

6. Risk Management Protocol

First Name _____ Last Name _____

Email Address _____ Phone Number _____

Permanent Street Address _____

City _____ State _____ Zip Code _____

The formulation of the policy has been informed by both international & local experiences & secondary research regarding study abroad and international development.

The Purpose of this Policy

Star Service & Study Abroad participants and staff recognize that the nature of our activities and the environment in which we operate expose us, our partners, and local communities to risk. Risks are uncertain future events that occur in many ways and have the potential to impact or harm people, communities, stakeholders, reputations, finances, operations and the success of our organization. Risks by their nature can be avoided, managed to acceptable levels, and be responded to ethically and responsibly. Risk, uncertainty, and change exist for every organization. We can be better prepared and reduce the likelihood of harm to SSSA staff, participants with SSSA, partner organizations, and local communities through risk management. We will effectively manage risk to ensure that our objectives, goals and purpose are achieved. This Risk Management Policy provides the framework for how we manage our strategic and operational risks.

Organizations and Community Risk Management

We comply with international expectations for responsible, ethical, and do no harm practices. Participants in this program will be held accountable and responsible for their actions with organizations and communities. The directors of this program will maintain checks and performance measures to ensure participants engage with partner organizations, and community members with attention to the potential risks. SSSA takes the safety of the communities and community partners we work with very seriously.

It is crucial for SSSA to continue building good relationships with stakeholders, community partners and local businesses. It is of extreme importance to protect the people we work with in communities and with our partners from our social, physical, economic, cultural, and political presence. It is important to observe and listen and do no harm in any foreseeable way.

We are in other people's work spaces, communities, and businesses. The work that you may engage in is considered community organizing, community development, economic development, social justice work, and human rights advocacy and social change. All facets of this work are a process, a process best led at the local level. Therefore, we, Star Service & Study Abroad, do not design or implement our own projects rather we contribute to existing initiatives led by local leaders.

Student Risk Management

SSSA takes the safety of participating students very seriously. Students may request individual meetings, submit anonymous letters to our physical "comment box", and should report any problems or concerns in person and/or in writing. The directors of SSSA conduct weekly check-ins with community partners as well as debriefs each Friday with participating students. One-on-one meetings between SSSA directors and students are also held on a regular basis and may become more frequent especially if there are any concerns, problems, or questions.

We engage with our stakeholders and use our knowledge and understanding to identify our risks. We determine the level of risk for our organization by considering the probability and impact and our purposes and objectives. Ownership of risks and how they will be managed is assigned to the directors to provide assurance to our stakeholders. We communicate and consult with our stakeholders on our approach to risk management. We survey students before and after their participation in the SSSA program with periodic evaluations. We survey stakeholders before, during and after the program to evaluate our work and risk management.

All facets of the work we will see and be a part of is designed and facilitated by local partners. We have the opportunity to learn and participate in various aspects of programs designed by local partners and community members. Your ideas and questions are welcome, but compliance and implementation of your ideas is not guaranteed and respect and courtesy are expected at all times.

By signing this document, I have read, understand, and agree to the terms above.

Signature _____ Date _____