

Global Village Orientation Handbook





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HOME

1. Who we are

1. Who we are

Our Vision :

A world where everyone has a decent place to live

Our Mission :

Bring people together to build homes, communities and hope

About Habitat for Humanity:

Habitat for Humanity is an international NGO specializing in housing, founded in 1976 in Georgia, USA, as a grass-roots organization, driven by the vision of a world where everyone has a decent place. We work across the United States and in more than 70 countries around the world, and, in partnership with people in need of housing assistance, we build and improve places they can call home. By donating, volunteering, and spreading the word about need for decent homes, you can support building strength, stability and self-reliance that are essential for families to build a better future. Through shelter, we empower.

About Habitat for Humanity Japan:

Since it began operations as Japan entity of Habitat for Humanity International in 2003, Habitat for Humanity Japan has worked hand-in-hand with more than 25,000 volunteers in Japan and abroad. In cooperation with other Habitat offices in the Asia Pacific region, we support the construction and repair of homes in various countries by raising fund and sending volunteers from Japan. Domestically, we respond to housing issues that impact vulnerable populations like children, single mothers, the homeless, the elderly, and those with disabilities. We repair and renovate children's home and shelters and provide house cleaning assistance with the aim to ensure that everyone has a safe and secure home and community.



2. About the Global Village Program

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The overseas volunteering program known as Global Village (GV) is a Habitat for Humanity International's volunteer program that is held globally. Volunteers from around the world travel as a team to countries where Habitat provides housing assistance and participate in local programs. Volunteer teams will participate in the construction of homes in the local area, repairing homes, installing sanitary facilities such as toilets and hand washing stations, as well as building other facilities needed in the area.

Future homeowner families are also asked to take part in the construction process, putting in what Habitat calls "sweat equity". Habitat believes that homeowners participating in the construction process allows for not only the mastery of maintenance skills but also the promotion of dignity, the fostering of connection and attachment with the local community, and contribution to building peaceful communities through mutual work with volunteers and local residents they work alongside.

Since Global Village began in 1988, volunteers from all over the world have crossed oceans and participated in the program, working with the families in need of housing assistance. From Japan, more than 15,000 volunteers have participated in Global Village to date, mainly in the Asia Pacific.

*1 Future homeowner families may not participate in the build work depending on the project you take part in or the situation faced by the homeowners.



2. About the Global Village Program

◆ Experience gained in the GV Program

How about joining GV to experience different cultures and values, unique opportunities for personal development, and to discover new things about yourself?

➤ Establishment of Sense of Self-reliance

While going abroad and working toward the goal of “building a home” with team members and families who have different languages, cultures and lifestyles, you may encounter different values and experiences that you are not familiar with. These experiences provide an opportunity to reflect on one's own way of being, to broaden one's perspective, to develop the ability to overcome difficulties, and to establish a sense of self-reliance.

➤ Improvement of Leadership Skills

GV is a team activity and a place to practice leadership skills. Habitat encourages creating a team where each member can play a role, rather than the team leader taking on all roles, so that each member can use their leadership skills to contribute toward their team goals set forth in GV participation.

➤ Learning Opportunities

GV is a practical training opportunity to learn about various social and economic issues, including poverty issues faced by families in need of housing assistance. By touching the lives of people living in places you would never visit on a typical overseas trip and interacting with them, you will gain a different perspective on things and experience cross-cultural understanding and cultural exchange in the truest sense.

➤ Unity as a Team

In the process of working and shedding sweat together with local families, community members, and team members with the same goal, you will gain a shared sense of fulfillment and a sense of accomplishment. Such sharing nurtures bonds and enrich the lives of those involved. Pre-departure team building activities can help foster these bonds. Habitat encourages meetings, study groups, and fundraising activities starting in the preparation phase.

➤ Rediscovery of Self

Many participants look back on their experiences and say that they had “more to give than to receive.” Participation in GV provides an opportunity to face oneself, to get in touch with one's heart, to discover new talents and strengths, and to realize the importance of having a sense of gratitude.

➤ Development of Volunteer Spirit

It is not uncommon for GV volunteers to be so inspired by their experience that they wish to participate in GV again. Some have become interested in international cooperation through GV and have gone on to graduate school or to join an NGO. Habitat is pleased and proud to hear from such dedicated and enthusiastic GV alumni.

➤ Sharing the Vision

After returning home, many participants feel motivated to share their experiences with others. Many of our teams hold debriefing sessions to share their experiences and Habitat's efforts, as well as local issues.

2. About the Global Village Program

◆ How to Participate in the GV Program

➤ Form a Team to Participate

You can form a team of 12 to 20 members to participate in GV. (A specific minimum number of participants may be required, depending on the country.)

➤ Create an Open Team / Join an Open Team

You can create an open team as a team leader, call for participants from the public, and recruit 12 members or more. You can also join an open team recruiting participants. (For details, please contact Habitat Japan's office.)

➤ Join a GV Tour Organized by Habitat Japan

You can join a GV volunteering tour for individual participants organized by Habitat Japan in cooperation with travel agencies. (For details, please visit Habitat Japan's website or contact Habitat Japan's office.)

◆ Period of GV Program

GV = Build + Social Learning and Exchange Activities

The GV program consists of build activities in the host country and social learning and exchange activities (SLEA) with the people of the community you visit. In general, the GV period does not include sightseeing. However, the team may arrange for some free time on its own responsibilities before or after the activities to learn about local history and culture.

Ideally, teams should arrive at the site no later than two days before the build activities start to receive on-site orientation and adjust to the new climate and environment. In general, the construction activities will last approximately 5 days (Monday-Friday)*1. The optimal length of local stay, including the activities of GV itself and the optional free time before and after the activities, is about 10 days at most.

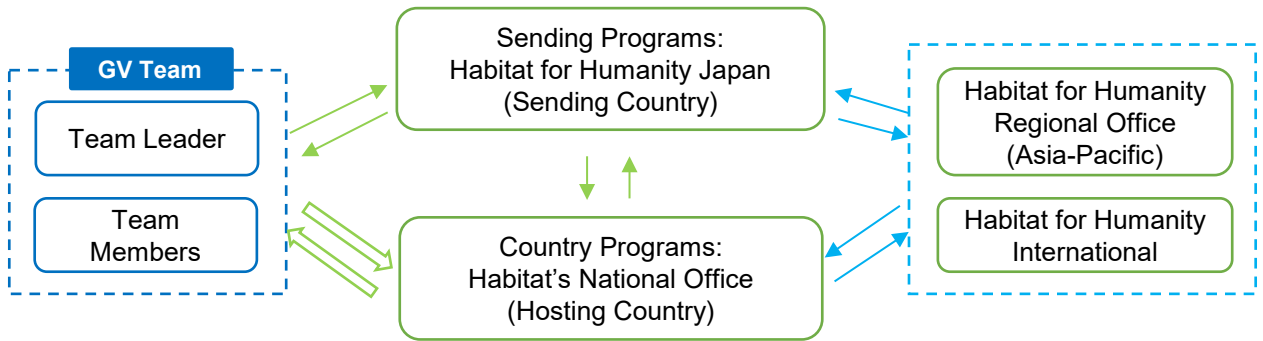
Day1	Day2	Day3	Day4- Day 6	Day 7	Day 8	Day 9	Day 10
Arrival	Transfer to the build site or free time	Build activities 1st day	Build activities 2nd to 4th day	Build activities last day	Transfer to the city or free time	Depart	
Orientation		Half day SLEA on any day					

*1 Since Indonesia offers the option of 6 days of build activities, the build activities can be held Wednesday-Friday and the following Monday-Wednesday, with free time on the weekend between activities.



3. Role of Each Organization

3. Role of Each Organization



Habitat for Humanity International (Habitat International)

Habitat for Humanity International is the headquarters of all Habitat national offices. It develops the global strategies and goals, supporting each national office to achieve them by providing necessary support. It also administers the GV program's global operation. Holding safety and security as the utmost priority, it monitors countries' risk levels where Habitat operates and determines whether to conduct GV in the event of a instability or other contingencies in a given country.

Habitat for Humanity International Regional Office:

Habitat for Humanity International groups its worldwide operations into four major regions (Africa, Asia-Pacific, Europe and the Middle East, and Latin America and the Caribbean) and has established regional offices to oversee each region. Habitat Japan belongs to the Asia-Pacific region, whose regional office is located in Manila, The Philippines. The regional office monitors the activities of each country in the region, as well as the safe operation of GV program, and provides support in program delivery including GV in each country.

Habitat for Humanity Japan (Sending Program / Sending Country):

Habitat Japan is responsible for sending teams participating in the GV program. A Habitat Japan staff member will be assigned to each team as a sending coordinator. The sending coordinator will support the team from Japan so that the team can participate in activities safely, from the trip preparation including document procedures, to the team's return to Japan. The coordinator will also oversee the coordination between the team and the the country program and provide advice as needed.

Habitat's National Office (Country Program / Hosting Country) :

The country programs plan and execute projects in their own countries. Country Programs that are approved by Habitat for Humanity International to host GV teams as hosting countries based on security, political stability, and the content of the project hosting GV programs. A country program staff will be assigned as a hosting coordinator to each team participating in the GV program to coordinate and give advice to the team so that the team can be hosted in the field.



4. Role of GV Team

4. Role of GV Team

GV teams have important roles to play in addition to building a home with local families in the hosting country. First of all, we would like to ask you to understand the three roles of the GV team.

➤ **The House Building (Build a home to solve housing issues)**

For the families in need of a home where they can live safely, we ask you to participate in the building activities such as kneading cement, carrying blocks, and stacking bricks on the site in the .

➤ **Awareness Raising (Raise awareness of housing issues)**

By spreading the word about what you experienced and learned through GV, we ask you to raise awareness of housing issues.

➤ **Fundraising (Raise fund to solve housing issues)**

Long-lasting support is essential for housing assistance. Please understand the significance of Habitat's activities and support our work through donations.

Mindset for Participants

- Habitat is not a travel agency. All participants should understand Habitat's vision, participate in activities to fulfill its mission, and work together based on an equal partnership with Habitat to create GV.
- The GV program is operated based on Habitat's vision of a world where everyone has a decent place to live. Participation in this program means that the participant respects and is committed to Habitat's vision.
- In the GV program, the team leader or liaison officer will work with the Habitat coordinator in Japan and the coordinator in the hosting country to prepare for the trip. The coordination is done to balance the needs in the hosting country and your requests (including activities and schedule), but please understand that there may be cases in which your requests cannot be fulfilled.
- Please read all communications from Habitat or your team leader and meet all deadlines for submissions of documents, etc.
- Do not leave all the preparation for the trip to the team leader, but please support the team leader.
- Each participant should make every effort to collect the latest information on precautions and the situation in the destination country. We also ask you to take care of your own health before and during the trip so that you can participate in GV in good health.

HONE

5. Qualifications to Join GV

5. Qualifications to Join GV

Age: 15 years of age or older*¹ and in good physical and mental health. There is no upper age limit. However, there are restrictions on the work for minors depending on their age, and a supervisor (chaperon) for minors on the team is required. For details, please refer to the “Child Engagement Guidance.”

*1 As of the date of start of activities (basically the day of departure)

Proficiency in English: English proficiency for simple communication is necessary. The team leader and deputy leader (or liaison with local staff) is required to have a TOEIC score of 600 or higher in order to communicate with local staff before the trip for preparation as well as during the trip.

Agreement to the Following (for All Participants):

- I understand that Habitat for Humanity is not a travel agency, and as a participant, I commit to working together in equal partnership with Habitat to create a GV program, fulfilling our respective roles and responsibilities.
- I will participate in the program with understanding and respecting that the GV Program is based on Habitat's vision of a world where everyone has a decent place to live and is operated in accordance with Habitat's activity guidelines.
- I will participate in the program with understanding that the needs and circumstances of the hosting country may not always conform to the team's expectations.
- I understand Habitat's Safeguarding Policy and agree to and sign the Code of Conduct, Written Oath for Volunteer Participation, and Volunteer Release and Waiver of Liability before participating.
- I will be responsible for all procedures related to overseas travel, including visa application. I agree that the team is responsible for confirming with the respective embassy or consulate prior to application. Habitat Japan will issue a “letter of recommendation” when required for visa issuance.

In addition to the above qualifications, the team leader must have carefully read the Team Leader Handbook, meet the participation qualifications required of a leader and have a good understanding of the role as a leader.



6. Safeguarding Policy and Code of Conduct

6. Habitat's Safeguarding Policy and Code of Conduct

For Habitat for Humanity, every person—child or adult—has the right to be treated with dignity and respect. We recognize and acknowledge our organizational, collective, and individual responsibilities to safeguard children, families who partner with Habitat, community members with whom we have contact, and our staff and volunteers. Our goal is to build a safe organization that prevents and responds to harm caused by physical or sexual abuse or exploitation, harassment or bullying of people in the communities we serve and the people we work or partner with.

Our Context

- While volunteering in our context you will be in contact with HFH staff, representatives, partner families and various community members, in the communities we serve.
- The nature of Habitat's work means that staff and representatives, including volunteers, are often in **positions of power** while helping people and communities in highly vulnerable situations.
- Volunteers, team leaders, families and community members, HFH staff, partners must be able to work in a safe environment (free from bullying, sexual harassment, abuse, exploitation and other harms), it is therefore important to **treat everyone with respect**.



Volunteer code of conduct

Promote a respectful community.

Protect community members, Habitat for Humanity representatives and the families who partner with Habitat for Humanity from harm.

Prioritize site safety.

Uphold a zero-tolerance policy for alcohol, drugs and weapons.

Follow the gift giving policy.

Protect Habitat for Humanity assets.

Maintain confidentiality.

Speak up!

By being vigilant, proactive, and responsible, you contribute to the safety and well-being of our communities.

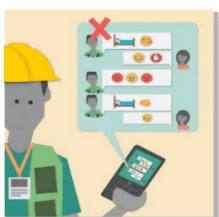
Thank you for your commitment to safeguarding!



6. Safeguarding Policy and Code of Conduct

Interaction in the community

- When volunteering in communities with children and vulnerable adults, always prioritize your and their safety and well-being by upholding their right to protection from harm throughout all activities.
- Be aware of the inherent power imbalance between Habitat and the communities we serve. Avoid any behavior that could be perceived as abusive, harassing, humiliating, discriminatory, or exploitative.
- Adhere to safeguarding protocols to prevent sexual exploitation, abuse, harassment (SEAH), and discrimination, creating a safe and respectful environment for everyone.
- Recognize the trust placed in you and never misuse your position in ways that could harm children or vulnerable adults.
- Interact with children and vulnerable adults with empathy and treat each person with respect and dignity.
- Do not meet, spend time alone with or show preferential treatment to any child, vulnerable adult, community member or family who partners with Habitat. A minimum of two adults should be present when interacting with a child. If it is not possible, ensure that you stay visible to others.



Use of personal devices

Photos taken during your volunteer experience with Habitat for Humanity should **serve primarily to educate** and inform family and friends **on the global housing need** and support Habitat for Humanity's mission.

We **strongly discourage** taking photos of **community members**, children, vulnerable adults or families who partner with Habitat for Humanity. **Posting** any of these images publicly such as on social media is **prohibited**.

Remember to:

- Ensure that all interactions are respectful and appropriate.
- Monitor your own behavior and interactions, maintaining professionalism and boundaries.
- If you witness or suspect any form of harassment, abuse, neglect, or inappropriate behavior, report it immediately.



Ways to Report:

- ✓ **Safeguarding Desk in Japan**
email: safeguarding@habitatjp.org Tel : 03-6709-8780
- ✓ **Ethics and Accountability Line at HQ**
 - Email: heal@habitat.org (Languages other than English)
 - Access: heal.habitat.org (English only)



"Raise your voice if you suspect violation of the Code of Conduct or any other inappropriate behavior by Habitat staff or any of the parties involved"

Habitat for Humanity's Whistleblower Policy expressly prohibits retaliation and protects individuals – including their anonymity and safety – who share good faith concerns of misconduct from retaliation or any threat of retaliation by any other HFH representative.

Note: Intentional submission of false allegations is a fraudulent activity and will be handled in accordance with Habitat for Humanity's policies



6. Safeguarding Policy and Code of Conduct

◆Activities Not Included during GV Period

The GV program consists of building activities and social learning and exchange activities with people in the community that you visit, in accordance with Habitat's Safeguarding Policy. In addition to these official GV activities, the team may, on its own responsibility, arrange free-time activities before and after GV activities to have an opportunity to learn about local history and culture. However, the team still needs to abide by Habitat's Safeguarding Policy during free time; therefore, the following activities are not permitted.

➤ Visits to schools, orphanages, and other socially vulnerable groups for exchange purposes:

Temporary interactions with socially vulnerable individuals can sometimes lead to unintended dependencies, while such interactions may also expose the volunteers themselves to unnecessary risks. Habitat does not permit GV volunteers to visit schools or orphanages for the sole purpose of exchange.

➤ Recreation for tourism purposes:

Tourism for recreational purposes, including but not limited to visits to resorts with overnight stays, dangerous sports (e.g. bungee jumping, water sports, etc.), and inconsiderate contact with animals, is not permitted.

➤ Drinking alcohol or taking illegal drugs:

Drinking alcohol is not recommended, and under no circumstances should it be consumed in excess or by anyone under the age of 20. Please note that drinking age restrictions vary from country to country. (Indonesia prohibits drinking under the age of 21.) Going to places where alcohol is consumed in excess (bars, events, etc.) during the GV period is not allowed as it may be hazardous to your health. In addition, it is not allowed to bring alcohol or illegal drugs to the build site. Possession or ingestion of narcotics or other illegal drugs is subject to severe penalties (the most serious being death penalty) in some countries, so please do not get involved with them. GV insurance does not cover the risk of injury or other damage caused by the consumption of alcohol or illegal drugs.

***Risks of injury or illness caused by activities not permitted during the GV period may not be covered by GV insurance.**



6. Safeguarding Policy and Code of Conduct

◆ Photographing and Social Media Posting in the Field

One of the roles of GV volunteers is to share what you have seen and heard through your volunteer activities with others to increase the number of people who support housing assistance. In-person and online reporting sessions by volunteers are an important part of Habitat's efforts to promote support that “brings people together.”

However, depending on how the activity is communicated, it may affect Habitat's efforts and its relations with communities. It can also harm community members, including the adults and children that Habitat serves. To prevent such risks, all volunteers are required to comply with “Habitat's Code of Conduct” and “Volunteer Safeguarding Photography and Social Media Guidelines”. We encourage you to spread the word about your activities, paying particular attention to the following points.

- Habitat **strongly discourage** taking photos of community members, children, vulnerable adults or families who partner with Habitat. When you take their photos, always obtain the prior consent of taking photos (or in the case of children, the parent/legal guardian).
- Posting any of the photos taken in the community which also contain the identifiable persons publicly such as on the personal social media account is prohibited. If the photos are publicized on the team's social media*¹, make sure that you have received permission from the person who took the photo to post it (but never children), and that you adhere to the following principles and that the photos you post correctly represent Habitat's activities in housing, building, and related projects.
 - The photograph does not show individually identifiable child. (Back view, hand, blurred face, etc. are acceptable.)
 - The photograph is not a depiction that could undermine the dignity of an individual (e.g. shows naked upper body).
 - The photograph shows that the safety of the build site is protected.
 - GPS information (location information) was turned off when the photograph was taken.
- Do not exchange personal social media accounts.

Please make sure to add “#BokuranoGVStory”, “HabitatJapan”
to your team's or your personal post of photos taken at the build site
and tag the Habitat Japan account!



@habitatjp



@habitat_japan



@habitat_japan



6. Safeguarding Policy and Code of Conduct

◆ Gift Giving Policy

While in the field, you may feel compelled to make further contributions to the families and community members you meet. As a result, in the past, some teams have given gifts directly to individual families. While done with good intentions, such actions would be contrary to the purpose of Habitat's GV program. Please understand that giving gifts, even with the best of intentions, can have a variety of negative consequences.

- In many cultures, accepting a gift means that one must give in return.
- If some people in a community receive gifts and others do not, the gifts may cause jealousy and affect relationships within the community. Giving gifts may also negatively impact future volunteer teams.

However, items that are of value only to the team and the recipient (e.g., group photos, message card, etc.) do not fall under this policy. Please consult with the hosting coordinator when considering gifts.

➤ **Giving gifts individually to children is not recommended.**

Items such as soccer balls, soap bubbles, or balloons can be brought and used for interaction with the children. However, please discuss this with the hosting coordinator in advance. In addition, please keep the following in mind about items to bring;

- Items that will allow all children to participate (What is shared with one is expected to be shared with all.)
- Items that can be brought back to the lodging

Any item you wish to donate after the activities should be discussed with the hosting coordinator. After the team's activities, the hosting coordinator will make sure the donated items will be distributed to the entire community.



7. Costs for GV Participation

7. Costs for GV Participation

The following fees and costs will be incurred for GV participation

Fees and Costs	Pay to	Notes
GV participation fee (GV Donation)	Habitat Japan	The amount varies depending on the country programs and its attribute (student or general). Please refer here .
Overseas Travel insurance for GV	Habitat Japan	All participants are required to purchase this overseas travel insurance in case of illness or injury that may occur during the GV program. *Please refer to the “Overseas Travel Insurance” on page 24.
Contingency fund	Habitat Japan	Contingency fund that Habitat Japan sets aside to ensure the safety of volunteers in the event of an emergency. 1,000 yen/person will be charged.
Innovation fund	Habitat Japan	Support requested by Habitat for Humanity International for the innovative operation of the GV program. \$20/person.
Local expenses * Meals, lodging, transportation, etc	Local vendors in the hosting country	The hosting coordinator and leader will budget in advance according to the itinerary. Please note that the costs shown on the budget table are the minimum costs that will be incurred locally; amounts with some extra should be prepared.
Travel expenses	Travel agency, etc	Please prepare for your airline ticket, visa and other necessary expenses (vaccinations, etc.) to enter the hosting country.
Team’s reserve fund	To be reserved by the team	It is recommended that the team collect money for a reserve fund in advance and that the team leader manage it so that medical and other expenses incurred in the field can be temporarily covered.

➤ GV Program Participation Fee (GV Donation)

Each participant is required to pay GV Donation to participate in GV. The amount of GV Donation varies from country to country. It may also vary depending on the number of people in the team, even for the same country. GV Donation includes the cost for Habitat Japan to administer the GV program. Approximately 80% of the GV Donation is donated to the country program as a GV Hosting Donation, which is used to cover the direct costs of hosting the GV team (preparation and labor costs) as well as the costs of providing housing assistance in the country program.

➤ Mandatory Overseas Travel Insurance for GV

The overseas travel insurance covers the risks such as illness and injury that may occur during the team’s GV trip that includes building activities in the country program. It is mandatory for every GV participant to purchase this insurance. Premiums vary depending on the number of days. For details, please refer to “Overseas Travel Insurance for GV Volunteers” on page 24.



7. Costs for GV Participation

➤ **Contingency Fund**

This is an emergency fund to be used in the event of a disaster or sudden deterioration of the security situation that requires an emergency response for the traveling team. A fee of JPY1,000 /person will be charged for each GV participation and accumulated as an emergency fund.

➤ **Innovation Fund**

This fee is paid to Habitat for Humanity International for the stable and sustainable operation of the GV Program and for program development. The fee is \$20 per person and will be converted into yen and included in the program participation fee invoice.

➤ **Local Expenses**

Prior to the trip, the team leader, with the support of the hosting coordinator (or sending coordinator), will prepare a budget for the team's expenses during the GV period, which includes the cost of lodging and meals during the GV period, transportation between the airport and project sites, and costs associated with the implementation of SLEA. Once the budget is finalized, the leader can either collect money for the local stay from the participants and make payments on site, or transfer the budgeted amount to the country program in advance and make payments via the hosting country.

➤ **Travel Expenses**

The team is responsible for arranging and paying for airline tickets and visas. As soon as the country to be hosted is decided, please check visa requirements, apply for visas in advance if necessary, and arrange airline tickets. If the arrival date and time of the team members are different, the number of pick-ups and drop-offs will increase and costs will be higher, so we recommend all the members be on the same flight.

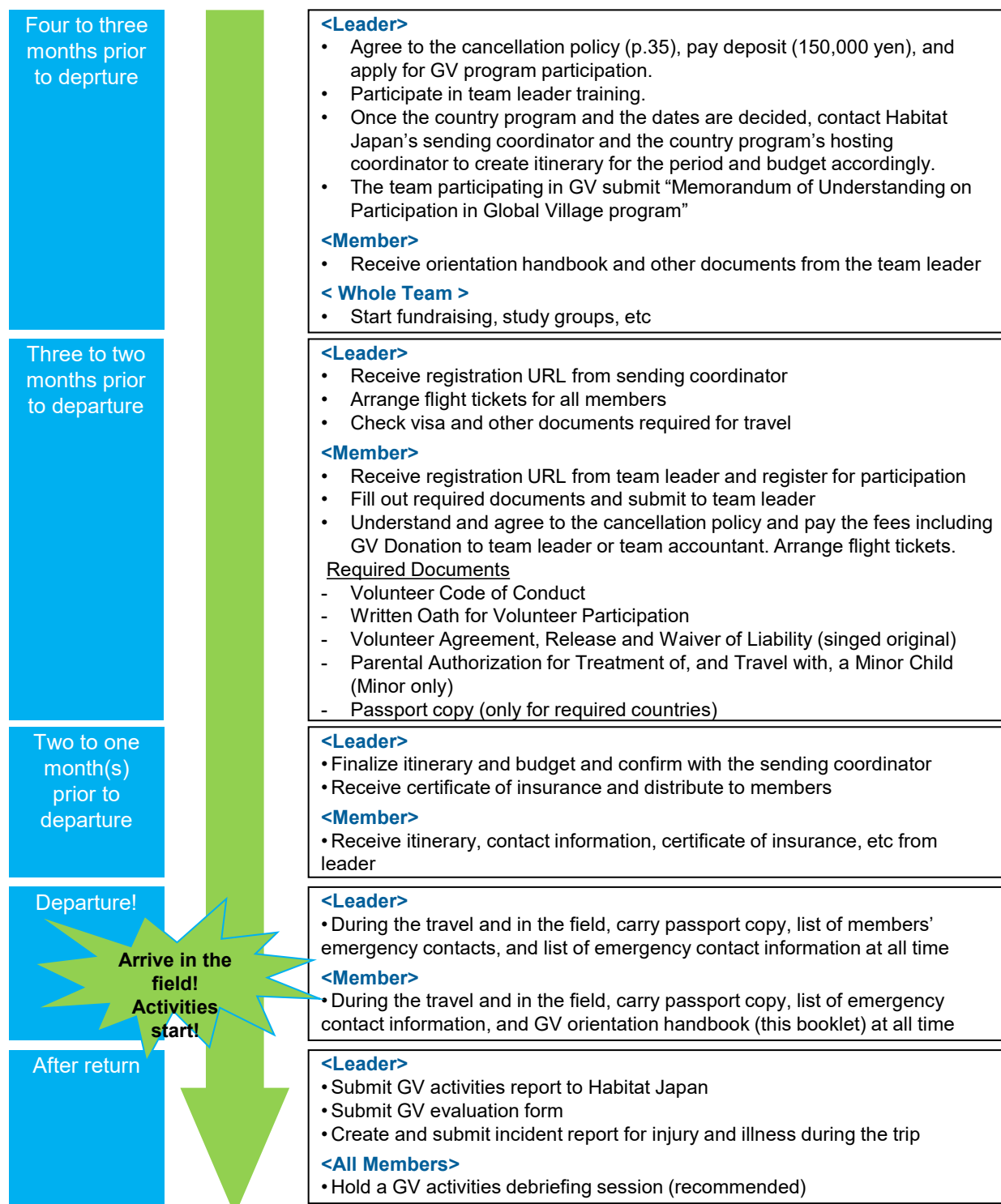
➤ **Team's Reserve Fund**

It is recommended that an emergency reserve fund be prepared to cover unexpected expenses, such as the cost of treatment for illness or injury. (Use of a cash card, etc can be an alternative.) The team leader can manage this fund and use it in an emergency with the agreement by the team.



8. List of Preparation Items for GV participation

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◆ Fundraising

Habitat encourages GV teams, as part of their role, to raise a portion of the GV Program Participation Fee as a donation. Fundraising efforts not only collect donations, but also provide an opportunity for the team to understand in advance the situation in the host country and issues related to poverty housing, and to communicate and spread the word to those around them.

Fundraising can be done by obtaining sponsorships from local businesses and organizations, holding events such as bazaars, or raising donations widely through crowdfunding. Pre-trip fundraising activities can be a team-building opportunity, so it is recommended that the team plan and set goals in advance and have fun with all members.

◆ Documents Required to Submit

To participate in GV, participants are required to submit the following documents;

- **GV Online Registration for Participation**

This form is used for each participant to register pre-existing medical conditions, disabilities, allergies, and emergency contact information. The registered information will be compiled into a list of GV participants for the team, which will be maintained by Habitat and the team leader and sub-leader in case of an emergency. Please be truthful in your declaration and registration.

- **Volunteer Code of Conduct and Written Oath for Volunteer Participation**

Agreement to regulations to comply with as a volunteer representing Habitat for Humanity

- **Volunteer Agreement, Release and Waiver of Liability**

Agreement to understand the risks involved in participating in GV and to assume those risks

- **Parental Authorization for Treatment of, and Travel with, a Minor Child**

Appointment of an authorize adult who care a minor child *Only for a minor participant required.

- **Passport copy**

Digital copy of the page showing the photo and the passport number *Only for required countries



9. List of Preparation Items for Travel

9. List of Preparation Items for Travel

◆ Travel and Safety Information for the Hosting Country

The latest information can be found on the website of diplomatic establishments abroad. Please make an effort to obtain information from multiple sources, in addition to diplomatic establishments abroad. (For details, please refer to “15. Security Situation in the Destination” on page 33.)

- [Websites of Japanese Embassies, Consulates and Permanent Missions](#)
- [Ministry of Foreign Affairs of Japan Overseas Safety Website](#) ([Japanese only](#))

◆ Passport and Visa

The required remaining validity period of your passport for overseas travel varies depending on the destination. Please check the required period and confirm the remaining validity of your passport.

In addition, visa requirements vary depending on the destination, as well as nationality of the traveler. Please contact Habitat Japan office for information on the type of visa required for GV participation or contact the embassy or consulate of your destination country for the latest information and proceed with the application process on your own responsibility.

◆ Other Points to Keep in Mind

- **Climate:** Research the local climate and make necessary preparations.
- **Currency:** Research place for currency exchange. Check also whether the excess local currency can be exchanged into Japanese yen.
- **Culture:** Researching and deepening your understanding of the hosting country's culture is an important part of building better relationships with the local people. In addition, since there will be many opportunities to be asked about Japan in the field, it is recommended that each participant be prepared to explain in English or in the local language.
- **Language:** Learning not only English but also the local language even a little will enhance communication. It is also recommended that each participant be prepared to give a simple speech in English since not only the leader, but any member of the team may be asked to speak.
- **Meals:** It is recommended to bring some nutritional supplements in case local food is not suitable. Participants with food allergies or dietary restrictions must indicate so on the online registration form.
- **Overseas Travel Insurance for GV Volunteering:** Although illness or injury during the GV period is covered by the overseas travel insurance designated by Habitat, some type of injuries other cases are not covered (refer to “Activities Not Included during GV period” on page 12).
- **Health Management:** Please make every effort to be in full health by the time of departure. If you have any pre-existing medical conditions or disabilities, please be sure to indicate them on the online registration form and consult with your physician prior to your trip regarding your current health condition and health care to be taken in the hosting country. Team camps and vaccinations immediately before departure should be avoided as much as possible since they might increase the risk of group infection and lowered immunity.



9. List of Preparation Items for Travel

◆ Documents to be Shared with Your Family Prior to Travel

Establish a means that will allow you to contact your family any time during your activities in the hosting country. For that purpose, please share the following documents with your family before your departure.

- Flight schedule
- Itinerary
- List of emergency contact information (*List of contacts to be created prior to departure)
- Emergency contact network of the team (*Alternative such as LINE's group function is also acceptable.)

◆ What to Bring On Your Trip

Money

- Cash, credit cards, cash cards usable in foreign countries, etc. *Keep the receipt of currency exchange

Orientation Handbook and Required Documents

- This handbook, copy of passport, copy of health insurance card, list of emergency contact information (Team leader should also carry the team member list and the "Parental Authorization for Treatment of, and Travel with, a Minor Child" for minor participants at all times.)

Outfits and Shoes

At build site:

- Sturdy footwear with closed toes
Safety boots recommended (Open-toed shoes are NOT ALLOWED because of the high risk of injury.)
- Loose, comfortable clothing
Long-sleeved T-shirts, sturdy long pants. Short-sleeved shirts or short pants are not recommended to avoid grazes, cuts, sunburn, insect bites, etc.
- Thick socks
- Wide-brimmed hat
- Rain gear (raincoat or rain jacket)
- Work gloves and dust masks
Common nonwoven masks and cotton gloves are provided.

Other Clothes Recommended to Bring

- Formal clothes
For formal occasions such as visiting churches or temples, business shirts, long pants, and dresses are recommended.
- Comfortable shoes for walking
Sneakers, sandals, etc. for free time
- Outerwear, sweatshirts, sweaters
For air-conditioned and cool locations such as airport, hotel, bus, etc.)

Toiletries

- Sunscreen (SPF 30 or higher recommended)
To cope with the strong sun, it is recommended to bring sufficient sunscreen lotion and use it frequently.
- Bath and face towels
Please check towels are available at your lodging.
- Soap, shampoo, tooth brushing kit
- Insect and mosquito repellent spray (Non-flammable only. Flammables are not allowed on board.)
Frequent use is recommended when working on the build site and during other outings.
- Sterilizing alcohol spray, wet wipes
- Toilet paper

Medical Supplies

- Nonprescription medicines (antidiarrheal, medicine for the stomach and bowels, etc.)
Please carry extra medication for any pre-existing medical conditions and bring copy of your prescriptions.
- Simple first-aid kit including adhesive bandages, etc.
- Pocari Sweat or other electrolyte powders to prevent dehydration
Heavy sweating causes loss of salt from your body.
- Salt candies for prevention of heat stroke
- Glasses, contact lenses
- Masks (for prevention of infections and dust)

Other Items Recommended to Bring

- Folding umbrella
- Sunglasses
- Camera
- Flashlight and batteries
- Voltage converter and adapter plug
- Mobile battery
- Handy, dry snacks such as Calorie Mate



10. Tips for Safety and Travel

10. Tips for Safety and Travel

◆ Safety in Construction Work

In the GV program, anyone can join in the construction work, with or without professional knowledge or experience. Whether it is hauling sand or kneading cement, there is always a job you can do. On the build site, you must always follow the instructions of the staff. Each person following the instructions of the staff will help ensure the safety of all those working on the site.

The rules and regulations to follow at the build site and work procedures will be explained by the hosting coordinator or build site supervisor prior to the start of work on the first day. The following safety guidelines apply to all days of the GV program, whether or not on a build site;

- Receive orientation at the build site.
- Make sure to know in advance where the first aid kit is and what it contains.
- Make sure to know the location of the nearest hospital or medical center.
- Inspect tools, ladders, scaffolding, etc. every morning before work.
- Identify potential accidents that may occur during work and consider ways to prevent them (risk prediction activities).
- Focus on your work to prevent mistakes and injuries.
- Take a break before becoming overly tired.
- Protect skin with sunscreen and wear UV-protective clothing.
- Drink sufficient water to prevent dehydration.
- Report any unsafe conditions or accidents to the staff on site immediately.
- Immediately report any injuries, accidents, or physical conditions to the team leader and staff on site.
- Return used tools, equipment, etc. to their original locations at the end of each day's work.
- Get enough sleep to replenish your mind and body with enough energy for the next day's work.

***In case of injury, accident, or illness, regardless of its severity,
immediately report to the team leader and staff on site.**



10. Tips for Safety and Travel

◆ Tips for Local Stay

During GV, you will be working with people from different cultures, religions, and languages, and staying in unfamiliar living conditions including food and climate. While you may enjoy the cross-cultural experience, you may also feel a bit bewildered. In this section, we would like to discuss the mindset we suggest to develop to prepare for the trip.

➤ Dealing with Complaints and Troubles

Please do not take your complaints or troubles back to Japan, but try to resolve them on the spot. Most complaints and troubles are caused by misunderstandings arising from communication problems. If necessary, please consult with the sending coordinator in Japan.

➤ Build Site and Accommodation Environment

Please be prepared for a living environment different from Japan. In particular, the local toilets are very simple. Even though some things may be unsatisfactory for you, all efforts are made to best accommodate you. We ask you to be prepared for some inconvenience.

➤ Teamwork for Build Work

It will take some time to get used to each other's rhythms and for the building process to get underway. Since people with different languages, customs, and values come to work together, please avoid forcing your ideas on others. Also, physical strength is different for each person, so be sure to look out for each other.

➤ Communication

While in the field, refrain from excessive displays of affection and be respectful of the local culture. Always keep in mind that what is normal for you may be considered offensive in a different culture. Also, avoid giving half-hearted responses without understanding what the other person is saying, as it can cause trouble.

➤ Reflection

It is recommended that everyone gather at the beginning or end of the day for a time of reflection.

➤ Take Good Care of Things

Use with care the property of the community you are visiting and of local Habitat. Be aware that everything you use is someone's property. Keep the lodging and build site tidy and return used items to their original location.



10. Tips for Safety and Travel

➤ Safety

During your stay in the hosting country, you should not move on your own, but always in groups of two or more, and inform the leader and Habitat staff of where you are going in advance.

When heavy rain or a typhoon approaches:

- Refrain from going outside.
- Contact your hosting coordinator and gather information.
- Have a flashlight and radio on hand in case of power outages.
- Check the balcony and bring inside any items that can be blown away.
- Stay away from areas where heavy rains may loosen the ground and cause landslides.
- If there is a river in the vicinity of your hotel or activity site, watch out for rising water in the river.

➤ Other

- Keep an eye on your belongings and beware of pickpockets.
- Please check with your hosting coordinator before your trip about how to exchange currency. Also, find out in advance if it is possible to convert excess currency back into yen in the hosting country or in Japan.
- When exchanging money, please check the statement to make sure that the money was exchanged correctly and keep the statement until you return home.
- Habitat hopes that your experience in the GV program will be meaningful to you. Please keep in touch with your family and guardians during your trip and make sure they are not worried about you.
- In the event of an unforeseen emergency, follow the instructions of the team leader and hosting coordinator. (Refer to “Emergency Response Plan” on page 29.)

➤ Donation of tools and clothing

Tools for building activities, toys for socializing, or clothes, which were brought by team members cannot be given directly to workers or community members. If you wish to donate such items, please consult with the hosting coordinator first. (Refer to “Gift Giving Policy” on page 14.)

➤ Personal Exchange

In accordance with the Volunteer Code of Conduct, volunteers are not encouraged to have personal contact with family members or children in the community, nor with members of the community. If you suspect a violation of the Volunteer Code of Conduct or any inappropriate behavior by Habitat staff or others involved, please contact Habitat Japan's Program Officer or Safeguarding Desk as soon as possible. (Refer to “Safeguarding Desk in Japan” on page 10.)



11. Overseas Travel Insurance for GV Volunteers

11. Overseas Travel Insurance for GV Volunteers

Every participant of the GV Program is required to purchase overseas travel insurance (contractor: JI Accident & Fire Insurance Co.,Ltd.), which Habitat Japan has a comprehensive contract with. Please confirm that this insurance policy is adequate to cover your participation in the GV program and that the coverage and premium meet your needs, and pay Habitat Japan the premium for the number of days of participation.

NOTE: Overseas travel insurance covers medical expenses for injuries and illnesses incurred during participation in the GV Program, expenses incurred due to flight delays, and damage caused by theft of personal belongings. For cases not covered by this insurance, please refer to the Overseas Travel Insurance Summary on the next page.

◆ Period of Insurance Coverage

The period of insurance coverage is from the time of your departure from home or other place for participation in the GV program until the time of your return home upon completion of GV program arranged by Habitat. Please note that the insurance does not cover accidents that occur outside of the coverage period, such as when you stay on your own in the area longer than other members of the team, or when the team independently extends its stay and goes sightseeing after the GV program ends.

◆ How to Pay Insurance Premium

Each team member is to pay the insurance premiums for the coverage period to the team leader. The team leader is responsible for transferring the total amount of the team's premiums to Habitat Japan. *Please note that the premiums are different for those aged 69 and under and those aged 70 and over.

◆ Insurance Coverage

Coverage Items	Amount of Compensation (amount fixed for the designated plan)
Accident Death	30 million yen
Accident Disability	30 million yen (Note 1)
Medical & Rescue Expenses (for injury or illness incurred in the field)	Unlimited Coverage (Note 2)
Emergency Illness Treatment Expenses Compensation	3 million yen
Sickness Death	5 million yen
Travel Interruption Expenses	1 million yen
Accidental Emergency Expenses	50,000 yen
Personal Liability	100 million yen
Baggage	100,000 yen (Note 3)

Note 1: Depending on the degree of disability, 4 to 100% of the Permanent Disability compensation amount will be paid

Note 2: Setting the compensation rider amount for Medical and Rescue Expenses as unlimited does not mean the Medical and Rescue Expenses will be compensated for lifetime.

Note 3: For train tickets and airline tickets, payment is limited to a total of 50,000 yen.

Note 4: Please make sure the details including the coverage and amount of insurance are in accordance with your needs before applying.

*The following is not included in the coverage.

- Dental treatment expenses

Overview of Overseas Travel Accident Insurance

Benefit	Cases in which we will pay Insurance Benefit	Insurance Benefit that we will pay	Examples of Exclusions
Accident Death	When the insured dies within 180 days as the result of an injury caused by accident during travel overseas	We will pay the whole amount of Accident Death Benefit to the Death Benefit Beneficiary. Note: The amount of Accident Death Benefit to be paid shall be that of Accident Death Benefit less any Accident Disability Benefit that has already been paid for the same injury. will be the remaining amount after deducting residual disability benefit already paid.	1. An injury suffered as a result of any of the following (1) to (9): (1) Deliberate act or serious negligence by the policyholder, the insured or the insurance beneficiary; (2) Altercation, suicidal act or criminal act; (3) Driving a motor vehicle or motorcycle under the influence of alcohol or drug, or without being properly qualified; (4) Brain disease, illness or insanity; (5) Pregnancy, childbirth, premature birth or miscarriage; (6) Surgical operation; (7) Incidents such as war, revolution; (8) Accident caused by nuclear fuel material or radioactive contamination; (9) Contests, competitions and test runs of automobiles, etc. 2. Whiplash or back pain without any medical objective findings, etc.
Accident Disability	When the insured has physical impediment within 180 days as the result of an injury caused by accident occurred during travel overseas	We will pay anywhere between 4% and 100% of the amount of Accident Disability Benefit. The total amount of the said payment shall not exceed the amount of Accident Disability Benefit paid during the covered period.	
Sickness Death	When the insured dies as the result of sickness during travel overseas, the full amount of Sickness Death Benefit will be paid to the Death Benefit Beneficiary.		In addition to [Exclusions] 1. (1), (2), (7) and (8) in [Accident Death] , <ul style="list-style-type: none"> A sickness contracted as a result of pregnancy, childbirth, premature birth or miscarriage Dental disease etc.

Benefit	Cases in which we will pay Insurance Benefit	Insurance Benefit that we will pay	Examples of Exclusions
Medical & Rescue Expenses with a rider for amendment of payment liability for early pregnancy symptoms	<p><Medical Expense> When the insured receives treatment as the result of an injury caused by an accident or sickness contracted during travel overseas</p> <p><Rescue Expense> In the event the insured applies to any of the following:</p> <p>(1) When the insured dies within 180 days from the date of accident or is hospitalized continuously for a period of 3 days or more as a result of an injury, etc. caused by accident during travel overseas;</p> <p>(2) The insured dies from a sickness contracted as a result of pregnancy, childbirth, premature birth or miscarriage occurred during travel overseas;</p> <p>(3) When the aircraft or marine vessel that the insured is aboard is involved in an accident or the insured suffered a mountain-climbing mishap during travel overseas;</p> <p>(4) When a public authority confirms that it is necessary to conduct search and rescue activities for the insured as the result of accident during travel overseas;</p> <p>(5) When the insured is abducted during travel overseas and a public authority is notified of the abduction, etc.</p>	<p>The benefit will be paid up to the amount of Medical and Rescue Expense Benefit per injury, sickness, accident, etc.</p> <p><Medical Expense> We will pay the following amount, as was actually paid out by the insured and is deemed reasonable under normal social conventions (limited to amounts incurred up to a period of 180 days commencing from the date of accident, in the case of injury, or the date of treatment in the case of sickness):</p> <p>(1) Medical treatment, hospitalization, transportation incurred by hospital visits or hospitalization, and hiring of an interpreter needed for medical treatment;</p> <p>(2) Expenses paid for a physician's medical certificate necessary for claiming insurance benefit;</p> <p>(3) Legally required disinfection;</p> <p>(4) Expenses for communication and purchase of personal and daily items of the insured needed for hospitalization (refundable expenses for purchase of personal and daily items shall be up to a limit of ¥50,000 or ¥200,000 in total including communication expenses);</p> <p>(5) Expenses for transportation and accommodation of the insured for the purpose of resuming the insured's original travel plan or returning directly to his or her home country after receiving a course of treatment (any amount that was already reimbursed, etc. shall be deducted from our payment).</p> <p>Note: We are unable to pay those expenses incurred for chiropractic treatment, acupuncture or moxibustion therapy.</p> <p><Rescue Expense> We will pay the following amount, as was actually paid out by the policyholder, the insured or his or her relative, and is deemed reasonable under normal social convention. (Up to ¥3 million for [Cases in which we will pay insurance benefit] (5) described in the left.)</p> <p>(1) Search and rescue expenses;</p> <p>(2) Round-trip transportation expenses for rescuers to and from the location (up to a maximum of three rescuers);</p> <p>(3) Accommodation room charges for rescuers (up to a maximum of three rescuers and 14 days per rescuer);</p> <p>(4) Transportation of the insured undergoing treatment from the site (any amount that was already reimbursed, etc. shall be deducted from our payment);</p> <p>(5) Postmortem expense (up to a maximum of ¥1 million) and expense for transportation of body;</p> <p>(6) Expenses associated with travel arrangement of the rescuer and local transportation, communications, etc. of the rescuer or insured (up to total of ¥200,000).</p>	<p><Medical Expense> When an injury suffered as a result of [Exclusions] 1. (1) - (9) in [Accident Death] (Accident Medical Expense), sickness is caused by [Exclusions] 1. (1), (2), (7) and (8) in [Accident Death] (Sickness Medical Expense), and [Exclusions] 2. in [Accident Death] applies</p> <p><Rescue Expense> When accident is caused by [Exclusions] 1. (1), (2), (3), (7) and (8) and 2. in [Accident Death] applies</p> <p><Common among Medical & Rescue Expense></p> <ul style="list-style-type: none"> Pregnancy, Childbirth, premature birth or miscarriage, or diseases associated with the foregoing (excluding the insured commences a course of treatment by a physician for early pregnancy abnormalities except those occurring during or after the 22nd week of pregnancy) Dental disease <p>Note: Benefits for Sickness Medical Expense and Rescue Expense for sickness contracted prior to departure of travel may be paid under [Emergency Medical and Rescue Expense for Sickness], etc.</p>
Emergency Illness Treatment Expense Compensation	<p><Medical Expense> When the insured receives medical treatment as the result of acute deterioration of symptoms during travel overseas caused by a sickness^(*) which was contracted and the insured received treatment prior to departure of travel.</p> <p><Rescue Expense> When the insured is hospitalized continuously for a period of three days or more as the result of acute deterioration of symptoms during travel overseas caused by a sickness^(*) which was contracted and the insured received treatment prior to departure of travel.</p> <p>^(*) A sickness contracted as the result of pregnancy, childbirth, premature birth or miscarriage and dental disease is excluded.</p>	<p>Of [Insurance Benefit that We will Pay] in [Medical & Rescue Expense], we will pay the amount up to ¥3 million for one sickness where the condition of the insured rapidly deteriorated for the expenses incurred within 30 days from the start date of treatment, up to arrival of the insured to the residence and in line with the normal social conventions as appropriate.</p>	<p>In addition to [Exclusions] in [Medical & Rescue Expense],</p> <ul style="list-style-type: none"> When treatment starts after travel overseas; When the purpose of travel is to receive treatment or mitigate symptoms of the sickness; When the appointment, etc. with a doctor is arranged prior to start of travel overseas; Expenses that were scheduled to continuously incur during travel overseas (for example, expenses associated with continuous use of dialysis, artificial arm/leg, artificial heart, cardiac pacemaker, etc. and expenses associated with continuous administration of insulin and other medicines).

Benefit	Cases in which we will pay Insurance Benefit	Insurance Benefit that we will pay	Examples of Exclusions
Personal Liability	When the insured is legally held liable for accidentally inflicting an injury on any other person or for damaging or breaking another party's property during travel overseas Note: Personal Liability Benefit will be payable even when the insured is in a state of doli incapax and a person with parental authority is held legally liable for the act of the insured.	For one case of accident, we will pay damage compensation up to an amount equal to the Personal Liability Benefit. In addition, we may pay expenses incurred to prevent or mitigate losses, litigation expenses, attorney's fee, or expenses associated with arbitration/reconciliation/settlement. Note: The amount of compensation shall be subject to our prior approval.	In addition to damages resulting from [Exclusions] 1. (7) and (8) of [Accident Death] , <ul style="list-style-type: none"> Damage resulting from intentional misconduct of the policyholder or insured; Liability for damage directly attributable to occupational performance; Liability for damage held by relative living in the same household as the insured or those traveling with the insured; Liability for damage caused by breakage to or loss of property owned, used or managed^(*); Liability for damage attributable to a state of insanity; Liability for damage caused by assault or beating; Liability for damage attributable to the ownership, use or management of a vehicle such as an automobile or motorbike, marine vessel or gun. Fine, penalty charge and punitive compensation, etc.
	(*) Regardless of the description in [Exclusions] on the right, we will pay the benefit for the following damages: <ul style="list-style-type: none"> Damage to a guest room in an accommodation and movable property of the guest room (including a safe deposit box outside of the guest room and key to the guest room); Damage to a room in a dwelling facility and movable property of the room (excluding a case where the entire room is rent); Damage to travel gear and daily items that are directly rented from a rental service company; 		
Baggage	When personal items ^(*) of the insured are lost or damaged by theft, breakage, fire or any other accidents during travel overseas (*) "Personal item" is defined as a personal belonging owned (including those the insured borrows with no charge from parties other than rental service companies for the purpose of the travel before the commencement of the travel) and carried by the insured, but does not include the following items: <ul style="list-style-type: none"> Cash, checks, stock certificates, bills, documentary stamps, stamps, commuter passes, deposit certificates, credit cards, manuscripts, plan or design forms, marine vessels, automobiles, motorbikes, sports gear for sports such as mountain climbing and other dangerous sports, sports gear for surfing, etc., artificial teeth, artificial limbs, contact lenses, animals and plants, articles for sale and products, facilities and fixtures only for the purpose of business, data, software programs, etc. Items not personally carried by the insured 	We will pay the amount of loss or damage up to a maximum of ¥100,000 for one piece (one item, one set or one pair) of personal item (a maximum of ¥50,000 in total for a train ticket or an air ticket). The maximum amount during the insurance period will be the amount of Personal Item Damage Benefit. Note 1: The amount of loss/damage is defined as the lower of the replacement value (being the amount necessary for newly purchasing an item of similar value or quality) or the repair cost, and when the damaged personal item is repairable, we will pay the repair costs up to the replacement value of the item. Note 2: The amount of loss/damage relating to a passport will be transportation expense incurred in acquiring the passport or travel note, issuance fee, etc. (up to a maximum of ¥100,000 in total per accident). Note 3: The amount of loss/damage relating to a driver's license will be the license re-issuance fee.	In addition to damages resulting from [Exclusions] 1. (1), (3), (7) and (8) of [Accident Death] , the loss/damage as the result of following: <ul style="list-style-type: none"> Seizure or exercise of other public authorities; Natural wear and tear, change to or change of color of and defects in personal item; Damage to appearance such as abrasion and chip of paint; Electrical or mechanical accidents (breakdowns, etc.) that are not attributable to random or external accident; Misplacement or loss^(*) of item, etc. (*) Excluding misplacement or loss of passport outside Japan. We cannot pay any benefit for lost or damaged personal items that the insured rented for a charge. In this regard, however, if a piece of travel gear or daily items that are rented from a rental service company are lost or damaged and the rental service company claims damage compensation, we may pay the benefit under [Personal Liability].
Accidental Emergency Expenses	We will pay the expenses ^{(*)2} as the result of an unforeseen accident ^{(*)1} which the insured was forced to incur occurring during travel overseas ^{(*)3} . *1: Limited to accidents that can be attested to by the relevant public authorities, transport operators, lodging facilities, medical institutions or travel agencies. *2: Expenses with the amount in line with current social standards as appropriate cover for (1) transportation, (2) accommodation room charges, (3) meals, (4) telecommunication including international telephone charges, (5) passport arrangement, (6) cancellation charges of travel service to be scheduled to receive at the destination, and (7) purchase costs of personal effects (any amount that was already reimbursed or that the insured expected to pay will be deducted). (Benefit for (3) and (7) will be paid only when prescribed terms are met. For details, please see Explanation of Important Matters, etc.) *3: The amount will be limited to the total of (1) - (6) of *2 and the Accidental Emergency Expense benefit during travel overseas ((3) meal expense will be limited to 10% of Accidental Emergency Expense benefit during travel overseas). Separately from (1) - (6), (7) purchase cost of personal effects during travel overseas will be up to the lower of ¥100,000 or two times the amount of Accidental Emergency Expense benefit.		In addition to expenses incurred by [Exclusions] 1. (2), (3), (7), (8) and (9) of [Accident Death] and those that apply to [Exclusions] 2. , the expenses as the result of following: <ul style="list-style-type: none"> Intentional or gross negligence or violation of law by the policyholder, insured or beneficiary of the insurance; Earthquake, volcanic eruption or tsunami resulting from the foregoing; Pregnancy, childbirth, premature birth, miscarriage or sickness caused thereby; Dental disease, etc.
Travel Interruption Expenses	When the insured suspends a trip after leaving Japan as a result of falling under any of the following and returns directly to Japan: (1) When the insured, those who are going to travel together with him/her (hereinafter referred to as "Insured, etc."), or spouse or other relative of the Insured, etc. dies or becomes dangerously ill;	We pay the following expenses incurred by the policyholder, the insured, or his/her statutory heir because of the insured suspending travel, up to the amount of a Travel Interruption Expense Benefit. (If the trip is a planned trip, we pay the higher of the amount of 1. or 3. below; for any other type of travel, we pay the higher of the amount of 2. or 3. below.) 1. Amount calculated using the following formula:	Expenses caused by (1) - (4) below: (1) When (1), (2), (3), (4) or (5) in <u>[Cases in which we pay Insurance Benefit] described to the left applies</u> due to the following causes: <ul style="list-style-type: none"> Intentional or gross negligence by the policyholder, the insured, or beneficiary of the insurance; Altercation, suicidal act, or criminal act;

Benefit	Cases in which we will pay Insurance Benefit	Insurance Benefit that we will pay	Examples of Exclusions
	<p>(2) When the Insured, etc. or the spouse or other relative of the Insured, etc. is hospitalized due to injury or illness^(*);</p> <p>(3) When the aircraft or marine vessel that the Insured, etc. is aboard is involved in an accident or the Insured, etc. suffers a mountain-climbing mishap;</p> <p>(4) When a public authority confirms that it is necessary to conduct search and rescue activities for the Insured, etc. as a result of an accident;</p> <p>(5) When a residential building or household property of the Insured, etc. is damaged due to fire, typhoon, or avalanche, etc. and the damages are one million yen or more;</p> <p>(6) When the Insured, etc. appears in court;</p> <p>(7) When an earthquake/volcanic eruption, a tsunami caused by these events, an incident such as a war or revolution, a riot or an act of terrorism, or other similar events occurs at the travel destination of the Insured, etc., including the planned destination;</p> <p>(8) When an order from a public office is issued to the Insured, etc.; and</p> <p>(9) When evacuation instructions, etc. are issued by a public organization to the Insured, etc.</p> <p>(*)Pregnancy, childbirth, premature birth or miscarriage, and dental disease are excluded.</p>	<p>The lower of the amount of Travel Interruption Expense Benefit or travel fees $\times \frac{\text{Number of days after the date of return}}{\text{Number of days in the itinerary}}$</p> <p>Note: When a portion of travel fees is refunded, the travel fees used in the above formula shall be the amount after such refunded amount is deducted from actual travel fees.</p> <p>2. Expenses mentioned below:</p> <p>(1) Expenses paid to travel agents, etc. in the form of cancellation fee or penalty fee etc.; and</p> <p>(2) Expenses paid as expenses for travel procedures (excluding expenses for items that can be used after suspension of travel).</p> <p>Note: The Benefit includes expenses payable in the future and the amount to be reimbursed is deducted.</p> <p>3. Expenses of (1) and (2) required for return in the following cases:</p> <ul style="list-style-type: none"> When reservations for purchasing an airline ticket, etc. are made or a ticket is already purchased; and When travel is a planned trip and travel fees include expenses for tickets, etc. for transportation used for the return, such as airline ticket. <p>(1) Transportation expenses such as air fares</p> <p>(2) Accommodation room charge (up to 14 days), communication fee and expenses for travel procedures (up to a total of 200,000 yen)</p> <p>Note: Transportation expenses that were refunded due to the suspension of the travel and the amount to be paid as Medical and Rescue Expense Benefit are to be deducted.</p> <p>◎ The insurance liability of this rider starts at the point of leaving Japan.</p>	<ul style="list-style-type: none"> Driving a motor vehicle, etc. under the influence of alcohol or drug, or without being properly qualified; Earthquakes and volcanic eruptions in Japan, or tsunami caused by these events; Incidents such as war or revolution in areas other than travel destinations (excluding acts of terrorism); and Accident caused by nuclear fuel material or radioactive contamination. <p>(2).When (2) in [Cases in which we pay Insurance Benefit] described to the left applies due to whiplash or back pain without any objective medical findings, etc.</p> <p>(3).When any of (1) to (9) in [Cases in which we pay Insurance Benefit] described to the left applies before receipt of the insurance premium or the day before the date of leaving Japan (however, if an event which the insured falls under after the later of the day of receipt of the insurance premium or the day of leaving Japan is different from the one he/she falls under before receipt of the insurance premium or the day before leaving Japan (cases such as where the insured is hospitalized before the day before leaving Japan and becomes dangerously ill after leaving Japan), we pay the insurance benefit.)</p> <p>(4).When (1) or (2) in [Cases in which we pay Insurance Benefit] described to the left applies to the insured due to dangerous sports, or competitions, races and test drives of automobiles, etc.</p>

Definition of terms

- “Insured” is defined as a person who is subject to the insurance.
- “During travel overseas” is defined as being in the course of travel during the insurance period (a period between departure from and arrival at the residence with a purpose of traveling abroad).
- “Injury” is defined as a physical injury caused by sudden and contingent extraneous accident. Injuries include acute intoxication caused by toxic gas or hazardous substance that is inhaled accidentally and momentarily.
- “Treatment” is defined as a medical treatment that the doctor recognizes is required and practices and performs.
- “Spouse” is defined as the other party of the marriage which includes circumstance of de facto marriage without a notification of marriage.

11. Overseas Travel Insurance for GV Volunteers

◆ JI Desk - Overseas Safety Service

JI Accident & Fire Insurance offers an **overseas Japanese-language support desk** called **JI Desk**, which is available in Japanese. Business hours vary depending on JI Desk of the country you are visiting. If it is outside business hours, please contact the JI Accident Reception Center in Japan.

➤ Use JI Desk for the following situations:

Consultations in case of trouble	Contacting family (upon request)
Referrals and appointments with physicians and hospitals	Arrangement of medical interpreters and Japanese-speaking guides
Arrangements for hospitals and transportation to Japan	Information on procedures in case of theft of passports and other documents
Guarantee of payments to hospitals and other medical institutions	Assistance for relief persons for travel such as lost baggage or baggage theft, etc.

◆◆◆ Contacts of JI Desks ◆◆◆

JI Desk	Toll-free call	General call	Business Hours	Holidays	Emergency Direct Call by Country
Singapore	1800-732-0203	6733-5090	10:00 - 18:30	Open every day	800-8110-026
Kuala Lumpur	-	03-2330-3336	10:00 - 17:00	Saturday, Sunday, public holidays, lunar new year <small>*Calls are transferred to Singapore</small>	1-800-80-0144
Bangkok	1800-292-300	02-230-0492	09:00 ~ 18:00 (excl 12-13)	Saturday, Sunday, public holidays, lunar new year	001-800-81-19013
Ho Chi Minh	-	028-3827-6097	09:00 - 16:00	Saturday, Sunday, public holidays, lunar new year	120-81-004
Hanoi	-	024-3936-9432	09:00 - 17:30	Saturday, Sunday, public holidays, lunar new year	
Siem Reap	-	063-766212	09:00 - 16:00	Saturday, Sunday, public holidays, lunar new year	-
Jakarta	-	021-2556-5573	09:00 - 17:00	Saturday, Sunday, public holidays, lunar new year	001-803-81-7007
Manila	1800-10-893-7155	02-8832-5504	08:45 - 17:45	Saturday, Sunday, public holidays	1-800-1-8110069

- If it is outside business hours, please call Emergency Direct Call by Country or JI Accident Reception Center in Japan.

Accident Reception Center in Japan: +81-3-6634-4151

- To file a claim after returning to Japan, please contact **claims office: 0120-395470**

* When you make a call, you may be charged a service fee and/or outgoing and incoming call charges. No guarantee is made that the call is completely free of charge.

* Depending on the telecommunication conditions in each country, the service may not be available (whether it is mobile phone or landline). Toll-free service is not available from outside the applicable country.

* Please inquire your mobile carrier for details including how to make a call and call charges.

➤ When calling JI Desk, please tell the following:

- That you are a JI Overseas Travel Insurance subscriber
- Name of the insured
- Insurance policy number and ID in CY26: **JS20K01844**

Visit here for the latest contact information and business hours of the Ji Desk.



The above is a guide to services that are generally available as of October 2024, and some or all of the services may not be available due to the nature of your insurance, the nature of the accident (whether it is covered, etc.), the circumstances, global conditions, or other reasons. For details of the service, please refer to the IDENTIFICATION CARD or access the two-dimensional barcode on the right and visit Overseas Travel Insurance Support Service website.



12. Emergency Response Plan

12. Emergency Response Plan

A participant is injured or becomes ill.

The participant or other person should immediately report to the team leader and the hosting coordinator or the coordinator in the field accompanying the team.



A. Minor injury/illness

A1. Provide first aid on site, or go to a nearby hospital. If the coordinator is not available, consult the GV insurance company's support desk ("JI desk"). If the JI desk cannot be reached, call the contact in Japan (+81-3-6634-4151).


A2. If the relevant participant is a minor, the agent designated to act for his/her parent or legal guardian on the "Parental Authorization for Treatment of, and Travel with, a Minor Child" must accompany the minor and also carry the authorization form. If necessary, an English-speaking member of the team should also accompany the participant.

A3. Keep all documentation of clinic visits. Have the doctor fill out the Overseas Travel Insurance Claim Form (refer to P.31) designated by GV Insurance or ask the hospital/clinic to issue its own medical certificate. Keep receipts for diagnosis and prescription expenses.

A4. The participant can either rest at the hotel until he/she feels better or participate in the work at the activity site as long as he/she feels well enough to do so.

A5. Continue health observation. The team leader reports to the sending coordinator and submit an incident report via web link.

If the condition worsens, proceed to "B. Severe Injury or Illness."



B. Severe injury or illness

B1. Provide lifesaving and first aid measures, and call an ambulance if necessary for the situation. After taking necessary initial actions, contact the GV insurance company's support desk ("JI desk"). If JI desk cannot be reached, call the contact in Japan (+81-3-6634-4151).

B2. If an ambulance is not used, consult with the coordinator to decide where to take the relevant participant. If the coordinator is not available, consult JI Desk (or call +81-3-6634-4151) for a hospital referral.

B3. If the relevant participant is a minor, the agent designated to act for his/her parent or legal guardian on the "Parental Authorization for Treatment of, and Travel with, a Minor Child" must accompany the minor to the hospital, and also carry the authorization form. If necessary, an English-speaking member of the team should also accompany the participant.

B4. As soon as first aid, transport to hospital, and other necessary actions are completed, notify the emergency contact registered by the relevant participant and Habitat Japan immediately.

B5. At the medical institution, confirm the initial diagnosis, consultation, and prognosis by the physician who examined the patient. If the medical institution requires a "guarantee of payment", contact JI Desk.

B6. Have the relevant participant stay in the hospital as directed by the physician (if recommended). Maintain contact with JI Desk as needed. Verify documents required for filing a claim with the insurance company (including designated medical certificate), collect and keep all documents/receipts.

B7. If necessary, emergency transportation of the participant out of the country should be done as directed by the doctor and the insurance company.

B8. If condition improves, arrange for transportation to the hotel after discharge from the hospital as instructed by the doctor. If payment of transportation and medical expenses is required, confirm and keep the necessary documents (medical certificate, receipts, etc.) so that you can receive reimbursement after returning to Japan.

B9. After discharge from the hospital, monitor the relevant participant's health and report the condition regularly to his/her emergency contact person and the coordinators in the sending and program countries. The team leader submits an incident report via web link.



12. Emergency Response Plan

A weather disaster, natural disaster, or any type of terrorism, war, potential kidnapping, riot, or criminal activity that poses a threat to team members occurs.



C. In the event of emergency

C1. In the event of an emergency or signs of an emergency, notify the hosting coordinator and act as a group to ensure safety.

C2. Make sure all team members are present and communicate with the coordinators in the hosting and sending countries. If they cannot be reached, contact the local Japanese embassy and ask for assistance.

C3. If a team member is injured and requires medical attention, follow steps A or B.

C4. If it is decided that it is best to remain in the hosting country, the team may be instructed to evacuate on the spot. In that case, evacuate to a safe place such as a hotel, embassy, or school.

C5. If circumstances permit, brief the sending and country program coordinators and the participants' emergency contacts about the team's situation, specific needs, and immediate plans.

C6. If evacuation from the country is being considered, proceed to "D. Emergency Evacuation from the Country."

C7. As soon as safety is assured, the team leader submits an incident report via web link.

An emergency situation requires the team to evacuate the country.



D. Emergency Evacuation from the Country

D1. The decision to remain in the country or evacuate is made by Habitat International's risk management officer in cooperation with the sending and program country officers and relevant agencies.

The team leader may consult with the sending program's officer and have the team evacuate before Habitat International's decision takes place. However, the cost of evacuation in such case may have to be borne by the team.

D2. Once the decision is made to evacuate an individual or team out of the country in an emergency, the time, meeting place, and baggage allowance will be specified. Generally, only one suitcase and carry-on baggage are allowed.

Here is an example of baggage contents;

- Medications (prescription and over-the-counter), medical/dental records, immunization cards, spare glasses and prescriptions. Remember to put prescription medications in a pharmacy container.
- Passport and driver's license
- Cash and credit cards
- Mobile phone
- Personal belongings and change of clothes for one traveler
- Preserved food

D3. As soon as safety is assured, the team leader submits an incident report via web link.

13. GV Volunteer Insurance Claims Procedure

13. GV Volunteer Insurance Claims Procedure

1. After returning to Japan, the claimant submits the required documents (originals) to Ji Insurance by mail.
*Required documents vary depending on the contents of the claim. Please check the “Overseas Travel Insurance Claims Guide” below.
*Keep photocopies of the claim form, medical certificate, receipts, and other submitted documents until the claim is completed.
2. After review of the claim, Ji Insurance reimburses the claimant for the expenses applied for.

The “Overseas Travel Insurance Claims Guide,” the medical certificate, and claim form can be downloaded from the link below (or QR code on the right) :

<https://www.jihoken.co.jp/images/procedure/kaigai.pdf>



ATTENTION: If the claim amount is expected to be small, or if the result of medical examination is not serious, or even if no further medical treatment is diagnosed as unnecessary at the time, it is recommended that all procedures be completed so that a valid insurance claim can be filed at a later date.

Mailing Address for Claims Documents :

330-9890
Saitama Shintoshin Postal Office P.O. Box 70
Ji Accident & Fire Insurance Co.,Ltd.
Claims Document Acceptance Center
Phone: 0120-395470



14. Health Care

14. Health Care


Habitat is not a medical institution and cannot advise you on which vaccinations to get or medications to bring. We recommend that you consult your physician, as well as check the following websites for local conditions. It is your responsibility to determine what medical precautions to take upon participating in GV.

➤ **Websites with Health Advice for Travel:**

- **Quarantine Information Office - Infectious Disease Information for Overseas Travelers**
- **Center for Disease Control Travelers' Health** (English only)
- **World Health Organization** (English only)

➤ **Health Care Guidelines:**

- Thoroughly wash hands before eating or drinking. If hand-washing facilities are not available, use sanitizing sheets to disinfect.
- Never drink raw water (tap water) as it is not purified and may contain bacteria and parasites. Purchase bottled water instead. Avoid ice and water served in restaurants, as they are often not sanitized
- Remind members that after bathing or swimming in the river, they should thoroughly wash their entire body and disinfect any cuts or other injured areas.
- Fruits and vegetables bought at local stores should always be washed in sterilized water before eating.
- When eating food from street stalls, use caution and use your own judgment as to whether the food is adequately cooked and hygienic.
- Be aware that cool, humid climates can lead to hypothermia and that there is always a risk of excessive sunburn and heat stroke as many countries in Southeast Asia or other region are tropical. To prevent these symptoms, always try to avoid direct sunlight, while on a build site, by applying sunscreen, wearing a hat, and wearing long-sleeved shirts long pants. Also, since you may not be used to working on a build site for an extended period, make sure to take breaks and rest your body.
- Symptoms such as sudden fatigue, nausea, dizziness, headache may indicate heat stroke. Move to a cool place such as a tree shade, wipe the whole body with a towel soaked in water, and lower the body temperature to 39°C (not too low). Also, take a lot of fluids with salt (e.g., sports drinks). Be careful that a high fever (40-41°C) could develop without one being aware, causing loss of consciousness. In such cases, the relevant participant should be taken to a hospital immediately.
- Take in plenty of water. Not drinking enough water can lead to dehydration. Symptoms of dehydration include fatigue, lack of energy, headache, dizziness, decreased urination, cloudy urine, decreased sweating, and sometimes stomach cramps. At the first sign of dehydration, rest in the shade and rehydrate (with salt). If necessary, take the relevant participant to the hospital.
- Bites from wild dogs and other wild animals can cause rabies, so be careful to stay away from them.
- Mosquito-borne viral diseases such as dengue fever, chikungunya fever, Zika virus infection, Japanese encephalitis, West Nile fever, yellow fever, and malaria (a protozoan disease), are prevalent mainly in tropical and subtropical regions. Please take precautions against mosquito bites by using insect repellents, mosquito sprays, and wearing long sleeves.



15. Security Situation at the Destination

15. Security Situation in the Destination

Habitat for Humanity International has a dedicated risk management team that monitors the situation and security in each country and works to gather the latest information to put the safety of staff, volunteers, and others involved at the forefront. If Habitat for Humanity International determines that a country or region is unsafe to work in based on its safety regulations, it will stop accepting volunteers and suspend the GV program in that country or region.

Any international travel, including a GV trip, carries a risk. Participants are expected to be aware of the possibility of risks and to make necessary judgements before and at the time of travel. To ensure that you are up-to-date on the situation in your hosting country, please collect safety information issued by the Ministry of Foreign Affairs of Japan before and during your travel until you return home. Click [here](#) for the Ministry of Foreign Affairs Overseas Safety website.

➤ Request for “Tabiregi” registration” (recommended)

This is a free service by the Ministry of Foreign Affairs of Japan that provides latest safety travel information. Once registered, you will receive the latest safety information and precautions for your planned travel destination via e-mail. Click [here](#) to register for Tabiregi.

For non-Japanese citizens, please check for any travel advisories issued by your country and confirm the address of the nearest embassy in your destination country.

➤ Travel Tips:

The following websites provide general tips and information on travel. Please gather information from these websites, including visa requirements, and prepare for your trip.

©Websites in Japanese

- > [“Chikyuno Arukikata”](#)
- > [“Nihonbashi Yumeya”](#)

©Websites in English

- > [Intrepid Travel](#)
- > [Lonely Planet](#)
- > [Fodor’s Travel Online](#)
- > [Travel Advice:](#)
- > [Frommers Travel Guide](#)
- > [National Geographic](#)



16. Cancellation Policy

16. Cancellation Policy

Regarding the participation in Global Village (GV), the overseas build volunteering program, signed up through Habitat Japan, the following rules and regulations apply regarding cancellation fees and refunds of GV donations and other expenses, in the event of cancellation of participation after sign up or cancellation of activities after the program has begun ("Cancellation").

◆ **If a team cancels GV participation for reasons on the part of the participants**

- Cancellation made 45 to 31 days prior to departure date:
=> In addition to the 150,000 yen deposit, a cancellation fee of 10,000 yen per participant will be charged.
- Cancellation made within 30 days prior to departure date
=> No refunds will be made except for insurance premiums and emergency funds
- Cancellation made after departure
=> No refunds of any kind, including insurance premiums and emergency funds, will be made.

* The reservation deposit of 150,000 yen is, in principle, non-refundable regardless of the time of cancellation.

- If you change the destination country, the original 150,000-yen deposit is non-refundable. In addition, another deposit of 150,000 yen will be required to make a reservation for the new destination country.

<Cancellation fee charged for a team's cancellation made for reasons on the part of the participants>

Date of Cancellation	Number of Days Prior to Departure			After Departure
	46 or more	45 to 31	30 or less	
Cancellation Fee	Deposit of 150,000 yen	Deposit of 150,000 yen and 10,000 yen per person	All amounts except insurance premiums and emergency funds	All amounts including insurance premiums and emergency funds

◆ **If an individual cancels GV participation for reasons on the part of the participant**

- Cancellation made 45 to 31 days prior to departure date:
=> A cancellation fee of 10,000 yen per participant will be charged.
- Cancellation made within 30 days prior to departure date
=> No refunds will be made except for insurance premiums and emergency funds.
- Cancellation made after departure
=> No refunds of any kind, including insurance premiums and emergency funds, will be made.

<Cancellation fee charged for an individual's cancellation made for reasons on the part of the participant>

Date of Cancellation	Number of Days Prior to Departure			After Departure
	46 or more	45 to 31	30 or less	
Cancellation Fee	None	10,000 yen per person	All amounts except insurance premiums and emergency funds	All amounts including insurance premiums and emergency funds



16. Cancellation Policy

◆ If the GV program is cancelled due to a force majeure event

In the event that a force majeure event (e.g., deterioration of public safety, occurrence of a natural disaster, or the issuance of an evacuation order based on such event, in Japan or abroad) makes it difficult to carry out activities at the intended hosting site, the participants will be asked to choose one of the following options, after consultation with Habitat.

<Before departure>

Participate in other hosting site (or in other country) without changing the dates of participation.

- Participate in the same hosting site on different dates.
- Cancel participation => Refunds will be made for all amounts except the deposit of 150,000 yen.

<After departure>

- Participate in other hosting site in the same country without changing the dates of participation.
- Cancel participation
=> Only insurance premiums will be refunded on a pro-rated basis for unused portion.

◆ If the GV program is cancelled for reasons on the part of Habitat

In the event that Habitat is unable to accommodate the participants at the intended hosting site, mainly due to circumstances on Habitat's side, the participants will be asked to choose one of the following options, after consultation with Habitat.

<Before departure>

- Participate in other hosting site (or in other country) without changing the dates of participation.
- Participate in the same hosting site on different dates.
- Cancel participation => Refunds will be made for all amounts including the deposit of 150,000 yen.

<After departure>

- Participate in other hosting site in the same country without changing the dates of participation.
- Cancel participation
=> GV donation including the deposit of 150,000 yen will be refunded on a pro-rated basis for unused portion.
=> Insurance premiums will be refunded on a pro-rated basis for unused portion.

[Important Notes]

*1 Please note that Habitat will make the decision whether or not it is difficult to conduct activities at the hosting site, and that Habitat will not be held responsible for any damages caused by cancellation.

*2 Departure date will be based on the time of departure from home.

*3 Travel expenses (airfare, hotel, etc.) incurred in connection with participation in this program shall be in accordance with the rules and regulations set forth by the travel agency or other organization used by the participants.

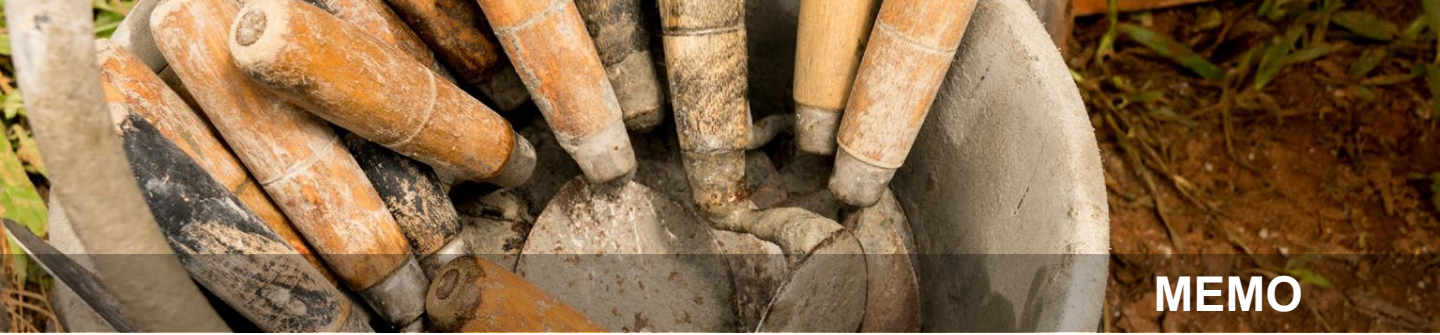
*4 Cancellation fees paid under the rules and regulations stated above will be used for Habitat Japan's activities.



MEMO



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