a manager, coworkers or AIESEC members.
 - 6.6.2.9.4.5. The OP does not pay corresponding salary to the EP for two (2) consecutive months after the

remote phase.

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

6.6.2.9.5.1. All the conditions that are mentioned under the Section 6.4 of this document.

6.6.2.9.5.2. 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.

6.6.2.9.5.3. The EP is continuously breaking internal regulations of the organization despite being warned or aware of them.

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

6.6.2.9.6.1. Update the AIESEC HE and explain the situation.

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

6.6.2.9.6.3. 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.

6.6.2.9.6.4. 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.

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

6.6.2.9.7.1. Update the AIESEC SE and explain the situation.

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

6.6.2.9.7.3. 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.

6.6.2.9.7.4. 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).

6.6.2.9.7.4.1. 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.

6.6.2.10. Extension of Remote Duration

6.6.2.10.1. Remote part of the internship can be extended according to the Section 6.6.1 of this document. The remote duration cannot exceed the half of the total duration of the internship unless exceptions mentioned below apply.

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

6.6.2.10.2.1. 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.

- 6.6.2.10.2.2. 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.
- 6.6.2.10.2.3. 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.
- 6.6.2.10.2.4. In case one of the conditions under clause 9.4.2. 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 9.4.2. are no longer valid.
- 6.6.2.10.2.5. If the extension period request, will be equal or exceed in maximum of 60% of the total exchange, it will be automatically consider as remote break, unless the physical duration is also being request to be extended, but following the maximum duration of 78 weeks.
- 6.6.2.10.2.6. As proof of the extension request, the entity will have to submit a copy of the contract, or clause, or annex, showing the expected changes of dates
- 6.6.2.10.3. 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 9.4.2.
- 6.6.2.10.4. Extension Protocol for Partly Remote Experiences
 - 6.6.2.10.4.1. Remote Part
 - 6.6.2.10.4.1.1. 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, also the latest realization starting date needs to be updated on the platform. This communication should include reviewing the validity of the conditions mentioned under clause 6.6.2.
 - 6.6.2.10.4.1.2. If the remote part is extended until the end of the full opportunity duration and the Exchange Participant cannot proceed with the physical part by any reason, this exchange will be considered as "remote break".
 - 6.6.2.10.4.1.3. All proofs should be delivered in English as the official language of the organization, unless both entities agreed on something different.
 - 6.6.2.10.4.1.4. If the responding entity doesn't accept the proofs provided by the claiming entity, it can request other proofs and a deadline to be provided to the responding entity.
 - 6.6.2.10.4.1.5. If there is no agreement between both

parties, then the entities should request ICB for guidance in the particular situation providing all proofs.

6.6.2.10.4.1.6. The claiming entity has a maximum of 5 calendar days before the finalization of the remote part to ask the respondent entity for an extension.

6.6.2.10.4.1.7. To request an extension, the ECB Chair shall submit to ICB < icb@ai.aiesec.org > a formal request, following the latest guideline provided by ICB.

6.6.2.10.4.1.8. Extensions can only be requested if the EP's status on EXPA is still realized. Requests where the EP status is already finished shall be evaluated by the ICB Chair and can be denied.

6.6.2.10.4.2. Physical part

6.6.2.10.4.2.1. In case the physical duration is extended, both the AIESEC SE and AIESEC HE should communicate with the EP and the OP to follow up on the possible finish date. This communication should include reviewing the validity of the conditions mentioned under clause 6.6.2.

6.6.2.10.4.2.2. All proofs should be delivered in english as the official language of the organization, unless both entities agreed on something different.

6.6.2.10.4.2.3. If the responding entity doesn't accept the proofs provided by the claiming entity, it can request other proof and a deadlines to be provided to the responding entity.

6.6.2.10.4.2.4. If there is no agreement between both parties, then the entities should request ICB for guidance in the particular situation providing all proofs.

6.6.2.10.4.2.5. To request an extension, the ECB Chair shall submit to ICB < icb@ai.aiesec.org > a formal request, following the latest guideline provided by ICB.

6.6.2.10.4.2.6. Extensions can only be requested if the EP's status on EXPA is still realized. Requests where the EP status is already finished shall be evaluated by the ICB Chair and can be denied.

6.6.2.11. Finish Remote Realization Earlier

6.6.2.11.1. Definition

6.6.2.11.1.1. Finished Remote Realization Earlier means that the remote part of an AIESEC Exchange terminated earlier than the stipulated dates and the exchange participant either moves forward with the physical part of the exchange or not.

6.6.2.11.1.2. There are two scenarios to proceed with the

request for the finish remote realisation

6.6.2.11.2. Finish Remote Realization Earlier to Start the Physical Part

6.6.2.11.2.1. The Claiming entity can request the finish remote realization earlier to start the physical part of the internship, the only proof that needs to be submitted is a letter of agreement between the EP and OP, where the new dates, salary agreement, logistics explanation should be explain and aligned in advance.

6.6.2.11.2.2. This request can be done, only if the EP had a minimum of three (3) weeks working remotely.

6.6.2.11.2.3. To request this status, the ECB Chair shall submit to ICB <icb@ai.aiesec.org> a formal request, following the latest guideline provided by ICB.

6.6.2.11.3. Finish Remote Realization Earlier definitely

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

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

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

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

6.6.2.11.4.4. Global Talent: 3 months as minimum (including the remote part).

6.6.2.11.4.5. Global Teacher: 3 months as minimum (including the remote part).

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

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

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

6.6.2.11.5.3. 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.

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

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

6.6.2.11.6.2. 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:

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

6.6.2.11.6.4. 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.
- 6.6.2.11.6.5. Global political, economic, health or social crisis, or a declared state of emergency that directly affects the countries and territories involved in the exchange.
- 6.6.2.11.6.6. To request this status, the ECB Chair shall submit to ICB <icb@ai.aiesec.org> a formal request, following the latest guideline provided by ICB.
- 6.6.2.11.7. Responsibilities of Hosting Entity (HE)
 - 6.6.2.11.7.1. To facilitate the process and submit EPs and OPs materials to ICB to request a finish remote realization earlier.
 - 6.6.2.11.7.2. To fulfill the post-experience standards as mentioned on 6.6.1.
- 6.6.2.11.8. Responsibilities of Sending Entity (SE)
 - 6.6.2.11.8.1. To fulfill the post-experience standards as mentioned on 6.6.1.

6.7. Finish Realization Earlier

- 6.7.1. Definition
 - 6.7.1.1. 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 Realisation.
- 6.7.2. The EP and/or OP can request to finish the realization earlier than stated on the AIESEC platform under the following conditions:
 - 6.7.2.1. No violation of the AIESEC Exchange Program Policies were identified prior to the date of requesting an early finish.
 - 6.7.2.2. The EP and the OP must provide a written agreement to the AIESEC HE to officialise the request.
 - 6.7.2.3. The total duration of the exchange needs to comply with the minimums per exchange program:
 - 6.7.2.3.1. Global Talent: 6 weeks as minimum.
 - 6.7.2.3.2. Global Teacher 9 weeks as minimum.
 - 6.7.2.3.3. Global Volunteer: 6 weeks as minimum.
- 6.7.3. An EP can request to finish a Realization earlier under the following circumstances:
 - 6.7.3.1. The EP has an emergency in their family. A proof is required to be submitted to the AIESEC HE.
 - 6.7.3.2. The EP becomes ill and the situation can be dangerous for their health. A proof is required to be submitted to the AIESEC HE.
 - 6.7.3.3. 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.
- 6.7.4. An OP can request to finish a Realization earlier under the following

circumstances:

- 6.7.4.1. The OP declares bankruptcy, or it is sold to a third party that cannot continue with the exchange.
- 6.7.4.2. 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:
 - 6.7.4.2.1. Acts of nature, including fire, flood, earthquake, storm, hurricane, epidemic, pandemic or other natural disaster.
 - 6.7.4.2.2. 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.
 - 6.7.4.2.3. Global political, economic, health or social crisis, or a declared state of emergency that directly affects the countries and territories involved in the exchange.
- 6.7.4.3. To request this status, the ECB Chair shall submit to ICB <icb@ai.aiesec.org> a formal request, following the latest guideline provided by ICB.

6.8. Extension Protocol

- 6.8.1. The EP and the OP can request an extension of the duration of the internship under the following conditions:
 - 6.8.1.1. Global Talent (GTa)
 - 6.8.1.1.1. 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.
 - 6.8.1.1.2. 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.
 - 6.8.1.1.3. 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 of AEPP in order to proceed with the extension request.
 - 6.8.1.2. Global Teacher (GTe)
 - 6.8.1.2.1. 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.
 - 6.8.1.2.2. 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.
 - 6.8.1.3. Global Volunteer (GV)
 - 6.8.1.3.1. Extension fees by the AIESEC HE must be informed to the EP in the expectation setting before their exchange starts.
 - 6.8.1.3.2. 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
 - 6.8.1.4. 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.

6.8.1.5. To request an extension, the ECB Chair shall submit to ICB <icb@ai.aiesec.org> a formal request, following the latest guideline provided by ICB.

6.8.1.5.1. Extensions can only be requested if the EP's status on EXPA is still realized. Requests where the EP status is already finished shall be evaluated by the ICB Chair and can be denied.

6.9. General Complaints and Case Solving Flow

6.9.1. Definition

6.9.1.1. To raise an issue regarding AIESEC Exchange Programs, any party must follow the dispute resolution process in the order outlined in this session.

6.9.1.2. The Dispute resolution process can be requested by any Exchange Participant (EP) or Opportunity Provider (OP), for claims that will be evaluated based on the AIESEC Exchange Program Policies.

6.9.2. Complaint Procedure Steps

6.9.2.1. 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.

6.9.2.2. 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 refuse to proceed with the process.

6.9.2.3. For the case solving process to be considered valid, the Complaining party should always keep a record of proofs of violations and communication, as well as receipts of all expenses.

6.9.2.3.1. AIESEC is not responsible to proceed with reimbursements where the Exchange Participant (EP) or Opportunity Provider (OP) is not able to prove the total amount spent with receipts and or other valid proofs.

6.9.3. AIESEC Local Committee Case Solving Stage - LC to LC

6.9.3.1. The Complaint Procedure Process has three (3) steps, and the order should be respected:

6.9.3.1.1. First Phase

6.9.3.1.1.1. 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.

6.9.3.1.1.2. 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.

6.9.3.1.2. Second Phase

6.9.3.1.2.1. 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.

6.9.3.1.2.2. The Complaint party should accept or reject the proposal within forty-eight (48) hours in a written format.

6.9.3.1.2.3. If the Solution is accepted, the case is closed. Both AIESEC entities are responsible to follow up with the implementation.

6.9.3.1.2.4. If the solution is rejected, the Complaint party can propose another solution for the Response party.

6.9.3.1.3. Third Phase

6.9.3.1.3.1. 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).

6.9.3.1.3.2. 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.

6.9.3.1.4. If no solution is found within 3 days, the case can be raised to the national level, held by the Entity Control Board (ECB).

6.9.3.1.4.1. The Exchange Participant (EP) and the Opportunity Provider (OP) can request the contact of the Entity Control Board of their AIESEC Sending Entity (SE) by contacting the AIESEC Local Chapter.

6.9.4. AIESEC National Case Solving Stage - ECB to ECB

6.9.4.1. Complaining parties can 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, the ECB Chair shall have discretion in accepting or rejecting arbitration of cases where:

6.9.4.1.1. Communication between AIESEC Local Chapters didn't work within one week, especially if the case is urgent.

6.9.4.1.2. The case was raised after one month of the date of the alleged violations.

6.9.4.1.3. The ECB Chair (responding part) can reject to proceed with a case (claiming part) in ECB to ECB level if the date of the violation is longer than 1 year (12 months) than the date received.

6.9.4.2. First Phase

6.9.4.2.1. If the LC stage has met no agreement, the Claiming ECB

- should loop Respondent party ECB in an official email with case current state, proof and claims, and current proposals for resolution. ECBs are responsible to make sure that the LC stage process and times was successfully followed.
- 6.9.4.2.2. Respondent ECB replies within forty-eight (48) hours to analyse the case, go through the proof and also contact the LC against whom the case is filed. The Respondent ECB should provide at least one solution plan.
 - 6.9.4.3. Second Phase
 - 6.9.4.3.1. Complaining ECB to reply to Respondent ECB in the next forty-eight (48) hours with their response after analysing the case and proposal.
 - 6.9.4.3.2. ECB-ECB negotiations may not exceed ninety-six (96) hours. It is only allowed to exceed ninety-six (96) hours in case of extraordinary situations or statutory holidays. The extension should be agreed upon between both ECBs in written format.
 - 6.9.4.3.3. If the parties involved can not reach a mutual agreement by the end of the ECB stage, the claiming entity is advised to bring forth the situation to ICB, to proceed with the Official Case Application Stage, as written below.
 - 6.9.4.4. It is advised that at any stage of the Case solving flow, any party can approach ICB to request a consultancy, to understand the proof validation and have insights in next steps before escalating the case.
 - 6.9.4.5. If the parties were able to find an agreement, the solution should be formalized in the written format for the case to be closed. Both ECBs are responsible to follow up with implementation.
 - 6.9.4.5.1. Once the case is closed and formalized with a written format, it cannot be reopened.
 - 6.9.4.5.2. If the implementation involves financial compensation and the deadlines to proceed with the refund were not followed, the entity who is expecting the payment can raise an Official Case Application to ICB.
 - 6.9.4.5.2.1. In this situation, ICB will only evaluate the proof of the agreement between both entities (date and total amount) and the implementation timeline. If the delay is confirmed, the entity in debt will automatically lose 1 (one) Official Case Application.
 - 6.9.4.5.3. If the implementation involves financial compensation, it is recommended that the total amount of reimbursements be calculated in CAD, USD and or EUR (to be defined by the ECB responsible for the case). The amount will only be based on the receipts provided during the case solution.
 - 6.9.4.5.3.1. If the receipts received are not in CAD, USD, EUR and or are in different currencies, ECB shall transform all of them in an unique currency and use the conversion according to the day, month and year of the receipt to calculate the final amount.
 - 6.9.4.5.4. No expenses should be refunded without receipts.
 - 6.9.4.5.5. If new expenses were able to be proved with receipts after the confirmation of total amount in ECB level, the complaint part will be automatically liable to reimburse the EP and or OP with the amount.

6.9.4.5.6. If no solution is found within 7 days (1 week), the case can be raised to the international level, held by the International Control Board (ICB).

6.9.5. AIESEC International Control Board - Official Case Application (OCA)

6.9.5.1. Any Exchange Participant (EP) and the Opportunity Provider (OP) can contact the International Control Board by sending an email to [<icb@ai.aiesec.org>](mailto:icb@ai.aiesec.org).

6.9.5.2. Official Complaint Case Application

6.9.5.2.1. If an EP and or OP reaches out to ICB and the previous levels were not respected, ICB will redirect the EP and or OP directly to the ECB Chair responsible for the entities involved.

6.9.5.2.2. The parties involved should respond to ICB in a maximum of 48 Hours.

6.9.5.2.3. The Entity/Entities involved should start the investigation into the quality case within 24H of confirming to ICB that they have received the complaint.

6.9.5.2.4. If the EPs complaint goes unprocessed for more than 3 working days after ICB notifying the involved parties, ICB will send a warning email with the ICB Chair, MCP, ECB Chair and MC Responsible.

6.9.5.2.5. If after 2 working days of the warning email there is still no response from the parties involved, ICB will send the Official Complaint Case Application Annex Template to the EP to fill.

6.9.5.2.6. ICB would create a new channel with the Sending Entity and the Hosting Entity to fill the template.

6.9.5.2.7. If the complaint of the EP is against the Sending Entity, ICB will only involve the Sending Entity in the process.

6.9.5.2.8. The Sending Entity would have 3 days to fill the template and send it back to ICB.

6.9.5.2.9. If accepted formally by ICB, the Hosting Entity has 3 days to send an Official Complaint Case Response. If the respondent entity does not reply within 3 days neither ask to extend the deadline, ICB accepts the OCCA as final document where the respondent entity is no longer able to fill it back.

6.9.5.2.10. If any of the involved parties fail to submit their response within the deadline and did not ask for a deadline extension, ICB will give an automatic OCA loss to the party that failed to respect the deadline.

6.9.5.2.11. ICB sends out the solution within five (5) days from the day of ICB confirmation of receiving the final OCCA file by all parties. The day in which ICB solution is sent, counts as the day of "lost case" and as the first day of reimbursement procedures, if it applies.

6.9.5.2.12. If the ICB solution includes financial compensation, the payment timeline for the OCCA is the same as the payment timeline for OCA mentioned in 9.9.5.5.3. in this document.

6.9.5.2.13. The relevant parties are responsible to agree on a payment plan within no longer than one month after the OCCA solution was sent by ICB.

6.9.5.2.14. ICB is not responsible to track any compensation procedures for the EP.

6.9.5.3. A case can only be accepted at an international level if all previous

levels were followed according to the clauses written on this document.

6.9.5.4. After the International Control Board (ICB) confirms the process of the case, a solution should be provided within ten (10) days.

6.9.5.4.1. The International Control Board (ICB) is the last instance of any quality case involving Exchange Participants and or Opportunity Providers in AIESEC exchanges.

6.9.5.5. Official Case Application

6.9.5.5.1. To proceed with the OCA, the complaint entity needs to fill the OCA template, Annex 5: Official Case Application Template to this document. Once the template is filled, the ECB Chair is responsible to make sure all proofs and claims are correct and valid, since they will be submitting an Official Document. The ECB Chair should follow all the procedures in the annex, and submit the case for ICB, preferably already copying the respondent entity on the loop.

6.9.5.5.2. After receiving the email, ICB accepts/rejects the case in a maximum of forty-eight (48) hours.

6.9.5.5.3. ICB can reject a case under the following circumstances:

6.9.5.5.3.1. One or more of the claims are considered invalid. The claims will be considered invalid if:

6.9.5.5.3.1.1. There are zero (0) proofs attached to the OCA.

6.9.5.5.3.1.2. The claim is not supported by any APIP clauses.

6.9.5.5.3.1.3. The claim is unclear and or can have double interpretation.

6.9.5.5.3.1.4. If a case is not considered under the urgent protocol nor the realization is still happening In this case, the customer support team leader or the ICB Chair Will have a mediation consultancy within 48 hours with both entities trying to find a solution. If no solution is found, the OCA process can be followed.

6.9.5.5.3.1.4.1. In this case, the customer support team leader or the ICB Chair Will have a mediation consultancy within 48 hours with both entities trying to find a solution. If no solution is found, the OCA process can be followed.

6.9.5.5.3.2. The claiming part did not use the OCA template, found in the Annex section of this document and or, the template submitted has any unconformity.

6.9.5.5.4. If accepted formally by email, the respondent entity has five (5) days to send an Official Case Response. If the respondent entity does not reply within five (5) days neither ask to extend the DDL, ICB accepts the OCA as final document where the respondent entity is no longer able to fill it back.

6.9.5.5.4.1. In this situation, ICB will evaluate the OCA taking into consideration only the proofs submitted by

the claiming part and both entities still have the chance to win or lose the case.

- 6.9.5.5.4.2. ICB will only give an OCA case lost for the complaint party without the respondent party information if the OCA does not have enough proof to sustain the claims.

6.9.5.6. Official Case Solution

- 6.9.5.6.1. ICB sends out the solution within five (5) days from the day of ICB confirmation of receiving the final OCA file by both parties. The day in which ICB solution is sent, counts as the day of "lost case" and as the first day of reimbursement procedures, if it applies.
- 6.9.5.6.2. ICB will recommend both entities to write and submit one (1) apology letter from each side, if it applies, for the customer involved in the case, to be submitted within five (5) days from resolution.
- 6.9.5.6.3. If the ICB solution involves financial compensation, the entity who lost the case has a maximum of 6 months to pay at least 50% of the total amount for the EP, and a maximum of 12 months to conclude the payment of the total amount.
 - 6.9.5.6.3.1. If at least 50% of payment exceeds 6 months and or the total amount was not paid after 12 months since the ICB solution was sent, the entity in debt will lose automatically 1 more Official Case Application with ICB.
 - 6.9.5.5.3.1.1. ICB is not responsible to track any compensation procedures for EP, but any entity can submit proofs to support the implementation of the clause mentioned in Section 6.8 of this document.
 - 6.9.5.6.3.2. In instances where a decision involving a fine is not paid by the involved parties within the 12 months, AI should automatically pay this sum from its funds and record it as loan for the owning entity in their entity balance.
- 6.9.5.6.4. In this phase, ICB is the final responsible to define the total amount of reimbursements.
 - 6.9.5.6.4.1. The total amount of reimbursements will be calculated in CAD, USD and or EUR (to be defined by the ICB responsible for the OCA). The amount will only be based on the receipts attached to the original OCA.
 - 6.9.5.6.4.2. If the receipts received are not in CAD, USD, EUR and or are in different currencies, ICB will transform all of them in a unique currency and use the conversion according to the day, month and year of the receipt to calculate the final amount.
 - 6.9.5.6.4.3. No receipts will be accepted after the submission of the original OCA, unless it is added in an Official Appealing.
 - 6.9.5.6.4.4. No expenses will be refunded without receipts.
 - 6.9.5.6.4.5. If new expenses were able to be proved with receipts after the solution of the OCA and after

the timeline for Official Appealings, the complaint party will be automatically liable to reimburse the EP and or OP with the amount.

6.9.5.7. Official Appealing

- 6.9.5.7.1. An appeal is a procedure where an Entity can reopen an existing Official Case Solution proposed previously by ICB to change the outcome of the case.
- 6.9.5.7.2. An appeal is not a second chance to win a case, it is only aimed at studying new inputs to the case that might change the final outcome.
- 6.9.5.7.3. An appeal request is valid if:
 - 6.9.5.7.3.1. The appealing entity has met all the OCA deadlines.
 - 6.9.5.7.3.2. The request complies with the proper fulfillment of the Appeal Annex request.
 - 6.9.5.7.3.3. The appeal request is signed by both ECB Chair and MCP of the requesting entity.
- 6.9.5.7.4. An appeal may happen only when a new claim, new proof and or new input that was not submitted, evaluated or mentioned in the Official Case Application.
- 6.9.5.7.5. If your appeal request is rejected, it is counted as an appeal attempt.
- 6.9.5.7.6. An Appeal solution is a final statement, no appeals can happen in response to the appeal solution under any circumstances.
- 6.9.5.7.7. ICB Must approve the appeal request before looking into the case or entities presenting new proofs.
- 6.9.5.7.8. Two appeals can be presented, one per entity, only if the claims appealed on were different.
- 6.9.5.7.9. Appeal Submission Process and Timeline
 - 6.9.5.7.9.1. In the case that ECB of the counter entity or the EP/OP does not agree to the decision made by who filed the case, the party has the right to appeal against the ICB's decision by sending an email containing a leave of appeal within 48 hours of release of such Official Case Solution.
 - 6.9.5.7.9.2. The Official Case Appeal must follow the Official Case Appeal Template (found in the Annex Section of this document) and shall be submitted to ICB <icb@ai.aiesec.org> ccing the ICB Chair <icbchair@ai.aiesec.org> within 72 hours from the time of appeal was sent. In such events, a final appellate committee composed of different ICB members from the first evaluator and ICB Chair will review the case.
 - 6.9.5.7.9.3. ICB has 72 hours to accept or reject the appeal depending on the arguments and proofs provided by the appealing party.
 - 6.9.5.7.9.4. If the appeal is accepted, ICB will inform the relevant counter entity of the appeal by forwarding the Official Appeal Application Package (OAA).
 - 6.9.5.7.9.5. Once the above information is delivered for both ECBs, if needed ICB will email the entities with any

requests for required additional information within 48h after the confirmation of the OAA. All information must be submitted within 72 hours from the date of the email.

6.9.5.5.3.1.1. In case the entity cannot meet this deadline they can ask for additional time (not more than 48 hours) before the deadline by directly submitting such a request to ICB email address <icb@ai.aiesec.org>.

6.9.5.7.9.6. The statement of ICB is the final decision which shall be sent within 1 week after receiving the documentation.

6.9.5.7.9.7. ICB is responsible to define the final amount to be reimbursed if it applies. The timeline for payment follows the same timeline as the OCA (refer to clauses 6.9.5.7.9 to 6.9.5.7.9.5)

6.9.5.7.9.8. The solution for the appeal is a final statement. No appeal will happen on the Appeal solution.

6.9.5.7.9.9. The appeals process is optional, the entity should only request if their case falls under the rules stated on the Appeal Annex of this document.

6.9.5.8. ICB Consultancy

6.9.5.8.1. ICB first reply to be sent within seventy-two (72) hours of receiving the consultancy email. ECB should always open the Consultancy with all the proofs/questions and full background of the case, so ICB can give the most complete response possible.

6.9.5.8.2. The entity that opened/or all the involved ones have the next seventy-two (72) hours to respond to ICB first reply, if doubts or follow ups are needed, depending on the situation.

6.9.5.8.3. ICB has seventy-two (72) hours to respond to the second argument email of an ECB.

6.9.5.8.4. ECBs and ICB have forty-eight (48) hours to respond in all upcoming emails of the case until its completion.

6.9.5.8.4.1. The consultancy will be considered closed when the request part confirms there are no more doubts on the situation evaluated.

6.9.5.8.5. Extraordinary Cases

6.9.5.8.5.1. In case of an emergency or when basic living conditions of an Exchange Participant do not fulfil the standards (as such, but not limited to: lack of accommodation, lack of salary, life in danger), the case can be solved only by ECB Chair and ICB Chair within forty-eight to seventy-two (48 to 72) hours.

6.9.5.5.3.1.1. The ECB Chair of the Complaint entity must submit directly to icbchair@ai.aiesec.org all the evidence in ZIP format and communication tried with the Respondent entity. ICB Chair can mandate the solution, without a right to appeal.

6.9.5.5.3.1.2. If the solution is not implemented by the

responding entity within 72 hours after the solution sent by the ICB Chair, the responding entity will automatically lose an Official Case Application with ICB.

6.9.5.8.5.2. Cases involving Global Partners can be solved with the ICB Chair directly, if requested by the Global Coordinator responsible for the account, within forty-eight to seventy-two (48 to 72) hours.

6.9.5.5.3.1.1. If the solution is not implemented by the responding entity within 72 hours after the solution sent by the ICB Chair, the responding entity will automatically lose an Official Case Application with ICB.

6.9.5.9. Extraordinary Cases (Urgency Protocol);

6.9.5.9.1. In case of an emergency or when basic living conditions of an Exchange Participant do not fulfill the standards (as such, but not limited to life in danger) during the realization, the case can be solved only by ECB Chair and ICB within 72 to 96 hours.

6.9.5.9.1.1. The ECB Chair of the Complaint Entity must submit to icb@ai.aiesec.org all evidence in ZIP format and communication tried with the Respondent Entity. Then ICB will have 24 hours to accept or reject the request for the urgency protocol. If accepted, the respondent part will have 48 hours to inform their position on the case. ICB will then have 24 hours to propose a final solution;

6.9.5.9.1.2. The ICB proposal will be reviewed by the CS responsible for the complain region, the CS team leader and ICB Chair;

6.9.5.9.1.3. If the solution is not implemented by the respondent entity within 72 hours, after the solution was sent by ICB . The entity shall lose an official case automatically.

7. Life-Long Connection (LLC)

7.1. Introduction

- 7.1.1. Life-Long Connection includes all the activities related to the Alumni community. We consider an Alumni of AIESEC to be every person that was part of one of the ELD programs of the organization and voluntarily joins, formally or informally, the Entity's or the Global Alumni community.
- 7.1.2. Each initiative to be considered part of the Life-Long Connection phase must meet the principles defined in this section of the AIESEC Portfolio Internal Policies (APIP).

7.2. General Principles

- 7.2.1. The alumni organizations' initiatives do not harm the brand or image of AIESEC (in accordance to the Blue Book).
- 7.2.2. In case the Alumni association or the AIESEC entity aims to use each other's brand, it needs to be consulted and approved. The AIESEC entity must ensure it is aligned and accepted by the Blue Book guidelines.
- 7.2.3. The activities, programs and products of the Life-Long Connection phase must be strongly and evidently tied to the three (3) focuses of the Alumni associations:
 - 7.2.3.1. Alumni to AIESEC: Are alumni to AIESEC Programs those activities or initiatives that have as primary objective to support the activities of the Local, National, Regional or Global community of AIESEC.
 - 7.2.3.2. Alumni to Alumni: Are alumni to Alumni programs those activities or initiatives that have as primary objective to put in contact and help the members of the Alumni Community.
 - 7.2.3.3. Alumni to the World: Are Alumni to the World programs those activities or initiatives that have as primary objective to create or support initiatives that have a tangible positive impact in the world.
- 7.2.4. The activities, programs and products of the Life-Long Connection phase must be coherent with the principles and values of the organization reflected on the AIESEC Way.
- 7.2.5. The National Entity must report through the SOGA survey the initiatives being done with the required specifications and information needed. This information will be shared with AIESEC Alumni International to continue collaborating in the different projects.
- 7.2.6. The ECBs and ICB, as control bodies of the organization, are allowed to require and review the activities present in the Life-Long Connection phase in order to guarantee transparency and reduce the risks for both parties.
 - 7.2.6.1. In case of disagreement between different bodies of the organization on the conceptualization, execution, validation, coherence, applicability or other discrepancies of a Life-Long Connection phase activity, the entities would be required to communicate with the responsible of Alumni Relations on AIESEC International to try to get to reach an agreement.
 - 7.2.6.2. In case of no agreement, ICB, acting as the governing body of the organization and responsible for ensuring customer centricity in our processes, has the final say in the discussion and way forward of the disagreement.

8. Governance System

8.1. Introduction

8.1.1. Governance

8.1.1.1. The Governance system of the AIESEC Portfolio Internal Policies outlines the processes and practices through which different bodies of AIESEC will ensure compliance to the policies, as well as deal with cases that arise.

8.1.1.2. The International Control Board remains the final body responsible for ensuring the governance system of the AIESEC Portfolio Internal Policies is implemented in all AIESEC entities and bodies.

8.1.2. ICB and ECB make decision based on the applicable documents which include:

8.1.2.1. AIESEC Portfolio Internal Policies (APIP)

8.1.2.2. AIESEC Exchange Program Policies (AEPP)

8.1.2.3. The Code of Ethics

8.1.3. Objective of Compliance to the APIP

8.1.3.1. Ensure that AIESEC delivers leadership experiences.

8.1.3.2. Ensure that AIESEC works customer centric.

8.1.3.3. Mitigate risks that could harm the customer and the entity.

8.1.4. Independence of the Boards

8.1.4.1. ICB is an Independent Board.

8.1.4.2. ECB is an Independent Board and not an Entity Support System (EST/NST).

8.2. International Control Board (ICB)

8.2.1. Definition of ICB

8.2.1.1. The purpose of ICB is to support the governance of the AIESEC Portfolio and ensure customer centricity, by guaranteeing operational and ethical compliance in every AIESEC activity.

8.2.1.2. ICB has the final decision-making power on all cases pertaining to the APIP and AEPP.

8.2.2. Structure of ICB

8.2.2.1. The ICB shall consist of a chair and at minimum of 3 Team Leaders.

8.2.2.2. All team leaders' positions and chairs should be held as full time positions, with a duration of 12 months.

8.2.2.3. The ICB Chair profile should be a former MCP, MC, or ICB Member.

8.2.2.4. The Team Leader profiles should be former MCPs, MCs, ICB members or ECB Chairs.

8.2.2.5. The number of team members, structure and term duration inside the ICB team are defined by the Chair.

8.2.2.6. The Team Members profile must respect the following criteria:

8.2.2.6.1. The team member profile for the Board development area should be, but is not restricted to, former ECB Chairs and MC ECB Responsibles.

8.2.2.6.2. The Team Member profile for Case Solving and Auditing cannot have a current ECB Chair role.

8.2.2.7. All ICB Members and Team Leaders of ICB must have an endorsement from their home entities, requested during the selection process.

8.2.3. Responsibilities of ICB

- 8.2.3.1. Review the APIP and AEPP twice a year, before IC and IPM respectively and keep the network accountable to respecting them.
- 8.2.3.2. Conduct physical or virtual audits to AIESEC entities in order to ensure all operations are run in accordance with the APIP.
- 8.2.3.3. Manage and track the fulfilment of the role and responsibilities of ECB Chairs.
- 8.2.3.4. Downscale an ICB Survey quarterly to the ECB Chairs, including questions related to ECB roles & responsibilities and the section “3.2. ECB Responsibilities” of the compliance matrix.
- 8.2.3.5. Provide findings to the Global Plenary based on the output from ICB Survey.
- 8.2.3.6. Support ECBs across all AIESEC entities through:
 - 8.2.3.6.1. Offering consultancy upon request on the interpretation of APIP and AEPP to all ICB internal and external stakeholders, risks mitigation, quality of operations and internal process audit.
 - 8.2.3.6.2. Deliver an Education Cycle, including but not limited to virtual conferences, physical summits, commission calls and consultancies.
 - 8.2.3.6.3. Support ECBs to establish and perform audits at the local level.
 - 8.2.3.6.4. Manage and update the ECB Development Index, as well as track ECBs performance in order to offer personalised support.
 - 8.2.3.6.5. Serve as the final appealing body for the ECBs decisions and solve cases regarding quality of exchange products.
 - 8.2.3.6.6. Serve as the final responsible body for defining the reimbursement amount and/or follow up procedures of the ICB Case Solutions.
 - 8.2.3.6.6.1. The ICB Chair can adapt the Case Solving Flow and the Compensation Table for better implementation and effectiveness of the resolutions according to the urgency or risk involved in the case.
- 8.2.3.7. The ICB Chair is required to:
 - 8.2.3.7.1. Represent the Global Board in all ILMs, physically or virtually and report the progress of the board including but not limited to: consultancies offered, cases solved, audits conducted, Entity Control Boards established and the financial state of the ICB Fund.
 - 8.2.3.7.2. Track and report to MSC the status of entities regarding the Exchange Performance criteria stated in Global Compendium.
 - 8.2.3.7.3. Provide recommendations on special cases which are not outlined in the APIP, AEPP, or the Code of Ethics and ensure AIESEC entities take appropriate steps in resolving them.
 - 8.2.3.7.4. Provide quarterly reports to the Global Plenary which include but are not limited to: consultancies offered, cases solved, audits conducted, Entity Control Boards established, financial state of the ICB Fund.

8.3. Entity Control Boards (ECB)

8.3.1. Definition of ECB

- 8.3.1.1. ECB is the last decision-making body on national level in regards to APIP and AEPP. An independent board, working directly with its MC, LCs, and ICB, to ensure that every customer & stakeholder experience complies with ethical and operational standards.
- 8.3.1.2. The purpose of ECB is to support the governance of AIESEC portfolio and ensure customer centricity, by guaranteeing operational and ethical compliance in every AIESEC activity.

8.3.2. Structure of ECB

- 8.3.2.1. Every entity must have established an Entity Control Board.
- 8.3.2.2. Every entity must have an ECB Chair.
- 8.3.2.3. Every entity must have a MC ECB Responsible.

8.3.3. Responsibilities of ECB

- 8.3.3.1. Provide quarterly reports to the AIESEC entity's plenary with recommendations on ethical issues related to operations as well as brief updates on activities of the body including but not limited to consultancies offered, cases solved, audits conducted and its results.
- 8.3.3.2. Provide support to the AIESEC entity plenary through:
 - 8.3.3.2.1. Offering consultancy upon request on the interpretation of AIESEC Portfolio Internal Policies (APIP) and AIESEC Exchange Program Policies (AEPP) to all local committees and Exchange Participants.
 - 8.3.3.2.2. Delivering an education cycle about the APIP.
- 8.3.3.3. The ECB Chair is required to:
 - 8.3.3.3.1. To be registered with the ICB CRM, with updated contact information, also to create, sign and submit the ECB Establishment Letter.
 - 8.3.3.3.2. Represent the ECB in harassment committees during cases involving exchange participants, if needed.
 - 8.3.3.3.3. Represent the board in national legislation meetings by reporting the progress of the board and contributing to discussions related to the purpose of ECB.
 - 8.3.3.3.4. Fill ICB Survey quarterly, to be downscaled by ICB.
 - 8.3.3.3.5. To Report on the ECBs Planning and Achievements Semesterly.
- 8.3.3.4. The MC ECB Responsible is required to:
 - 8.3.3.4.1. Represent the ECB in MC Meetings, if the ECB is not attending.
 - 8.3.3.4.2. Ensure that the ECB is being valued and receive all the resources need to execute the JD in the entity.
 - 8.3.3.4.3. If there is no Chair Elected, take on all Responsibilities of the ECB.

8.3.4. Selection of ECB

8.3.4.1. ECB Chair Selection

- 8.3.4.1.1. The MCP is responsible to present the ECB chair for the National Plenary using its internal communication tools, for the Global plenary, by updating any internal contact list in place and directly to the ICB chair email. The same applies

- for cases in which the Chair has been changed due to resignation and/or dismissal.
 - 8.3.4.1.2. The Selection process should be conducted by the current ECB Chair with participation of 1 MC representative, and it is recommended to have at least 1 LCP and 1 ICB Representative. Voting distribution should be defined between the selection committee.
 - 8.3.4.1.3. It is recommended that the National Plenary participates in part of the process, or at least ratifies the ECB Chair selected in any Legislative meeting taking place before the term starts.
 - 8.3.4.1.4. An ECB Chair can either have a six months term or 12 months term
 - 8.3.4.1.4.1. Starting month for 6 months terms shall be February and August (Applicable from IC 2024)
 - 8.3.4.1.4.2. Starting month for 12 months shall be in August (Applicable from IC 2024)
 - 8.3.4.1.5. The current ECB Chair has their title and responsibility until the term is over unless there is not an ECB Chair elected. In that case, the person continues in the position until the new ECB Chair is elected.
- 8.3.4.2. ECB Members Selection
 - 8.3.4.2.1. The selection shall be conducted by the ECB Chair and at least one MC member, LCP or ICB representative, where they give recommendations regarding candidates, while the ECB Chair takes the final decision.
 - 8.3.4.2.2. The profile of team members shall include current and or former AIESEC members.
 - 8.3.4.2.3. ICB recommends all ECB Members involved in auditing and case solving to not have a second AIESEC role.
- 8.3.5. Resignation of ECB
 - 8.3.5.1. Every resignation must be formalised by email to:
 - 8.3.5.1.1. For members resignation: current ECB Chair and the MC Responsible.
 - 8.3.5.1.2. For chairs resignation: current MCP, MC Responsible, ICB TL Board Development and ICB Chair.
 - 8.3.5.2. 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.
 - 8.3.5.3. If the chair resigns, the MC shall select an interim chair from within ECB membership (ECB Chair criteria) and/or an application shall be reopened. Until the Interim Chair is Selected, the MC ECB Responsible needs to conduct the ECB Chair Responsibilities.
 - 8.3.5.4. The MCP is responsible to present the entity new chair for the National Plenary using its internal communication tools, for the Global National Plenary using its internal communication tools, for the Global plenary, by updating any internal contact list in place and directly to the ICB chair email.
- 8.3.6. Dismissal of ECB
 - 8.3.6.1. The dismissal of an ECB Chair can only be processed under an agreement between the MCP of the entity and the ICB Chair in

mandate.

- 8.3.6.1.1. Both ICB Chair and MCP need to agree with the dismissal, based on the proofs analysed.
- 8.3.6.1.2. If the ICB Chair and MCP cannot reach an agreement related to the dismissal of the ECB Chair, the final responsible to evaluate the case and confirm the dismissal is the Global Ethics Subcommittee Chair.
- 8.3.6.1.3. Every dismissal must be formalised by email with the ECB Chair, ICB Chair, ICB Board Development Team Leader, MC ECB Responsible and MCP on copy.
- 8.3.6.1.4. MCP, ICB and ECB chair must be aware of the dismissal before the official email.
- 8.3.6.1.5. The email should include at least:
 - 8.3.6.1.5.1. Reasons for dismissal, based on the articles of APIP.
 - 8.3.6.1.5.2. Timeline of selection process for the next ECB Chair.
 - 8.3.6.1.5.3. Name and contact of the ECB Chair interim.
- 8.3.6.2. The ECB Chair can be dismissed by MCP and the ICB Chair under the following circumstances:
 - 8.3.6.2.1. Use of any tool, account or platform of ECB or MC for local entity benefit (proof required).
 - 8.3.6.2.2. Leak of any customer personal details (proof required).
 - 8.3.6.2.3. Act in the name of any ICB member (proof required).
 - 8.3.6.2.4. Falsifying proofs for a quality case at any level (proof required).
 - 8.3.6.2.5. Withholding proofs related to a quality case to benefit any entity (proof required).
 - 8.3.6.2.6. Falsifying document and/or results during audit processes (proof required).
 - 8.3.6.2.7. Not reporting violations based on the compliance matrix, previously identified during an audit process.
 - 8.3.6.2.8. By receiving 3 strikes from the ICB strike system in a same mandate/term.

8.4. Audit & Compliance (AC)

8.4.1. Introduction

- 8.4.1.1. Audit & Compliance is responsible to conduct compliance audits to ensure that the APIP policies are being followed.
- 8.4.1.2. The Compliance Audit has the following objectives:
 - 8.4.1.2.1. Ensure AIESEC is proactive and acts in the best intention to protect its customers and stakeholders.
 - 8.4.1.2.2. Ensure that AIESEC entities are fair and aligned with the APIP.
 - 8.4.1.2.3. Reduce the level of risk associated with the APIP.
- 8.4.1.3. The Compliance to the APIP can be identified through:
 - 8.4.1.3.1. ICB Audit System
 - 8.4.1.3.2. ECB Audit System
 - 8.4.1.3.3. OP or EP Complaint Received
 - 8.4.1.3.4. Whistleblowing
 - 8.4.1.3.5. Surveys including but not limited to SOGA, GFB and ICB

Survey

8.4.2. Compliance Matrix

- 8.4.2.1. The Compliance Matrix is an Annex of the APIP that supports the identification of Violations of the AIESEC Portfolio Internal Policies.
- 8.4.2.2. For each policy, there should be at least one violation associated.
- 8.4.2.3. Refer to the Annex Section for the Compliance Matrix including the Criterias, Violations and Sanctions.

8.4.3. Audit Systems

8.4.3.1. Introduction

- 8.4.3.1.1. The audit system is an internal mandatory process in order to ensure all operations are run in accordance with the APIP and Code of Ethics.
- 8.4.3.1.2. The audit can be performed virtually and or physically.
- 8.4.3.1.3. The type of audits can include and are not limited to:
 - 8.4.3.1.3.1. Interviews, surveys (forms) or a simple email conversation with local and national AIESEC representatives.
 - 8.4.3.1.3.2. Interviews or a simple email conversation with Exchange Participants, Hosts or Opportunities Provider.
 - 8.4.3.1.3.3. Documents check, including but not limited to: contracts, visa, health insurance, flight tickets and event agenda.
 - 8.4.3.1.3.4. Accommodation and or workplace visits.

8.4.3.2. ECB Audit

- 8.4.3.2.1. The ECB audits on National Level.
- 8.4.3.2.2. The ECB Chair is responsible for the ECB Audit System. If the entity is searching for an ECB Chair, the Responsible is the MC ECB Responsible.
- 8.4.3.2.3. The ECB Audit System is created by the ECB Chair, but must follow the Minimums, which include:
 - 8.4.3.2.3.1. The ECB Audit must allow the identification of all violations stated in the section “3.3. ELD” of the compliance matrix.
 - 8.4.3.2.3.2. The ECB Audit must be performed by the ECB. If there is no ECB in place, the MC is responsible to perform the audit.
 - 8.4.3.2.3.3. The ECB Audit must be performed every quarter. ICB recommends the ECB Audit to be performed every month.
 - 8.4.3.2.3.4. The ECB Chair must define a clear criteria to pass for the ECB Audit.
 - 8.4.3.2.3.5. The ECB must define and apply sanctions if the criteria to pass is not met.
 - 8.4.3.2.3.6. The ECB Chair must report the ECB audit results every quarter in a formal way, sent to the LCPs and MC.
 - 8.4.3.2.3.7. The ECB must create an education booklet about the ECB Audit System for the LCs which must be updated once there is a change in the ECB Audit

- System.
- 8.4.3.2.3.8. All entities need to legislate their ECB Audit System Minimums in their national compendium until IPM 2024.
- 8.4.3.2.3.9. The ECB Audit System should be reviewed and updated every semester.
- 8.4.3.2.3.10. It is recommended to take into consideration the suggestions from ICB.
- 8.4.3.2.4. ECB Audit Report
 - 8.4.3.2.4.1. The ECB Chair must report the quarter audit results to ICB until:
 - 8.4.3.2.4.1.1. Quarter 1 (Jan-Mar): until 21st of April.
 - 8.4.3.2.4.1.2. Quarter 2 (Apr-Jun): until 21st of July.
 - 8.4.3.2.4.1.3. Quarter 3 (Jul-Sep): until 21st of October.
 - 8.4.3.2.4.1.4. Quarter 4 (Oct-Dec): until 21st of January
 - 8.4.3.2.4.2. The report must follow the guideline downscaled by the ICB Audit & Compliance team.
- 8.4.3.3. ICB Audit
 - 8.4.3.3.1. The ICB audits on International Level.
 - 8.4.3.3.2. Proofs will only be accepted in English. If the document is delivered in another language, it will be considered not delivered.
 - 8.4.3.3.3. ICB Audit Check
 - 8.4.3.3.3.1. The ICB Audit Check is a mandatory process that must be executed on a semester basis. The audits will be carried out in March and September.
 - 8.4.3.3.3.2. The ICB Audit Check audits all violations stated in the section "3.1. MC Responsibilities, 3.4. EwA and 3.5. LLC" of the compliance matrix of each Entity.
 - 8.4.3.3.3.3. All entities will have a minimum of 21 days to submit the proofs for ICB.
 - 8.4.3.3.3.4. ICB will have a maximum of 21 days to evaluate all proofs submitted.
 - 8.4.3.3.3.5. All entities will receive an individual report of their submission including but not limited to the result of their submission and feedback from the auditor.
 - 8.4.3.3.3.6. Entities need to submit and pass 100% of the Documents. If not, following Sanctions will be applied:
 - 8.4.3.3.3.6.1. For Violations Level of Severity 5 and 4 - if not solved within 1 month, all operations will be freeze until the issue is resolved but no more than 2 weeks after the official audit ended.
 - 8.4.3.3.3.6.2. For Violations Level of Severity 3, 2 and 1 - if not solved within 1 month, entities will receive a written warning.
 - 8.4.3.3.3.7. All entities will receive their final results in their individual report, containing all violations that were identified and an action plan to follow.
 - 8.4.3.3.3.8. If an entity doesn't pass the audit and achieve below 50% of documents passed, they will receive

- a mandate to report in the next legislation about the next steps.
 - 8.4.3.3.3.9. The ICB Chair together with the Team Leader of Audit & Compliance will downscale at the end of the audit the result to the global plenary, announcing the entities that are liable to apply sanctions.
 - 8.4.3.3.4. Violation Detection Audit
 - 8.4.3.3.4.1. The Violation Detection Audit is an Audit System that is put in place if an internal or external violation is detected involving EPs.
 - 8.4.3.3.4.2. It is an extension to the Whistleblow Protocol.
 - 8.4.3.3.4.3. The Process includes:
 - 8.4.3.3.4.3.1. Stage 1: A Violation is Detected and ICB is Informed.
 - 8.4.3.3.4.3.2. Stage 2: ICB analyses the Evidence and sends E-Mail to the Entity involved.
 - 8.4.3.3.4.3.3. Stage 3: Entity responds and presents their Case.
 - 8.4.3.3.4.3.4. Stage 4: ICB analyses the Evidence and conducts a Call with the Entity.
 - 8.4.3.3.4.3.5. Stage 5: Sanctions are Applied, if necessary.
 - 8.4.3.3.4.4. The Sanctions vary depending on the severity Level of the Violation, but include:
 - 8.4.3.3.4.4.1. Action Plan created by ICB. (Level 1-5).
 - 8.4.3.3.4.4.2. Attending an ICB Education Session. (Level 1-5).
 - 8.4.3.3.4.4.3. Delivering an Education Session. (Level 1-5).
 - 8.4.3.3.4.4.4. Long-Term Action Plan. (Level 1-5).
 - 8.4.3.3.4.4.5. Freezing Operations of the Entity/ LC (Level 4 & 5).
 - 8.4.3.3.4.4.6. Dismissal of the ECB Chair. (Level 4 & 5)
 - 8.4.3.3.4.5. If the Sanction is not Completed or Followed Properly, the Entity will be Faced with getting their Operation Frozen.
 - 8.4.3.3.5. The ICB Chair must report to the Global Plenary the result of the audit in each IC and IPM. The report must include but not be limited to the number of entities audited, a description of the process, violations identified, sanctions applied and educational next steps taken.

8.5. Board Development (BD)

- 8.5.1. Board Development is Responsible for the Development of the Board.
- 8.5.2. Each Entity is provided an ICB Board Development Coach.
- 8.5.3. All ECBs are recommended to attend all of the Touchpoints provided by ICB or submit the Justification Form downscaled by BD.
- 8.5.4. All entities need to fill out the ICB Survey that is downscaled by ICB every Quarter.
- 8.5.5. All AIESEC Members need to be Educated on the APIP.

- 8.5.5.1. All AIESEC Members need to be educated on the APIP in the first month after joining AIESEC.
- 8.5.5.2. All MCPs and LCPs need to be educated on the APIP at the start of their term.
- 8.5.5.3. The Education needs to include but is not limited to the
 - 8.5.5.3.1. APIP Structure
 - 8.5.5.3.2. Exchange Standards
 - 8.5.5.3.3. Customer Flow
 - 8.5.5.3.4. Case Solving Flow
 - 8.5.5.3.5. Programme Minimums
 - 8.5.5.3.6. Responsibilities of OP and EP
 - 8.5.5.3.7. Responsibilities of the Sending and Hosting Entity
 - 8.5.5.3.8. Risk, Health and Safety Management Plan
- 8.5.5.4. The MC in cooperation with the ECB needs to create an APIP Education Plan for the Membership.
 - 8.5.5.4.1. The Education Plan needs to be created at the beginning of every Semester (January and July).
 - 8.5.5.4.2. The Education Plan should include the Date of the Education, Topics to be Delivered and the Objective of each Topic.
- 8.5.5.5. The Education needs to be Delivered through a Medium that can track the Progress of the Members and ensure that the Member is Educated on the Material. The Medium can include but is not limited to:
 - 8.5.5.5.1. Delivering a Session
 - 8.5.5.5.2. Completing Quizzes
 - 8.5.5.5.3. Providing Workshops
- 8.5.5.6. After every IPM and IC Legislation the Members need to be educated on the Changes done in the APIP.

8.6. Customer Support (CS)

- 8.6.1. Customer Support is responsible to handle all requests from the entities related to the case solving flow and management of expa statuses.
- 8.6.2. The CS Minimums include:
 - 8.6.2.1. Customer Support Requests performed by the ECB Team.
 - 8.6.2.2. Have a Tracking System for all EPs and Exchange Data.
 - 8.6.2.3. Fill a Report of Main KPIs Results of CS Processes.
 - 8.6.2.4. Create a Storage System of Quality Cases.
 - 8.6.2.5. Recommended: Use a platform/CS system in order to provide better support regarding ECB processes to their network.
 - 8.6.2.6. Recommended: Use an internal website/platform to track break requests.
 - 8.6.2.7. Recommended: Customer satisfaction created by ECBs.
 - 8.6.2.8. Recommended: Create a template/dashboard for reporting to LCs and MC.
 - 8.6.2.9. Recommended: Deliver an educational booklet for LCs/MCs related to APIP & AEPP, CS Processes and CS Requests.
- 8.6.3. Case Management
 - 8.6.3.1. All cases reported to the Entity Control Board must follow the procedures outlined in the complaints and case solving flow section of the APIP.

- 8.6.3.2. ECBs are Responsible to manage all Consultancy Requests from their entity related to Exchanges and APiP Policies.
- 8.6.4. EXPA Management
 - 8.6.4.1. ECBs are Responsible to manage Break Requests from their entity.
 - 8.6.4.2. ECBs are Responsible to manage Extension Requests from their entity.
 - 8.6.4.3. ECBs are Responsible to manage Finish-Early Requests from their entity.
 - 8.6.4.4. ECBs are Responsible to manage EXPA Change Requests from their entity.