



**Lab**  
**Global**

# Cooperating Volunteers

---

Disclosure Report

Date Submitted: December 11th, 2024



---

## Disclosure Materials

Certified B Corporations must complete a Disclosure Questionnaire to identify potentially sensitive issues related to the company (e.g. historical fines, sanctions, material litigation, or sensitive industry practices).

This component does not affect the company's score on the B Impact Assessment. If the company answers affirmatively to any items in the Disclosure Questionnaire that B Lab deems relevant for public stakeholders, then, as a condition of their certification, the company must:

- 1) Be transparent about details of the disclosure issues identified on the company's public B Impact Report
- 2) Describe how the company has addressed this issue
- 3) Demonstrate that management practices are in place to avoid similar issues from arising in the future, when necessary.

In all cases, the Standards Advisory council reserves the right to refuse certification if the company is ultimately deemed not to uphold the spirit and integrity of the community.

In addition to the voluntary indication of sensitive issues in the Disclosure Questionnaire, companies pursuing Certification also are subject to a background check by B Lab staff. Background checks include a review of public records, news sources, and search engines for company names, brands, executives/founders, and other relevant topics.

Sensitive issues identified through background checks may or may not be within the scope of questions in the Disclosure Questionnaire, but undergo the same review process and are subject to the same possible review by the Standards Advisory Council, including ineligibility for B Corp Certification, required remediation, or disclosure.

### **B Lab's Public Complaints Process**

Any party may submit a complaint about a current B Corp through [B Lab's Public Complaint Process](#). Grounds for complaint include:

- 1) Intentional misrepresentation of practices, policies, and/or claimed outcomes during the company's [certification process](#)
- 2) Breaches of the B Corp Community's core values as expressed in our [Declaration of Interdependence](#)

**This document contains a copy of the company's completed Disclosure Questionnaire and related disclosure documentation provided by the company.**



# Disclosure Questionnaire

## Industries and Products

	Yes	No
Please indicate if the company is involved in production of or trade in any of the following. Select Yes for all options that apply.		
Animal Products or Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Biodiversity Impacts	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Alcohol	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Firearms Weapons	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Mining	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Pornography	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Tobacco	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Energy and Emissions Intensive Industries	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fossil fuels Gambling	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Genetically Modified Organisms	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Illegal Products or Subject to Phase Out	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Industries at Risk of Human Rights Violations	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Monoculture Agriculture	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Nuclear Power or Hazardous Materials	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Payday, Short Term, or High Interest Lending	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Water Intensive Industries	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tax Advisory Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Outcomes & Penalties

	Yes	No
Please indicate if the company has had any formal complaint to a regulatory agency or been assessed any fine or sanction in the past five years for any of the following practices or policies. Check all that apply.		
Anti-Competitive Behavior	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Breaches of Confidential Information	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Bribery, Fraud, or Corruption	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Company has filed for bankruptcy	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Consumer Protection	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Financial Reporting, Taxes, Investments, or Loans	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Hazardous Discharges Into Air/Land/Water (Past 5 Yrs)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Labor Issues	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Large Scale Land Conversion, Acquisition, or Relocation	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Litigation or Arbitration	<input type="checkbox"/>	<input checked="" type="checkbox"/>
On-Site Fatality	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Penalties Assessed For Environmental Issues	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Political Contributions or International Affairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Recalls	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Significant Layoffs	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Violation of Indigenous Peoples Rights	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>	<input checked="" type="checkbox"/>



## Practices

	Yes	No
Please indicate if the following statements are true regarding whether or not the company engages in the following practices. Check all that apply. If the statement is true, select "Yes." If false, select "No."		
Animal Testing	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Company/Suppliers Employ Under Age 15 (Or Other ILO Minimum Age)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Company prohibits freedom of association/collective bargaining	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Company workers are prisoners	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Conduct Business in Conflict Zones	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Confirmation of Right to Work	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does not transparently report corporate financials to government	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Employs Individuals on Zero-Hour Contracts	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Facilities located in sensitive ecosystems	<input type="checkbox"/>	<input checked="" type="checkbox"/>
ID Cards Withheld or Penalties for Resignation	<input type="checkbox"/>	<input checked="" type="checkbox"/>
No formal Registration Under Domestic Regulations	<input type="checkbox"/>	<input checked="" type="checkbox"/>
No signed employment contracts for all workers	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Overtime For Hourly Workers Is Compulsory	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Payslips not provided to show wage calculation and deductions	<input type="checkbox"/>	<input checked="" type="checkbox"/>

	Yes	No
Sale of Data	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tax Reduction Through Corporate Shells	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Workers cannot leave site during non-working hours	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Workers not Provided Clean Drinking Water or Toilets	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Workers paid below minimum wage	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Workers Under Bond	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## Supply Chain Disclosures

	Yes	No
Please indicate if any of the following statements are true regarding your company's significant suppliers.		
Business in Conflict Zones	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Child or Forced Labor	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Negative Environmental Impact	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Negative Social Impact	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>	<input checked="" type="checkbox"/>



# Disclosure Questionnaire Statement

## Disclosure Questionnaire Category: Other - Disclosure Industries

Topic	Volunteer Placement in Orphanages
Summary of Issue	<p>Cooperating Volunteers is dedicated to community development through international volunteer experiences. Their volunteer projects include volunteer placements in orphanages in India, Uganda, and Bali. Other projects carried out by the company primarily involve daycares and schools.</p> <p>In India, the purpose of the program is to provide after-school tutoring to children. The Children attend lessons in the morning, and volunteers go in the afternoon to help them review what they have learned and to provide additional lessons as needed.</p> <p>In Uganda, at an orphanage that cares for children aged 0 to 4 years, volunteers assist caregivers with tasks such as changing diapers, feeding, and general caregiving. Each caregiver is responsible for 10 children, and the purpose of the project is to help manage the workload and provide better care.</p> <p>Volunteer placements in orphanages in Bali began in 2024 and involve the provision of English lessons to children in a government-owned orphanage, to children of all ages, but primarily between 5 to 18 years of age. Participant volunteers sleep and eat at one of the orphanages.</p> <p>In addition to the volunteering programs, for both India and Uganda, the company focuses on fundraising to support the projects, initiating sponsorship programs or improving infrastructure.</p>
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	<p>The volunteer placements in orphanages and child care facilities represented 6.35% of the company's revenue, involving only one participant in the orphanage program, in 2023.</p> <p>Cooperating Volunteers have been working in 1 orphanage in Uganda for 7 years and in 1 orphanage in India for 4 years, and in 3 orphanages in Bali for less than 1 year. These are the only three centers and projects that the company has worked with.</p>



	<p>Over the last 5 years, volunteers have made weekly visits to the orphanage projects. These visits are primarily carried out by the company's local or international coordinators year-round.</p>
<b>Impact on Stakeholders</b>	<p>Volunteer programs involving children, if not managed appropriately, could potentially pose risks to children, such as disruption of development due to short-term connections with caregivers, as well as risks to children's safety and well-being.</p> <p>For more information ,please see <a href="#">B Lab's position statement on Orphanage-Based Volunteer Programs</a>.</p>
<b>Implemented Management Practices</b>	<p>Cooperating Volunteers has a comprehensive Child Protection Policy (see link below) in line with the Convention for the Rights of the Child as well as the Optional Protocol to the Convention on the Rights of the child on the sale of children, child prostitution, and child pornography, and the Optional Protocol to the Convention on the Rights of the Child on a communications procedure (see links below). This policy applies to all their destinations where programs involving children are conducted and is mandatory for all Cooperating Volunteers workers, the operations of their collaborators, and the actions of participants in international volunteer experiences. This policy prioritizes the rights and safety of children above all else. Compliance with these standards is mandatory, and if any issues arise that compromise their protection, activities will be halted immediately to ensure their safety.</p> <p>The company's Child Protection Policy includes the following to ensure compliance:</p> <ul style="list-style-type: none"><li>• Volunteers are required to provide a certificate of sexual or criminal offenses issued by the relevant ministry in the volunteer's country, valid for no more than three months. They also make contact with the volunteers before their trip to ensure their suitability for the program.</li><li>• All stakeholders involved in the Cooperating Volunteers Child Protection Policy will undergo training to understand the importance of safeguarding and protecting children and to inform them about the procedure for reporting any concerns related to child abuse.</li><li>• At the beginning of their commitment to Cooperating</li></ul>

Volunteers, all aforementioned stakeholders will receive the PPI and the corresponding Code of Conduct. During this process, they will receive a detailed explanation of the appropriate behaviors they must follow in each program where they work with children. They are required to sign a document indicating that they have read, understood, and agree to comply with these documents.

- It is also required for people hired by or maintaining any type of relationship with the company to receive ongoing and specific training on child protection adapted to their responsibilities and functions to reinforce internal concepts and procedures.
- Local staff always supervise the work done by volunteers, and coordinators from the company occasionally oversee the activities to ensure everything is running smoothly and to evaluate the impact of all Cooperating Volunteer programs. The local staff visit projects every day (or almost every day).
- During the high season, particularly in the summer and in destinations with a higher number of participants, they usually assign a coordinator to each project. If this is not possible, the coordinators rotate to visit all projects every day. Cooperating Volunteers also maintain constant contact with the directors of the centers, who inform them of any complaints or specific needs.
- If any participant violates the rules, they will be automatically expelled from the program.

In the project in Bali, where participants stay in rooms rented by Cooperating Volunteers within the orphanage, participants maintain a professional and respectful relationship with the children, avoiding excessive emotional dependency. In addition, living spaces are separated, as they have guest rooms and bathrooms.

Cooperating Volunteers does not endorse short visits or stays, and their participants commit to staying for a minimum of one or two weeks to carry out the established program.

In selecting an orphanage, the company evaluates each orphanage's needs to ensure their involvement is impactful and



	<p>positive. This includes assessing their support requirements, conditions, and ability to integrate volunteers. They focus on orphanages where their help can make a significant difference and avoid negative impacts. For example, the orphanage in Uganda was the only orphanage in the area, highlighting its urgent need for support. Their goal is to provide valuable assistance while fostering a respectful and collaborative relationship with the orphanages.</p>
<b>Report</b>	<p><a href="#">Cooperating Volunteers Child Protection Policy</a></p> <p><a href="#">Convention for the Rights of the Child</a></p> <p><a href="#">Optional Protocol to the Convention on the Rights of the Child on the sale of children, child prostitution and child pornography</a></p> <p><a href="#">Optional Protocol to the Convention on the Rights of the Child on a communications procedure</a></p> <p><a href="#">Cooperating Volunteers NGO website</a></p> <p><a href="#">About Cooperating Volunteers</a></p>
<b>Management Comments</b>	<p>Although we have not had any incidents related to child protection this year, we have had to take strict measures by expelling a participant due to inappropriate behavior towards other participants.</p> <p>We work hard every day to ensure that every project, particularly those involving children, is closely monitored. Our coordinators are fully aware of all that this entails, and we are in constant communication, asking for advice and sharing our opinions on these matters because we are all deeply committed to putting children first. When, as I mentioned above, something occurs that violates our Code of Conduct or one of our policies, our response is immediate. For example, in the case I was talking about in India, we had to expel a participant who repeatedly had disrespectful behavior toward the rest of the participants, as we cannot tolerate such actions. All participants are aware of our policies, attending orientation meetings, signing the necessary documents, etc., and we strive to uphold them every day. This year, we began documenting every action taken at some of our destinations, and we plan to release our Impact Report in January 2025. We will talk about</p>



how, in Tanzania, for instance, we do not work with orphanages, but we collaborate with daycare centers where children attend during the day while their parents work. Much of the work involved not simply caring for the children but also improving the infrastructure by raising funds to build new bathrooms, kitchens, sleeping rooms for nap time, etc. All of this was done with the support of the directors of the different centres, who helped us identify the children's needs and determine the best ways to assist them.