

The value proposition of IDEX volunteering

Dear Partner,

We are sharing with you this short list of values and benefits that we offer in our programs to your volunteers and to you, our partner.

This list of the value our volunteers and partners get is to put a perspective on what all a volunteer gets on our programs - visible to the eye as well as the value that can not be directly seen. Some of the things that we do ensure that our partners' valuable time is saved from dealing with complaints and other such issues.

Value for our volunteers :

1. **Peace of mind** – once a volunteer arrives in one of our destinations, we take care of all the essentials. This is very important for the his/her peace of mind, and for those who worry about them when they travel.
2. **On-site assistance** – instead of leaving the volunteers at their project and giving them a number to call, we are with them, always, to make sure that they are well and that they are supported instantly for whatever they need.
3. **Travel assistance** –they can travel with us during the weekends or we can assist them in organizing their travels independently.
4. **Home base** – The volunteers will stay with us at one of our home bases. There will be other volunteers from the world over, to work with, make friends and basically have a good time.
5. **Daily transport** – we will bring them from their home base to projects and back, every day, so that they can commute safely.
6. **Food** – we will provide them safe, (somewhat) multi-cuisine, nutritious and hygienic meals. When they are out to another country for making a difference, the volunteers do not want to worry about a basic need as this.
7. **Material for volunteering** – we will provide them all that they would need for doing their project work. No need to bring anything from home. In fact we don't want them to bring anything. Their time, love and energy is enough.
8. **Trip fulfillment service** – from the time that they enroll on our program, we would be in communication with them (with our partner's permission), send them all the required information, answer all their questions and make sure that they are well set for their trip.
9. **Orientation** – A great orientation is delivered to the volunteers. We have improved and fine tuned it over years of experience, giving them the most useful information.
10. **Workshops** – our staff loves to give our volunteers a workshop in local skills. They can learn cooking, dancing, or local sport.
11. **Daily interactions** – We are with them at all times, and so we will take care of whatever they need, there and then. Our whole team speaks every day to make sure that anything that you need is taken care of.

12. **Emergency support** – whenever something unexpected and unpleasant happens – like sickness or injury – we are there with them and will bring them medical attention immediately.
13. **Person health concerns** : If they have an allergy or need some special assistance, they may ask us and we can cater for it.
14. **Quality of placements** – when they come to volunteer with us, they get an individualized placement plan

For you, our partner :

In addition to the value that we provide to your volunteers, here are the “hidden” benefits of working with IDEX as a partner.

1. **Marketing support** : We are proud to say that we are amongst the best when it comes to providing you latest videos, pictures, testimonials from your volunteers. An invaluable asset in the world of Web 2.0 to support you in marketing and promotion.
2. **24/48 hour response** – we will respond to your questions and enquiries on time and authentically.
3. **Product trainings** – benefit time to time from training on products for your sales team.
4. **Regular communication** – you will hear from us with all the news – keeping you updated on all our developments.
5. **One stop shop** – you will find everything that you need in the destination with us – saving you productive time to focus on your business.
6. **Liability insured** – in some of our countries, we are insured against any liability claims – this is an added layer of protection for our partners.
7. **Productivity** – we use online booking administration softwares, web platforms for sharing information and most importantly, once a volunteer is with us, you can relax as it will be unlikely that you will hear from them during the program. This is very important for you to have peace of mind and hence be productive.
8. **We care !** – finally, it all boils down to the fact that IDEX is not a business for us to run. It is a mission to bring about change in the world. And one by one, each and every volunteer/volunteer/traveller allows us in fulfilling our mission. For this reason, we care for our partners and our volunteers – in fact, if someone was to listen to how we deal with issues that come up, we are likely to be termed as fanatics – when it comes to doing our work well.