



# KenyanAdventure Ltd In-Country Company Charter

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Company Registered in England & Wales: 6843151

**Project Policy:**

Once we have identified a potential project, we have to make sure it possesses the attributes a volunteer would expect with a Kenyan Adventure project placement. We determine this by assessing the following qualities of the individual project -

- Safety
- Enjoyment
- Economically/socially positive
- Environmentally friendly
- Sustainable

**Safety**

Safety is paramount for and Kenyan Adventure outright refuses to work with a project that compromises the safety of a volunteer. Although it is not practical to expect the same living/working conditions from community projects in Kenya that one would be accustomed to in the UK, each project undergoes a company-standard risk assessment that ultimately determines whether or not it is suitable for our volunteers. In addition, we would not send volunteers to an area/areas deemed to be volatile or potentially dangerous.

**Enjoyment**

Enjoyment is a huge part of volunteering. Whilst it is accepted that volunteers may experience home sickness, culture shock and hard-hitting sights, volunteering is supposed to aid one's personal development and so if a project is not enjoyable and does not offer a positive atmosphere to those it affects in the local and wider community – it will not be supported by us!

**Economically/socially positive**

Our ongoing projects in Kenya are designed to be hubs of positivity in deprived areas, which generate and produce social, economic and personal well-being to those around it. Our In-country Co-ordinator(s) determine whether a project is worthwhile and if it benefits the local community.

For example, a school would be of little use if it is unable to provide an education to its pupils.

**Environmentally friendly**

We have a duty of care not to negatively affect the local environment/community by supporting projects which can be damaging.

**Sustainable**

Throwing money at quick-fix initiatives can often do more harm than good and so all projects are carefully selected so that they continue to grow and positively affect the local community. It is imperative that established projects offer sustainable development, which can be further enhanced by the visit of volunteers.

All project allocations are subject to annual risk assessments, to ensure that potential hazards are identified and precautions are taken to ensure volunteers are safe.

**Safety Policy:**

In the event of an occurrence of national instability, either through force majeure or political disruption, KenyanAdventure will follow the advice of the Foreign Commonwealth Office and its ground-level Co-ordinators in order to assess the individual situation before deciding the safest, most logical advice and course of action.

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**Environmental Policy:** Every volunteer who travels with KenyanAdventure is offered the opportunity to plant a tree at their project destination to help offset the carbon emissions generated on their flights to Kenya. This is at no further cost to the volunteer unless transport is required, where the cost will be relayed onto the volunteer(s).

Where possible, KenyanAdventure Co-ordinators will encourage volunteers to use walk or use public transport to reduce carbon emissions.

**Ethical Policy:** All KenyanAdventure Co-ordinators are contracted to enhance job security and are paid well above the national average. We will use local staff because of their invaluable knowledge of the local area. They are trained and experienced in welcoming volunteers and provide excellent project orientations upon arrival. Volunteers will stay in a locally-owned home, living with a Kenyan family in order to enhance your authentic African experience as well as providing funding directly into the local economy during your stay.

Volunteers agree to a Volunteer Code of Conduct to protect both their interests whilst abroad as well as the project they work with and its staff.

KenyanAdventure is one of the only commercial organizations in the UK to donate money directly into the project it sends a volunteer to work with, in order to fund equipment and materials. The money is given directly to The Walk Centre, a UK-registered charity (number 1129576) which absorbs all of its operational costs to ensure 100% of donations are spent at the projects.

**Accommodation Policy:** All home-stays shall be vetted by applying for - and being granted - a 'Certificate of Good Conduct', issued by the Kenyan authorities. This shall prevent anybody convicted of a criminal offence against minors from accommodating volunteers.

All home-stays must be able to provide volunteers with a bed, running water, electricity and toilet facilities. In the event of disruption to any aforementioned commodities, the owner will take all reasonable steps to ensure the situation is rectified.

**Community Support Policy:**

In order to support the local communities our in-country staff operate within, the company will encourage:

- Food to be purchased locally in order to generate business for local organisations
- In-country staff to recommend the use of public transport where possible in order to generate business for local companies (as well as environmental savings)
- Volunteers to purchase souvenirs at small stalls/self employed craftspeople to generate business for small organisations/families

**Customer Policy**

We will treat everybody as an individual, taking time to answer questions.

We will treat every customer with respect and dignity.

We will ask for your feedback and take both positive and negative comments on board.

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## Professional Policy

We pledge to ensure we provide all volunteers with –

**Information** - KenyanAdventure provides a comprehensive background of each and every project it offers to place volunteers on. Once a placement has been confirmed, volunteers are kept up to date with the latest happenings in order to research and prepare for their trip, making sure that they get the most from their KenyanAdventure.

**Support** - Volunteers are provided with a systematic support system once in Kenya. In-country co-ordinators have years of experience in such fields and are able to provide professional and compassionate support. Should one require more urgent assistance, the UK KenyanAdventure offices are contactable to deliver help and assistance where needed. We have access to tailored support systems in case of a crisis; meaning help is at hand when it is needed most!

**Organisation** - Free-style, independent travelling can be disrupted when things don't go to plan, so when someone comes on a KenyanAdventure, they can relax knowing that they will be met by a friendly face at the other end of their flight. Our In-country Co-ordinators provide a welcoming orientation at the beginning of a placement to help volunteers adjust to their new surroundings before taking them to their accommodation and staying in regular contact with throughout their stay.

**Expertise** - We have spent a considerable amount of time and effort sourcing projects that are suitable for accepting volunteers, particularly those from the west. Project teams are working as one to help develop local communities, avoiding past problems such as corruption and neglect.

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