

## Program Guidelines | Expectations

The **Container Shipment Program** focuses its relief efforts according to three product priorities: Health (medical equipment and supplies, Wellness (hygienic, clothing, and educational), and Nutrition (food and vitamins). All requests are welcome but will be considered in accordance with our program priorities. World Help can usually provide a wide range of goods from biomedical equipment to pre-packaged dehydrated food to new clothing. Please consider this when determining what specifically your organization may need from World Help.

### Limited Stock

Since World Help's inventory is primarily dependent on donations from U.S. charities, corporate entities, and individuals; the types, quantities, and availability of our donated aid will vary. We work hard to fulfill as many requests as possible, but actual assistance will vary accordingly.

### Logistics

World Help does not allow for the transport of any relief cargo to any country, without providing the necessary proof of eligibility or required licensing from the appropriate departments of the U.S. government and/or their foreign counterparts.

Customs clearance and all associated fees are the **responsibility of the consignee/recipient**. Documentation is carefully prepared by World Help to assist in this process (e.g. detailed manifest, packing list, certificate of donation, commercial invoice). World Help is not responsible for customs fees, fines or taxes. Should product be confiscated by customs officials and not released for its intended use, World Help must be notified immediately. World Help will advise and assist where it can throughout the logistical process, but consignees/recipients must be prepared and have completed all necessary steps prior to a shipment's release, including the appropriation of funding to cover the anticipated clearance and distribution activities.

### Product Use

In compliance with governing agencies and donors, all donated products must be used exclusively for the benefit/treatment of the ill, needy and poor and **may NOT be bartered, sold or exchanged for property or services, or re-exported. Adequate records must be maintained to document the handling and distribution of all donations.**

Consignees/Recipients assume full responsibility that all products donated for programs outside the United States will be used only for those programs stated at the time of request. No product may be left behind in the U.S. or brought back to the U.S. at the end of the program. **Recipients must notify World Help prior to any changes to the original plan and request.**

### Security

Donated product should be transported and distributed in a secure manner upon receipt of entry. Please exercise caution when making distribution arrangements. Donations sent to locations in the U.S. for international transport should be opened only **AFTER** its arrival to the overseas destination by authorized representative of the receiving party.

### Waste/Disposal

Any waste or disposal activities are the responsibility of the consignee/recipient and **must** comply with the original manufacturer's recommendations and any local or state regulations.

In the event that dated donations cannot be used by their expiration date, written notification must be given to World Help **prior** to disposal. Failure to notify World Help **will** result in a loss in eligibility for future donations.

### Cash Management

Recipients who receive project support from World Help must maintain proper logs/receipts of their program expenses, providing those to World Help within 48 hrs. of being requested/received.

### Communication

It is extremely important that **any and all** communication between any recipient and World Help be conducted in a **timely** manner. Please ensure that emails, phone calls, or any other type of communication received from World Help is responded to promptly. Any change to an agreed upon plan must be communicated to World Help immediately. **Failure to do either of these elements will result in a loss of eligibility of future donations or be grounds for immediate suspension from the program.**

All requested documentation, outlined in the ***Instruction Manual***, must be submitted through the portal and/or shared folder, created for exclusively for your team. A link to this folder will be provided to you after partner consultations in April.

This shared folder will also be where supplemental documentation, such as, manifests or shipment paperwork, from World Help, will be shared and made available to partners, in addition to the partner portal.

### Accountability

World Help takes seriously its stewardship responsibility to the donations we have been given, which is why we have put in place a very strict monitoring and evaluation process. Consignees/Recipients of any type of contribution from World Help will be required to provide complete transparency around the successes and failures of the projects/programs being implemented. Additionally, the Consignee/Recipient will be required to complete certain procedural forms and tasks, as well as be willing to facilitate physical site visits and field assessments, as deemed appropriate by World Help personnel.

Any media or information received in reporting, especially photographs and stories, may be used by World Help, its donors and mission partners to promote World Help's work around the world. Project photos will remain the property of World Help, will be shared with World Help donors, but will not be provided to other agents or sold for profit.