

2024 Management Report



**YOUNG
TRAVELERS**

LETTER FROM THE BOARD OF DIRECTORS

Dear team of volunteers, we hope you are all doing well. First, we would like to thank you all for your creativity, effort, and time donated to building a more prosperous, inclusive, and sustainable society. In 2024, we have grown more than ever before: we have provided professional volunteer opportunities to more than 165 young people from 20 countries, formed partnerships with companies in Latin America and Europe, offered psychological support services, researched how to advance the energy transition, improved all our recruitment, monitoring, and retention processes, advanced our technological tools, communicated our values and our work, published our transparency program, made progress in economic and social development projects, made new contacts, deepened our friendships, and within all of that, created more opportunities for young people in different parts of the world and for ourselves.

From the Board of Directors, we have seen the progress made by the different departments and the advancement in the skills and careers of each of the volunteers. At the International Association of Professional Volunteers, we look back with pride on our achievements and take responsibility for what we have learned and the skills we have developed to continue building a better future for all.



We want to recognize the people directing the different departments, the people in the General and the Volunteers Coordination, the members of all the teams, the people who have joined us this year, and those who have left to continue fighting for their dreams. For all of you on our team, you will always find open doors and support to learn, develop your skills, demonstrate your potential, achieve your goals, and work for others and the environment.

We wish you a 2025 full of successes, challenges overcome, dreams achieved, and lots of love. Next year, we will work harder than ever before to build more opportunities for people and to promote a healthier environment. Thank you all for being part of this collective dream. Together, we will make history!

Carlos Andrés Montoya Acosta
C.C. 1010.239.803
Legal Representative and President



THE YEAR 2024

In accordance with legal requirements, this report reflects the management of the Young Travelers Foundation as of December 31, 2024. During the year, the Board and Management formulated and consolidated the strategy, lines of work, and programmatic axes through actions focused on seeking the sustainability of the organization in compliance with its planned activities and the law.



CONTEXT OF OUR PURPOSE AND STRATEGIC DEFINITION

Young Travelers is a non-profit organization whose main objective is to promote the progress of different communities in Colombia and the world as a tool for economic development, focused on respect for nature and the fight against all forms of discrimination. This is achieved through joint work between young people, companies, NGOs, government institutions, and travelers, through volunteer work and the potential of new generations as a tool for economic development, social integration, and environmental sustainability.

The organization works to promote social development in various communities, disseminating and promoting the Sustainable Development Goals (SDGs) of the 2030 Agenda established by the United Nations and ratified by the Government of Colombia, promoting environmental and sociocultural projects, offering free psychosocial support to young people, and supporting third parties with the aim of contributing to their personal, economic, social, and/or environmental development.



DEVELOPMENT OF MERITORIOUS ACTIVITIES

In 2024, social development was promoted and encouraged in compliance with several of the UN SDGs. All this was achieved through projects and other initiatives developed by the organization. Thanks to the arrival of new permanent professional volunteers and the specification of the work, growth was achieved in the areas of Communications, Human Resources, Volunteer Coordination, Psychology, Social Projects, Environmental Projects, and Public Relations.

The above represented a challenge as it meant a change in the internal structure of the teams, greater commitment on the part of the volunteers, and the constant search for improvements in order to build a larger, more diverse, and more successful team, as well as to create more and better opportunities for everyone.



→ COMMUNICATIONS DEPARTMENT

The organization's Communications Department promotes, expands, and communicates every step we take in each department. It defines and promotes the graphic image and communication materials through different social networks, digital content, and the website. Internally, it establishes parameters for better internal communication. Despite unforeseen circumstances in terms of resources and time, the department's vital objectives and tasks have been fulfilled, creating a solid foundation for the near future.



Major Milestones:

- 4 life events covered, recorded, published, and broadcast live (International Research Forum on Climate Change).
- Internal reorganization of the team.
- Redesign of logos and brand manual.
- Graphic line for the FORUM.
- Internal communication with active volunteers through bi-monthly newsletters.



Instagram

- More than 600 followers.
- Posts on psychology and good mental health habits.
- Posts about the Sustainable Development Goals.
- Posts about LGBTI Pride and Women's Day.
- Posts about AIVP projects and calls for proposals.
- Posts about the International Youth Forum for the Fight Against Climate Change.



LinkedIn

- +13,000 accounts reached organically.
- +900 followers.
- Countries reached: Colombia, Mexico, the United States, Peru, Chile, Spain, Indonesia, and England.



→ ENVIRONMENTAL PROJECTS DEPARTMENT

The department's objective is to work together to formulate, develop, and manage environmental and conservation projects that enable the construction of a more sustainable society, promoting the professional development of volunteers and the fight against climate change.



Grandes Hitos

- Calls for new volunteers were made with the support of the People Department (Human Resources).
- Progress was made in the identification and documentation phase to define the scope of the urban agriculture project in Suba, Bogota.
- Strategic alliances were established with community members, which allowed for the identification of key needs and the targeting of support efforts.
- Progress was made on the Biodiversity Observation and Conservation Project in Rincón del Mar, which includes monitoring fauna and flora, waste collection, environmental education activities, and workshops with the community.
- A marketing strategy was designed in conjunction with the Colombia Palenque Negra Cultural Corporation to strengthen the tourism offering. As a result, environmental awareness was promoted and recommendations were made for the development of local ecotourism.



Major Milestones

- Between July and December, the Third International Research Forum on Climate Change was held, a space for dialogue and collective construction that brought together delegations from Argentina, Colombia, Spain, Mexico, and Peru. During the event, participants conducted research focused on the energy transition and the role of their countries in climate change mitigation and adaptation.

As part of the forum, the young people analyzed current environmental policies, identified challenges and opportunities in their local contexts, and compared successful experiences at the international level. Based on these analyses, they formulated proposals aimed at key political and civil actors, including government entities, private companies, non-governmental organizations, and community leaders.

The proposals focused on strategies to accelerate the transition to renewable energy, promote the circular economy, boost incentives for investment in clean technologies, and strengthen environmental education as a tool for change. In addition, the forum promoted the creation of collaborative networks between different countries with the aim of sharing knowledge and replicating innovative models for climate change management.

This forum not only allowed for the exchange of ideas among young people committed to sustainability, but also generated valuable input for environmental decision-making, positioning the younger generation as key agents in building a more sustainable future.

WEAKNESSES

- Willingness to improve organization.
- Postponement of meetings due to external factors.

STRENGTHS

- Initial commitment from other delegations.

OPPORTUNITIES

- Improve communication with other delegations to obtain the expected results in relation to the planning and launch of the first installment.
- Create or establish a schedule (S-II) in accordance with alliances.

THREATS

- Time delegates to coordinate projects.
- Commitment to other delegations.

→ PEOPLE DEPARTMENT

The objective of the People Department - Human Resources is to provide support for the selection, recruitment, formalization, retention and monitoring of volunteers.



Major Milestones

- Calls for applications were made and volunteers were selected in the areas of communications, psychology, social projects, environmental projects, volunteering, public relations, among others.
- The Leadership Monitoring Matrix was redesigned to facilitate the control of the activities carried out by each of the organization's teams.
- The Human Resources database was strengthened.
- By the end of 2024, 165 professional volunteers from 20 countries participated in social, environmental, and cultural projects organized by the organization.
- Contact with interested volunteers from different countries is encouraged, either to do internships within the organization or to become part of the team.
- Implementation of a 'vacancy application process' due to high demand for personnel. A format was created to improve this administrative process and thus reduce response times for the various calls in each department.
- An individual monitoring system was developed for volunteers through a weekly hours report with the aim of tracking the progress of all team members.
- The databases and folders of all volunteers were updated and reorganized.



Major Milestones

- Implementation of People Site for requests: Vacations, vacancies, agreements, among others.
- The sending of birthday gifts to volunteers was implemented.
- A flowchart was implemented for the recruitment and selection process.
- An end of the year activity was held.



→ VOLUNTEER COORDINATION

The objective of Volunteer Coordination is to manage and supervise the activities of the organization's volunteers, ensuring their performance and satisfaction, and strengthening their commitment to the projects organized by the institution.



Major Milestones

- **Volunteer Tracking System:** A structured weekly time reporting system was implemented to monitor the progress of all volunteers, ensuring that they fulfill their responsibilities effectively.
- **Vacation Management:** A vacation control database was designed and implemented to record and manage volunteer availability in an organized manner. In addition, a digital form was created that allows volunteers to report their vacation information quickly and easily.
- **Welcome and Farewell Protocols:** Welcome protocols were developed for internal and external volunteers, including sending emails with relevant information and necessary documents. Likewise, farewell protocols were created to ensure a smooth transition and recognize each volunteer's contributions.
- **Communication Optimization:** Standardized templates were developed for messages and emails intended for communication with volunteers, improving efficiency and clarity in information and follow-up processes.
- **Volunteer Certification:** Certificates of participation were issued to internal, external, and International Forum volunteers, highlighting their contributions and strengthening recognition of their work.

→ VOLUNTEER COORDINATION



Major Milestones

- Confidentiality: A confidentiality agreement was implemented for volunteers participating in the International Forum, ensuring the ethical handling of sensitive information and promoting accountability.
- Indicator Visualization: An indicator report was developed using Power BI to monitor volunteer performance and goal achievement from August to November, achieving a more accurate and effective analysis.
- Administrative Reorganization: Volunteer databases and management systems were optimized, ensuring more efficient and accessible administration.

THANKS TO THESE ACTIONS

the Volunteer Coordination team was able to strengthen the organizational structure, promote volunteer commitment, and contribute significantly to the success of the social, environmental, and cultural projects led by the organization.

→ PSYCHOLOGY DEPARTMENT

The objective is to provide free psychological support and guidance to young people in the context of the pandemic and the environmental and social catastrophes that occurred during the year.



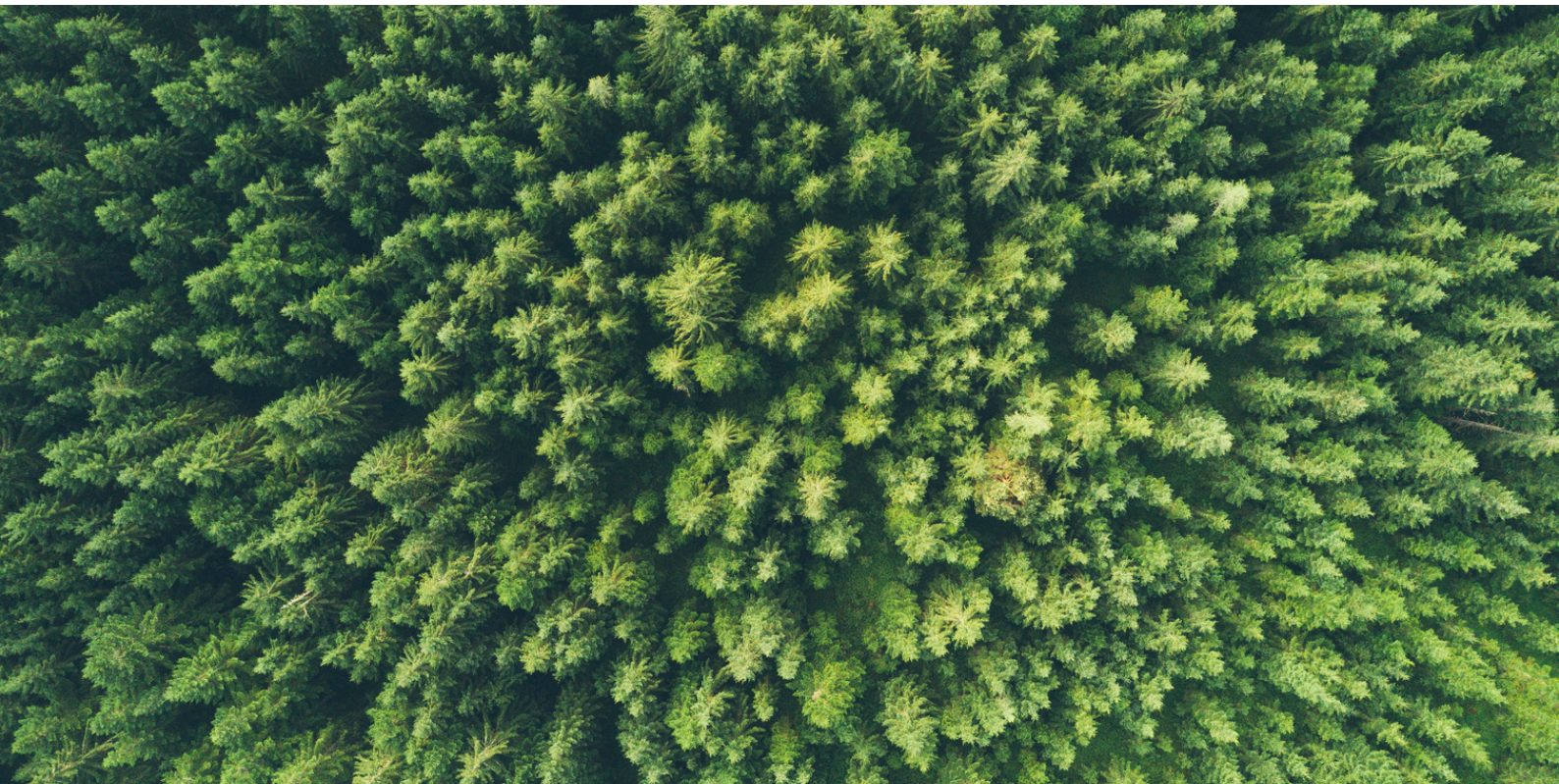
Major Milestones

- From a clinical perspective, support sessions were held for people seeking psychological support, and follow-up sessions were scheduled in agreement with the beneficiaries.
- Progress was made in designing a free psychological counseling and crisis care service for young people and people affected by natural disasters, provided by volunteers in psychology and emotional well-being. Here, emotional support is offered in times of crisis and collaboration in the development of strategies to improve people's mental well-being.
- A workshop on 'Impostor Syndrome' was created for both volunteers and external participants, with the aim of strengthening self-esteem and providing tools to recognize one's own achievements. This syndrome manifests itself when a person feels that they do not deserve their successes and perceives their achievements as the result of luck, rather than their ability and effort. Despite having evidence of their merits, the feeling of not deserving the recognition or success achieved persists.



Major Milestones

- Progress was made on the research project on the psychological impact of climate change and the implementation of workshops to help young people manage climate anxiety. This project, which originated in the context of the 2022 Forum and discussions on various environmental policies between countries, seeks to address a social problem that has increased in recent years. Research continues into the symptoms, causes, and, above all, innovative solutions to combat climate anxiety among young people. The aim is to provide tools to deal with it and raise awareness of the importance of environmental care from a mental health perspective.
- First aid and psychological videos were created for those who, despite being interested in having an initial psychological consultation, have not been able to take that first step. This opens up new possibilities for helping the society we serve.



→ SOCIAL PROJECTS DEPARTMENT

The objective of this area is to work together to formulate, develop, and manage social and cultural projects that enable the construction of more developed communities from an economic, social, and environmental point of view. In the long term, this generates an increase in sustainable tourism and raises awareness of the positive aspects of various sectors or areas in the territories.



Major Milestones

- An internal structure was created to be more efficient in the projects that are being developed.
- Ideas are being implemented with the professional support of volunteers and, as a lesson learned, the "Bosa Project" is being designed and created, with the identification, documentary development, and establishment of general and specific objectives and scope phases now complete. This project presents an innovative project aimed at waste recovery with the purpose of building playgrounds and revitalizing the commercial sector in the area of Bosa, Bogotá. This project seeks to improve the quality of life of residents, promote environmental sustainability, and transform the area of Bosa, especially the area where the metro will be located, into an attractive area for tourism and commerce through comprehensive planning and community participation.
- Contacts were established with organizations that could be very useful for the development of the project.
- Pilot models of the planned volunteer program were delivered prior to communication with the government entities required for the project's execution.

→ PUBLIC RELATIONS DEPARTMENT

The objective of the Public Relations Department is to generate partnerships with the private and public sectors, create opportunities for external professional volunteering, provide support to the different teams of the organization to structure the projects that are being executed, and obtain support in the form of money, training, partnerships, benefits, discounts, certificates, etc.



Major Milestones

- A document was created containing all the detailed information about the program, and a slide deck was also created to simplify the information and provide support for presenting this project to public and private entities.
- The objective of the external volunteers is to support social, economic, or environmental development through the execution of professional activities that promote the personal and professional development of the volunteer and contribute to the growth of the organization's partners. This volunteer program is designed to allow young people to gain certified professional experience, expand their networks, and participate in projects that have a positive impact on their communities and the world, all within the framework of the Sustainable Development Goals (SDGs), especially SDG 8, which seeks to reduce the number of young people who are not in education, employment, or training.
- Through this type of volunteering, we collaborate with partner companies and organizations, both national and international, that seek to promote the development of young people in different areas. These collaborations do not involve a direct contractual relationship with these companies, but are exclusively aimed at fulfilling the social and professional objectives of the volunteering managed by AIVP.



Major Milestones

- The Public Relations department database was created to identify public and private entities with which partnerships could be formed, aid obtained, training provided, or any other type of assistance offered. Email scripts were created to establish contact with these entities. These scripts are followed up with other types of contact to achieve more effective communication.
- The "Early Career for International Organizations" program was created. This program offers remote volunteering to young people interested in gaining experience in multilateral organizations. With a maximum weekly commitment of 15 hours, the program seeks to include young people in the workplace of international organizations and thus reduce the unemployment rate in the world and reduce the number of so-called "NEETs." To this end, partnerships with private sector companies are sought to promote professional education and socioeconomic mobility, with a focus on sustainable development and the creation of a network of partner companies at the global level. This program focuses on young people studying international relations, law, economics, public policy, systems, and sustainability, among other fields.

Achievements and Actions Implemented

Creation of Informative Materials

A comprehensive methodology and process was developed with detailed information about the volunteer program, accompanied by a presentation that simplifies and supports effective communication of this project to public and private entities.

International Presence and Strategic Partnerships

- Partnerships were established with companies in Colombia, Spain, Switzerland, Ecuador, United Kingdom, and Chile, promoting the exchange of talent and strengthening AIVP's presence abroad.
- Key meetings were held with international institutions such as the United Nations in Switzerland and the Graduate Institute of International and Development Studies in Geneva.

Commitments of the partners:

Offer practical experience in real projects.

Mentoring and support for volunteers from experienced professionals.

Flexible hours (max. 15 hours per week) and remote work (100%).

Professional volunteer certificate and letter of recommendation upon completion of the volunteer program.

Possibility of employment at the end of the process.



Supporting Documents and Forms

As part of the execution, complementation, and strengthening of the activities of the Public Relations department, the following supporting documents and forms were created to facilitate the processes:

Recommendations to Partners

Recomendaciones para los Aliados

Recomendaciones Protocolo de Contacto de Aliados

Plantilla Formulario de Entrevistas de Preselección para Candidatos

Plantilla Correo para Candidatos No Seleccionados

Plantilla Evaluación de Entrevistas Candidatos

Volunteer Evaluation

Formato Descripción Perfil del Voluntario

Ejemplos de Perfiles

Certificado de Donación

Acuerdos de Voluntariado

Evaluación de Voluntarios a AIVP

Evaluación de Voluntarios

Evaluación de AIVP a Partners

Evaluación de Partners a AIVP

Seguimiento y Evaluación de Aliados

Ejemplo de Mensajes y Correos de Contacto

Formato Certificado de Donación.pdf

Plan de Expansión

Manual de Voluntarios para la AIVP

Manual de Manejo de Clientes y Aliados

Inventario de Herramientas para las Alianzas

Brochure de Asociación Internacional de Voluntarios Profesionales. pdf

Protocolo de Contacto a Aliados

Partnership and Volunteer Management

Since June 2024, partnerships have been managed that connect volunteers with companies in various sectors. The status of these collaborations is detailed below:

Invisible Geeks (Switzerland):



- Two software volunteers.
- Initially, 5 developers participated; one volunteer was hired and two withdrew for personal reasons.

Paradise by AR (Colombia)



- 1 international volunteer negotiator.
- Program temporarily paused due to heavy workload, with reactivation planned for February 2025.

Carbolsas (Colombia):



- One project and digital marketing assistant.
- Financial recognition awarded by the company due to the volunteer's excellent performance.



Partnership and Volunteer Management

Since June 2024, partnerships have been managed that connect volunteers with companies in various sectors. The status of these collaborations is detailed below:

Egon APP (Ecuador):



- 1 volunteer graphic designer.
- Areas for professional improvement were identified in the volunteer and communicated in a constructive manner.

Proinas (Colombia)



- 3 volunteers: human resources and recruitment, marketing and design, and business development and customer management.
- Despite some drawbacks, the company recognized the benefits of the program and requested an additional volunteer.

KOUT (Colombia)



- 1 volunteer in marketing.



Partnership and Volunteer Management

Since June 2024, partnerships have been managed that connect volunteers with companies in various sectors. The status of these collaborations is detailed below:

Romano Design (Colombia):



- 1 volunteer in marketing and web design.

Neuren (Chile):



- 2 software associate volunteers.

English Dojo (Spain)



- 1 volunteer lead generator.

Numitas (United Kingdom)

- 1 volunteer lead generator.

Los Girasoles School:



- 2 volunteers in the process of joining to provide support in strategic areas.





Partners provide donations to the organization to support the expenses of volunteers responsible for carrying out activities to develop partnerships: internet, telephone, snacks, etc. The donations received have been essential in maintaining and strengthening the foundation's strategic partnerships, allowing us to continue developing our activities and programs. Thanks to the support of these contributions, we have been able to expand our recruitment and pre-selection initiatives, which has benefited both young people and companies.

For young people, these donations have provided training opportunities, support, and connections to high-impact projects that enable them to achieve their professional goals. On the other hand, partner companies have been able to access resources and strategies that drive their growth, strengthening collaboration in the business ecosystem and creating an environment conducive to investment and innovation. Together, these donations have been key to building a bridge between the needs of young talent and the opportunities of companies, promoting economic and social development around the world.

IMPACT AND PROJECTIONS



Professional Volunteering

Creation of opportunities for young people in more than 10 partner companies, expanding their work experience and improving their employability.



Global Network of Partners

Consolidation of collaborations with companies in Latin America and Europe, strengthening the organizations's international reach.



Training and Recognition

Training has been provided and tangible benefits have been obtained for volunteers and partner companies.

The Public Relations Department has made significant progress in its mission to establish strategic partnerships, create volunteer opportunities, and support the development of the organization's projects. These results reinforce the commitment to the professional development of young people and the promotion of sustainable development at the global level. Work will continue to expand these partnerships and strengthen AIVP's positive impact on communities and partner sectors.

→ INFORMATION TECHNOLOGY DEPARTMENT



During 2024, the organization's Information Technology (IT) Department worked on developing the institutional website with the aim of improving the organization's digital presence and optimizing information management.

In March and April, the IT team carried out a comprehensive analysis and requirements gathering process, which included meetings with different areas of the organization to identify key needs and define the essential functionalities of the platform.

Once the requirements were finalized, development of the website began using technologies such as Spring Boot for the backend, Angular for the frontend, and PostgreSQL as the database. To date, the project is 70% complete, with the implementation of key functionalities currently in the testing and optimization phase.

In the last stage of the year, in conjunction with the Communications Department, an evaluation of the platform's design and functionality was carried out, which led to a redesign aimed at improving the user experience and optimizing the information structure. This redesign plan has been approved and its implementation is scheduled for 2025.

The Information Technology Department has worked continuously on the execution of this strategic project, and it is recommended that collaboration between the different areas be maintained to ensure its successful completion. The implementation of the redesign in 2025 will consolidate a more efficient digital platform that is aligned with the organization's needs.

**ADDITIONAL INFORMATION FROM
THE 2024 MANAGEMENT REPORT IN
ACCORDANCE WITH ARTICLE 47
OF LAW 222 OF 1995, AMENDED BY
ARTICLE 1 OF LAW 603 OF 2000:**

- During 2023, no events or transactions with associates and administrators took place, so no report is available for paragraphs 1 and 3 of Article 47 of Law 222 of 1995.
- The entity does not carry out operations that involve compliance with intellectual property and copyright regulations, as established in paragraph 4 of Article 47 of Law 222 of 1995.

GOALS FOR THE YEAR 2025

In 2025, the organization will continue its work with its team of permanent volunteers in Colombia and abroad, working to build a more prosperous, inclusive, and sustainable society. Through our collaboration with partners, travelers, and donors, we will continue to promote volunteering and tourism as a key tool for the economic, social, and environmental development of Colombia and the world.

Carlos Andrés Montoya Acosta
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