

IVY POLICIES

Communication and Compliance



Co-funded by
the European Union



AEBR – AGEG – ARFE



Internal communication, reporting and evaluation mechanisms

Each volunteering experience is unique and deserves to be a positive one for both the volunteer and the host organisation.

To enable everyone to feel safe and confident throughout the activity, we encourage open communication and transparency between all the actors involved: the volunteers and mentors, as well as AEBR's IVY team and, when relevant, colleagues of the European Commission.

To achieve open communication and transparency, AEBR's team stays in regular contact with volunteers and mentors during the experience.

Beyond emails, we also have an individual call around the first half of the deployment with each volunteer to hear about their experience, and ask both volunteer and mentor to fill in a report at the end of the volunteering period.

The reports allow us to understand if each experience is in line with the initiative's objectives, as well as to evaluate them and collect information about the volunteering programme.

If we see that a participant is not happy or that the experience is not going as expected, we will contact the other parties and look for a solution together to improve the situation.

Volunteers and host organisations must sign the “Confirmation of Volunteering Experience”, Annex VII to the IVY Agreement, Annex VII to the IVY Agreement. The document serves as final confirmation of the completed mission and must be properly filled in and signed by the volunteer and the host organization within 14 days after the end of the volunteering experience.





Consequences for non-compliance

Violations of the policies will be addressed, holding participants accountable for their actions in case of misuse, while safeguarding respect for the principles and rules set out to make the programme a safe environment for each participant.

Volunteers and mentors are invited to report any instances of violations by contacting AEBR's IVY team at ivy@aebr.eu.

AEBR's team will investigate all reports of violations promptly and thoroughly, gathering all relevant information. Based on this first appraisal, AEBR will assess what the consequences will be.

THE FOLLOWING CONSEQUENCES FOR NON-COMPLIANCE ARE FORESEEN IF VIOLATIONS OCCUR

- Warning: AEBR's team will contact the party who has committed the violation and encourage them to take corrective action immediately.
- Suspension from the volunteering programme: if the violation has caused damages to others, AEBR's team will consider applying a suspension from the volunteering programme to implement corrective actions.
- Termination of involvement in the volunteering programme: should the corrective actions not be enough and the violation persists, AEBR will terminate the volunteering activity, with interruption of the agreement. The financial support will be stopped and recalculated on the basis of the actual duration of the mobility period, taking into consideration the new end date.

In the case of violations from a mentor or host organisation, AEBR will consider suspending future participation of the host organisation.

Volunteers and mentors have the right to appeal any sanctions that are imposed. Appeals will be reviewed by an independent arbitrator.





Internal communication, reporting and evaluation mechanisms

Each volunteering experience is unique and deserves to be a positive one for both the volunteer and the host organisation.

To enable everyone to feel safe and confident throughout the activity, we encourage open communication and transparency between all the actors involved: the volunteers and mentors, as well as AEBR's IVY team and, when relevant, colleagues of the European Commission.

To achieve open communication and transparency, AEBR's team stays in regular contact with volunteers and mentors during the experience.

Beyond emails, we also have an individual call around the first half of the deployment with each volunteer to hear about their experience, and ask both volunteer and mentor to fill in a report at the end of the volunteering period.

The reports allow us to understand if each experience is in line with the initiative's objectives, as well as to evaluate them and collect information about the volunteering programme.

If we see that a participant is not happy or that the experience is not going as expected, we will contact the other parties and look for a solution together to improve the situation.





Consequences for non-compliance

Violations of the policies will be addressed, holding participants accountable for their actions in case of misuse, while safeguarding respect for the principles and rules set out to make the programme a safe environment for each participant.

Volunteers and mentors are invited to report any instances of violations by contacting AEBR's IVY team at ivy@aebr.eu.

AEBR's team will investigate all reports of violations promptly and thoroughly, gathering all relevant information. Based on this first appraisal, AEBR will assess what the consequences will be.

THE FOLLOWING CONSEQUENCES FOR NON-COMPLIANCE ARE FORESEEN IF VIOLATIONS OCCUR

- Warning: AEBR's team will contact the party who has committed the violation and encourage them to take corrective action immediately.
- Suspension from the volunteering programme: if the violation has caused damages to others, AEBR's team will consider applying a suspension from the volunteering programme to implement corrective actions.
- Termination of involvement in the volunteering programme: should the corrective actions not be enough and the violation persists, AEBR will terminate the volunteering activity, with interruption of the agreement. The financial support will be stopped and recalculated on the basis of the actual duration of the mobility period, taking into consideration the new end date.

In the case of violations from a mentor or host organisation, AEBR will consider suspending future participation of the host organisation.

Volunteers and mentors have the right to appeal any sanctions that are imposed. Appeals will be reviewed by an independent arbitrator.





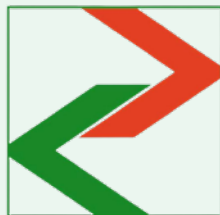
AEBR contacts

For all questions related to IVY email
the IVY team at ivy@aebr.eu,
or call +49 1764 20 90 666.





**Co-funded by
the European Union**



AEBR – AGEG – ARFE