



**PROJECT EVEREST  
VENTURES**

**MALAWI**

**TREKKER GUIDE**



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## TO THE MALAWI JULY GROUP

It's not long now until we are on the ground, in country, making it all happen. As a team, let's hit the ground running and give these four weeks absolutely everything we've got. We owe it to this amazing country and the beautiful people in it to hustle hard on these projects, to put ourselves in the best possible position to smash our goals, and to immerse ourselves fully in the experience.

We are absolutely stoked that all of you made the decision to embrace this opportunity to travel halfway across the globe and work on these ventures with the aim of addressing some of the most pressing social issues in Malawi. This is a group of like-minded individuals, working toward a common goal and we are very keen to see you all become a tight knit crew, facing the challenges that come our way together.

Welcome to what will be our biggest month yet.

**RHYS & ELLA**  
SENIOR LEADERS

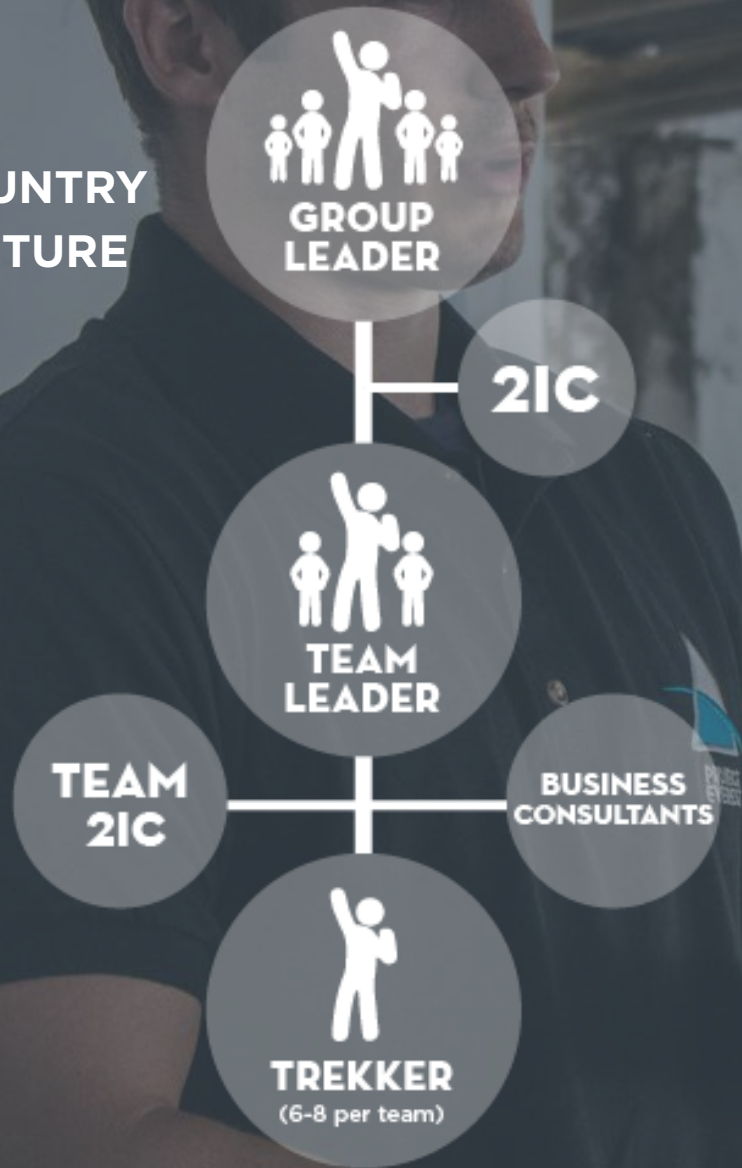
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# THE IMPORTANT STUFF



## IN-COUNTRY STRUCTURE



## YOUR PROJECT DATES

**JULY '18**

**Monday 2 - Saturday 28 July**

As part of your 4 weeks, you will have a country induction day (2 July), a long weekend, project and skills workshops, cultural events, alongside the development of your venture in your project team.



## COUNTRIES WE OPERATE

Fiji

Timor-Leste

**Malawi**

Cambodia

# JULY LEADERSHIP TEAM



**ELLA GRIER** | GROUP LEADER

Ella is currently at USyd, studying Science and Adv Computing. When she's not at uni, you can more or less guarantee she'll be in Malawi, rocking a loaded bumbag and driving around in a big old Nissan van. It'll be handy having Ella as group leader, as she's easy to spot in a crowd with a large head of frizzy curls and, if you play your cards right, you'll be exposed to a weekly session Ella running completely unqualified Zumba as an early morning wake up.



**GABE RAUBENHEIMER**  
TEAM LEADER | HEALTH

Gabe's leading the health assessment team over July. Having lived all over the world, he's seen the massive impact empathy driven leadership and innovation can have on people's lives. He's passionate about human centred design and engineering, especially in education, and studies Advanced Software Engineering at the University of Sydney. Don't ask him where he's from though - he's completely lost track.



**RHYS O'BRIEN** | SECOND IN CHARGE

Rhys is studying Mechanical Engineering and Finance at the University of Adelaide and has been to Timor-Leste, Cambodia and Malawi with Project Everest. Despite being in charge of serious things like logistics, finances and general operations, Rhys is the human equivalent of a teddy bear, loves being around the action, and won't say no to a coconut. If you're in need of a laugh, often at his own expense, Rhys is your go-to-guy.



**MALLORY DOBNER**  
TEAM LEADER | ENERGY

Mallory started in Timor, but is now thoroughly invested in Malawi, partially for the people, country and culture, but mostly the food. Mallory believes in the power of energy because of its enabling ability, and that through access to electricity the world becomes possible.



**SAM ORUM**  
TEAM LEADER | AGRICULTURE

Born and raised in Kakadu National Park, Samantha is currently studying a Bachelor of Environmental Science at UOW. She is passionate about sustainable environment practice, loves hiking and rock-climbing with friends and still doesn't understand how to wear 'layers' in winter.



## BUSINESS CONSULTANT

**MICHAEL (DARCY) CONNAGHAN**  
BUSINESS CONSULTANT | HEALTH

Michael studies Business and IT at the University of Technology Sydney. He has spent the last three years involved in several business projects and has extensive knowledge on what not to do when starting a business. He has a deep passion for start-ups and loves hearing crazy business ideas. He prefers to go by Darcy, it's his middle name.

# OUR VALUES

We exist to solve the world's social issues using enterprise. It is at the core of why we do what we do and is the starting point to understanding our organisation and the decisions we make. We believe that by being an example through socially beneficial ventures and immersive education of the next generation we can change the guiding principles of what business is used for, and see the actualisation of our purpose, not solely by us, but also by others, within our lifetime.

## BE RAW

When you're in an environment that allows you to be authentically yourself, you are going to thrive. As cliched as it sounds, be yourself and you'll attract like minded people- this leads to better team and mission outcomes.

## MOONSHOT THINKING

Seek out of this world solutions that you can definitely say have changed the world. The crux of this - thing very, very big.

## BUILD LEADERS

It is wholly known in leadership theory that leaders build leaders. For the influence of a leader to be enduring, they must build others to be leaders. Do this and watch impact extend beyond yourself.

Combined with our purpose is the second of three components to what makes up the core of Project Everest Ventures: our values. They govern the way our people operate, and interestingly are focused on building our internal culture as the engine for this global shift.

## WORK HARD

Put in 100%, always. The harder (and smarter) you work, the luckier you get. Although, luck has nothing to do with it.

## ENABLE AUTONOMY

Provide others with resources, access and training and they'll follow their own path to achieving their mission.

## EAT LAST

In the way you live your life, place the welfare of your team before your own.

## MAKE THE HARD DECISIONS... ALWAYS

You usually have two choices- the easy decision and the hard decision. In almost every situation, the hard decision is the right decision.

# CRISIS MANAGEMENT



## **This is time for real talk.**

Project Everest Ventures has a strict protocol in place that you must follow in the event of a crisis. It is a tried and tested protocol that has enabled us to respond to severe incidents in the past and we cannot stress to you enough how important it is that you are aware of how to initiate a response that will enable us to get someone medical care as quickly as possible.

It is also important to note that we are working together in developing countries, where the standard of medical care and security situations are not the same as in Australia or the developed world. Most of the countries we operate in do not have critical emergency response personnel who are adequately trained, medical equipment is subpar and security situations volatile. That being said, we thoroughly assess risk, frequently review and update our response protocols, periodically update our documentation for each

country we operate in and work closely with International SOS on identifying the best care available to us in the locations we are in.

Leaders and staff are adequately trained in being able to respond, having undergone extensive scenario based training to reflect what happens in a situation of crisis. Your leadership team and the Operations Team at HQ will mobilise to respond in the event of emergency and do our absolute best to get you home safely.

To be really clear, do not expect helicopters to drop from the sky, planes to swoop in or to see ambulances rushing to aid- generally, there are long waiting periods and it is yourself and your leadership team providing the initial response.

At the end of the day, look out for each other, exercise common sense and follow the Code of Conduct to make sure you keep yourself and your team safe.

# THE PROTOCOL

The protocol has 3 critical elements that you should execute in the order below.

## ELEMENT 1: SAFE, ASSESS, DELEGATE, REPORT (S.A.D.R.)

The first element is S.A.D.R, which enables you to survey the scene and get a thorough understanding of what has happened and what is currently happening. Most importantly, it will enable you to identify any existing danger and to initiate a response to the incident.

In the event of a casualty:

- Remove the danger or yourself from it
- Assess whether it is possible to remove others from danger, remembering that your safety is first priority, then the safety of those around you
- Once Safe- Assess, Delegate, Report

**SAFE** - has the danger/threat been removed from the situation?

**ASSESS**- are there casualties? Is control needed?

**DELEGATE**- use resources available to you in order maintain command & control

**REPORT**- to the next level of authority or an agency that can assist.

## ELEMENT 2: REPORTING SCRIPT

This is the last step in S.A.D.R, Report. You are to call the designated authority to you (usually your Group Leader) and are to deliver information about what has happened using the format below.

This enables the person responsible for the response to get a clear snapshot of what has happened and what is currently happening in a short period of time. It also enables us to pass on critical information about the incident to medical professionals.

You should carry a small notepad and pen with you at all times, and should take a minute to write down details using the script below, before making your Report. This will stop you from getting muddled or confused, something that can happen during a situation of crisis. We want to keep our heads as clear as possible throughout this process.

### SCRIPT EXPLANATION AND EXAMPLE

#### 1. State Priority Level

You should immediately state the Priority Level (see below). This allows the responder (usually your Group Leader) to immediately get an understanding of the seriousness of the situation. Most importantly, it allows them an understanding of how long they have to get the casualty to medical care.

E.g. Priority Red.

#### 2. WHO

Follow with the full name of the casualty. This will allow the responder to open a case file with International SOS and to pass on the correct medical information to the relevant treating medical professionals.

E.g. John Smith

#### 3. AT

Follow with the exact time the incident occurred. This will allow the responder to effectively determine how much time has passed since the incident occurred and gives an updated time frame on getting the casualty to medical care. It is also a critical piece of information that treating medical professionals will ask for. We provide this to the exact minute, in 24-hour time.

E.g. 1453.



# THE PROTOCOL CONT.

**4. AT** Follow with an exact description of where the casualty currently is. Use a combination of landmarks, road names (be aware that those places we operate have unnamed roads), known locations and GPS coordinates. Be as specific as you can, to ensure the responder knows where they are going.

E.g. 100m NE of the Markata Town bridge. We are directly under the large oak tree next to the Ministry of Environment sign.

**5. WHAT** Follow with an exact description of what happened to the casualty. This should be short, concise and to the point.

E.g. John was hit by a passing motorcycle, stepping off the bus.

**6. WHAT** Follow with an exact description of what is happening right now. This should be short, concise and you must include the answers to three questions:  
Are they bleeding? If yes, where?  
Are they breathing?  
Are they conscious?

**7. WHAT** Follow with an exact description of what you would like to happen. This should be short, concise and you must be prepared to move the casualty via other transport if both CA-SEVAC vehicles are unavailable for response.

## ELEMENT 3: GET THE CASUALTY TO MEDICAL CARE

This element depends on the CASEVAC procedure specific to your country, but will either involve waiting for the response vehicle, or you may be asked by the responder to seek alternative transport to a hospital as quickly as possible. You will be given a copy of the CASEVAC plan prior to arriving in country, by one of your Senior Leaders.

## PRIORITY LEVELS

The following table details the priority levels and examples of when they would apply.

PRIORITY	EXPLANATION	EXAMPLE
<b>RED</b>	Loss of life or limb if medical treatment is not received within 1 hour.	Motorcycle/auto/pedestrian crash occasioning grave injury or death, victim of a serious crime.
<b>ORANGE</b>	Loss of life or limb if medical treatment is not received within 6 hours.	Acute sickness including dengue fever or malaria etc that is severe. Broken limbs, extreme stomach pains etc.
<b>GREEN</b>	Some form of medical treatment is required.	Food sickness, headache, fever, etc.

## INFORMATION REQUIREMENTS

Sometimes, you will need to report other incidents that don't constitute a priority script as there is no casualty. This could include a major stakeholder breakdown, if a villager has become aggressive or if the plumbing isn't working. In these instances, you will generally report to your Team Leader, with some exceptions as below.

**Critical Information Requirement** This is a piece of information that carries such significance that you believe it should be communicated immediately. Generally, you get this information to your Team Leader straight away.

However, if the CIR is a PRI RED or PRI ORANGE, you communicate this following the protocol immediately to your Group Leader.

A PRI RED or PRI ORANGE is a CIR.

**Information Requirement** This is a piece of information that does not require immediate communication, but should be passed on to your Team Leader as soon as is practical.

A PRI GREEN is an IR.

# OUR VENTURES





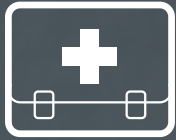
# AGRICULTURE & FOOD SECURITY

70% of the world's food is created by smallholder farms, predominantly in developing countries. FarmEd and agriculture feasibility assessments, incorporate weather, soil and market data with optimised agricultural practice to provide farmers with time and location specific farming advice. This aims to provide tailored advice for specific farms, increase income through diversifying the market and increased crop yield, and nutritional benefits through higher quality food.

The first thing you'll notice when arriving in Malawi is just how prevalent the agricultural industry is. You can drive down dirt roads for hours and hours on end and absolutely every spare piece of land is being utilised, in some form, for agricultural purposes. While over 90% of Malawians work in this industry, it only accounts for 27% of the GDP, and therefore, economic empowerment will be a massive social impact here too.

We had some really key insights come out of the Summer period with respect to what our agricultural consultancy platforms will look like in Malawi as well as how the supply chain of food expands across inner and regional Blantyre. We also made contact with key stakeholders in the region that will allow us to build out our knowledge of Malawian agriculture experimentally.



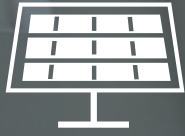


# HEALTH

In Africa, accessing medical care and diagnosis, particularly for rural communities, can take up to 6 hours, costing money, time, effort, and can result in misdiagnosis. This venture integrates exponential technologies via a cognitive learning app to reducing access barriers to health services. Currently at the point of testing and investigation into pre-primary care diagnosis, we aim to reduce capacity strains in hospitals, NGO clinics and communities by up to 80%.

As you start to interact with Malawian healthcare system, it is easy to see how it's shortcomings, as well as a lack of quick and easy access to healthcare information, have a massive impact on the daily lives of many across urban and regional Malawi. We have spent the summer verifying the concept of a potential health application and constructing a research protocol that aims to test a pre-diagnostic health application. This July, we will be able to implement this protocol within the Malawian health system in order to understand the efficiency, accuracy and demand for the service. In addition to this, we hope to build a financial case of the market opportunity for the health app idea.





# ENERGY

The impacts of plastic waste and a lack of fuel and energy alternatives don't just affect the environment; they also impact health and social wellbeing globally. Our environmental sustainability projects aim to develop and integrate affordable and highly efficient services and products for local communities.

Across the entire country of Malawi, only 11% of people have access to basic electricity. While most Malawians do not have access to the grid at all, the grid itself struggles to supply consumers as it is based off hydropower, which can be an unreliable source with Malawian weather. This has created a massive opportunity for solar renewable sources to lead the way in providing access to electricity for many Malawians, both rural and urban. We have been working on a pico-solar prototype that provides access to basic light and phone charging capacity. The over the July period, the team will be looking to refine our product, finalise licensing, and take it to market!





## SOCIAL CONSULTING

Number 8 of the UN Sustainability Goals is 'Decent Work and Economic Growth', focusing on promoting sustainable economic growth and access to employment. Social Consulting involves consulting and running workshops and training for local community members in developing and accelerating micro-enterprises. The incubation of these enterprises aims to improve financial sustainability and create a long term social and economic impact.

While this will be our first social consulting project in Malawi, what we have observed across all of our projects is that a major block to economic growth is a lack of access to finance. Finance is about connecting people who have money with people who need money.

Currently, people in Malawi do not have adequate access to finance, which limits the opportunities and potential for them to enable a higher standard of living. We want to be able to assess the capabilities required to build a micro-financing model to deliver greater access to finance for people in Malawi.



# LIVING & BREATHING



# MALAWI OVERVIEW

Malawi is an amazing and beautiful country landlocked by Mozambique, Zambia and Tanzania. The best part though? The people. The local Malawians you will meet around Blantyre are friendly, passionate and always happy to hear you say “Muli bwanji!” (Chewan for ‘how are you?’).

Blantyre is the second largest city in Malawi, behind Lilongwe. We live and operate in an area called Namiwawa which is about 5-10 minutes out of the town centre and all in the same house. Just around the corner from the house is the local petrol station, where you can hand over some Kwacha (local currency) for a bottle of the world’s best Fanta\* or you can see the local vendor on the footpath for some Airtel vouchers (phone service). Then, if you’re still on a shopping spree, you can hop in a local bus (in pairs, of course) towards town and head into the markets to barter for some of the delicious fresh produce that’s grown in Malawi or imported from it’s neighbouring countries.

Malawi is a peaceful country that has had stable governments since independence in 1964, however, the difficulties faced there (from The World Bank) are a result of poor performance in the agricultural sector, weather factors, rapid population growth energy shortage and more.

\*There has actually been an Australian study confirming that it’s the best in the world by the University of Western Australia. Now THAT’S a fun fact! More facts:

- Population:** 18 million (2016)
- Capital City:** Lilongwe
- Background:** British Colony
- Original Name:** Nyasaland (“Malawi” upon independence 1964)
- Landscape:** One fifth of it’s area is water (Lake Malawi)

A typical conversation with someone in passing:

- “Muli bwanji”** “How are you?”
- “Ndiri bwino, ka inu?”** “I am fine, and you?”
- “Ndiri bwino, zikomo!”** “I am fine, thank you!”
- “Zikomo kwambili!”** “Thank you very much!”

**Don’t worry, you’ll get the hang of it!**





## ARRIVING IN MALAWI

### **DATES: 2ND OF JULY - 28TH OF JULY**

We strongly recommend arriving at least a couple of days before so can familiarise yourself with your surroundings and really start to get to know the culture of Malawi. Project go right up until night time on the 28th. You are welcome to leave any time from the 29th onward.

### **ARRIVING IN BLANTYRE, MALAWI**

Once arriving at Chileka Airport in Blantyre, you will need to make your own way to your accommodation. Keep in mind, you will not have a mobile phone with service or data, so make sure to know details of the location of your accommodation. Print off or download a map to show taxis the direction, and take note of nearby landmarks to tell the driver. Taxis in Blantyre don't have access to google maps or a very good idea of exact street locations. The Taxis at the airport will also grossly overcharge you, haggle them to MAX \$10AUD (5000 MWK) or walk up the road and get on public transport. If you get in contact with your GL or 2IC over facebook, we can call a reliable taxi to drive to the airport for a pick up.

### **VISA**

You are to get Tourist Visa. We are not registered as an NGO and you're not being employed by the business, so you don't really fit into a category. It is easiest to come in on a Tourist Visa and just say you're there for a holiday. We are going to be working with the government to work out a different kind of visa for future but we're not there just yet.

A visa can be obtained either on arrival or prior to project.

Getting it before involves submitting a form to the Malawian Consulate (<https://visamalawi.com/>), obtaining approval, paying electronically and then sending your passport to Melbourne for up to two weeks. You can, alternatively, email the permit counter with a 'visa letter' and gain authorisation which is an email that says, 'you can enter Malawi' which you can show them on arrival. You can also just arrive, with your flight details (including return flights) and be accepted through.

Single entry visa is \$75USD (payable in USD only) and is valid for 30 days, that can then be extended for another 30 days in town for ~\$8USD. If you are obtaining a visa prior to arrive, the it is approximately \$50 more. The address to supply for the visa form you will need to complete on arrival is, "Unnamed Road off Glynn Jones Road, Namiwawa, Blantyre, Malawi".

### **PRE-PROJECT ACCOMMODATION**

If you are arriving early, doogles is a good place to stay before project start. It has a restaurant, bar and pool with Chalet's and dorms (the Chalet works out cheaper if you share, but they're sometimes booked out). The website is here: <http://www.dooglesmalawi.com/>. You can either call to book or just book on arrival, as online reservations are not possible. They're not likely to be full. Again, if you cannot get in contact with them over the phone, let your GL or 2IC know how many of you are intending to stay and we will let them know that a larger group is coming.



## ACCOMMODATION

Our accommodation throughout the month will be fairly basic. You won't be staying in any 5 star resorts or fancy hotels, but what would you gain from that? For security reasons we do live in Namiwawa, one of the more affluent areas of Blantyre, but in saying this, expect a lot of 'character'. Everything we own has been locally sourced, including the bunk beds, and while the rooms are large and the house is generally spacious, one kitchen between 25 people in the morning does tend to get very clustered.

For projects, your accommodation doubles as your workspace - there are a few rooms, a big old garage and plenty of outdoor spaces that we rotate around within the teams. We've slapped a lot of chalkboard paint across the walls so as soon as the ideas start flowing, the workspaces quickly come to life. With your team and leaders working and living around you, the house quickly feels like home. The best thing about working from home is that when you need a quick 5 minute break you can duck outside and grab one of the mangos or avos from the trees in the garden to have a quick snack.





## FOOD

Alright, yes electricity access and safety are “important” but we know you really want to know about the food. Like our accommodation, we want you to experience what it is like to eat traditional food, so your meals will be based around local cuisine. We have a fantastic local cook that will prepare dinner for you every week day. Meals generally consist of a combination of either nsima (the staple of Malawi made from ground maize crop), or rice with beans, lentils and a variety of veges. Be aware that your project fee does not cover lunch, but there are plenty of very affordable local options to explore (...do we hear 1\$ market feasts?). However, by far the best meal of the day in Malawi is breakky, mostly because it is a massive team effort. We have bread, eggs, cereal, tea and coffee for a big breakky cook up which results in a lot of competition around who can cook up the finest boiled eggs and the best part? Supplementing a good cooked breakky with some fresh market produce aka. 50 cent avos the size of your forehead

Nb. Dietary requirements will be catered for to the best of our ability.





## MONEY

The main currency in Malawi is Kwacha. You can occasionally spend USD at tourist locations, hotels and on safari, but it is not common currency in general. For this reason, you're best off withdrawing money from the ATMs on arrival. If you are concerned about exchange rates and withdrawal fees, get a bank account with Citibank (Australia). They provide the best exchange rates and no international withdrawal or transaction fees. Kwacha can be withdrawn from ATMs, and there are plenty in town.

The maximum amount you can withdraw at a time is 80,000 MWK (approx. 160 AUD) and the largest denomination note is a 2000 MWK (\$4 AUD). So yes, that is a lot of notes to carry and if you would like to look extremely fashionable while doing it, I highly recommend bringing a bumbag. USD can be used for larger weekend expenses (eg. Safari) and your Visa.

Trusted ATMs to withdraw from are:

- NB - National Bank
- SB - Standard Bank
- NED





## COMMUNICATION

Everyone is expected to have a charged, serviced phone on them at all times. A local sim card must be bought on arrival in country BEFORE induction. WhatsApp is our primary means of communication in country, and you will be briefed on the relevant processes to do so during your trekker training immersion and in-country induction.

Blantyre is surprisingly well covered with mobile reception. 2G/3G covers most of the country. Trekkers must purchase their own sim card and are responsible for it to be topped up with credit/data at all times. You can purchase a sim card at the airport or at most vendors on the side of the road with an AIRTEL or TNM umbrella (they will sell both almost everywhere). Buy a AIRTEL sim so you have cheaper calls to everyone else in the group.

There are data deals you can purchase in weekly or monthly bundles. Weekly bundles are a good deal and very manageable to top up when you need to. How quickly you use this bundle is more or less comparative to how much you use snapchat, FB, Insta etc. Good news, you'll often get free Facebook and Whatsapp usage and 0.5-1GB normally costs \$4-5 AUD.

Whilst the mobile coverage in Blantyre is good, do not expect Australian speeds for the internet. You will sometimes need to hotspot yourself from your mobile phone for access to internet on your laptops, if you are not at home.



### **Loading Credit:**

When you buy a sim card, you will also need to purchase credit in the form of little tickets. You then load this credit onto your account via the unique code on the credit ticket, which you scratch off after purchase like a scratchie. Using this loaded credit, you then need to purchase a data pack by dialing a code into your keypad - if you don't purchase the weekly pack, data costs will be used straight from your credit, costing you a lot more than it should. Turn your mobile data off while loading the credit onto your phone. All of these instructions and numbers you need to dial are on the ticket.



## CLIMATE

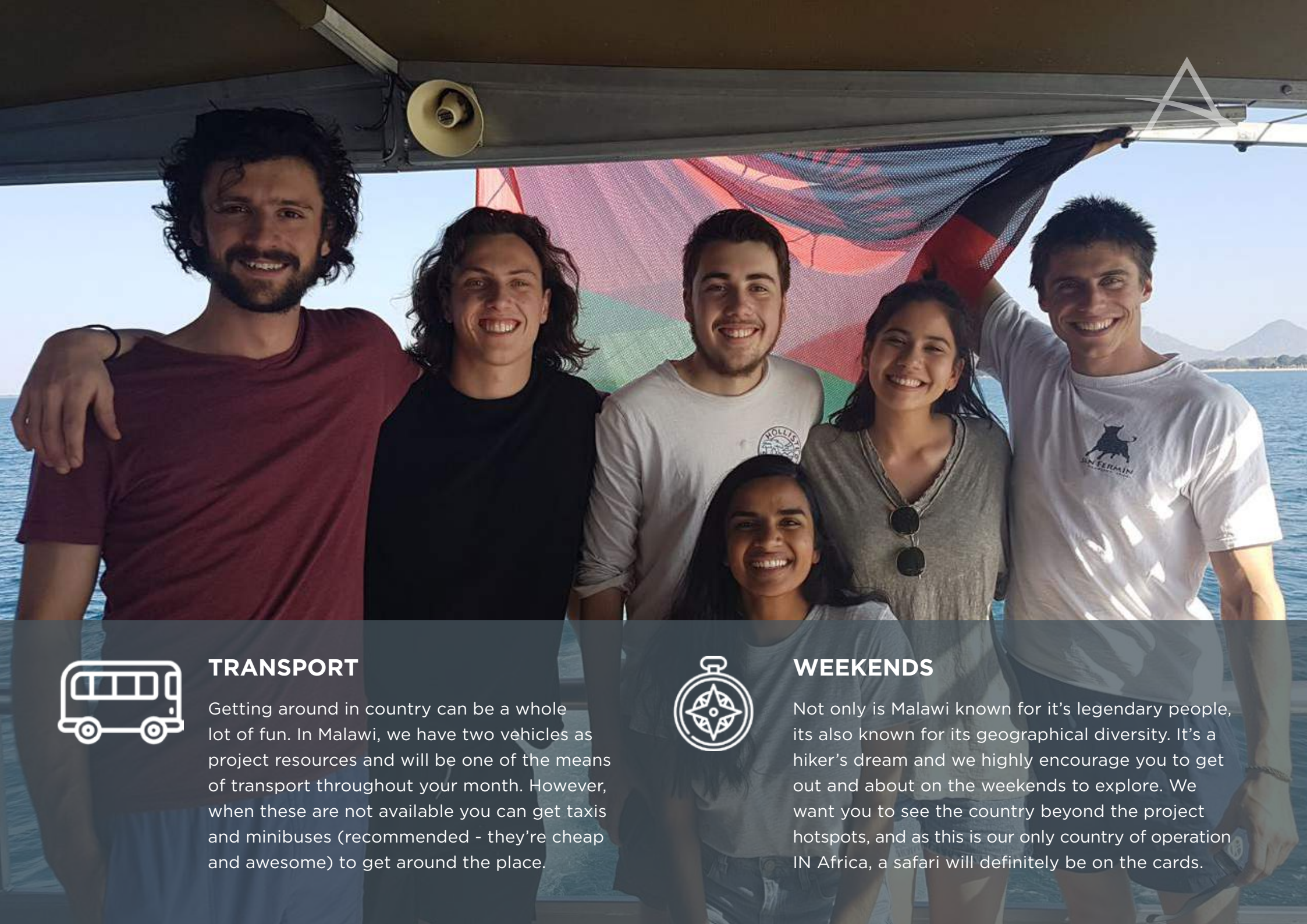
Malawi is just south of the equator so we get a tropical climate, hot and rainy during summer and cooler during the mid-year. In July, expect to have comfortable weather during the day at around 18-24(0) and then to wear a few jumpers and blankets at night (puffer jacket, anyone?). It doesn't rain much in Malawi during Australia's winter months so you'll notice that the landscape is quite brown and barren. We recommend you bring both cold and hot weather gear along with some sunscreen to account for this and even though little to no rain is expected in July - bring a light rain jacket as well!



## UTILITIES

Our houses have (mostly consistent) running water, electricity, showers and western bathrooms. Remember that we are operating out of a developing country, so the infrastructure is often much less reliable than in Australia, but it keeps us on your toes! Safe drinking water will also be available to you, because keeping hydrated is a must!





## TRANSPORT

Getting around in country can be a whole lot of fun. In Malawi, we have two vehicles as project resources and will be one of the means of transport throughout your month. However, when these are not available you can get taxis and minibuses (recommended - they're cheap and awesome) to get around the place.



## WEEKENDS

Not only is Malawi known for its legendary people, its also known for its geographical diversity. It's a hiker's dream and we highly encourage you to get out and about on the weekends to explore. We want you to see the country beyond the project hotspots, and as this is our only country of operation IN Africa, a safari will definitely be on the cards.



## SOCIAL MEDIA & PHOTOGRAPHY

Malawi is a beautiful country, and you should take the opportunity to capture it as much as you can. Because of the nature of Project Everest's work in Malawi, and the delicate perception of foreigners in developing countries, it is important to set some ground rules around photography while on project.

1. If you wouldn't take the photo in Australia, don't take the photo in Malawi
2. Always ask permission
3. No voluntourism photos (<https://www.facebook.com/humanitariansoftinder/?fref=ts>)
4. Don't take photos of vulnerable people (poverty, etc)
5. Do not take photographs of military/police buildings or personnel
6. Bulk likes on the gram does not make up for cultural insensitivity

Common sense is key here. Remember that every photo you upload represents yourself, Project Everest, your university, and Australia.



## INTERNET, APPS & GOOGLE DRIVE

Internet is not always reliable or particularly fast. Download as much content and apps as you can before leaving Australia to save money and time in country. Before induction, make sure you have the following apps downloaded:

- Whatsapp
- International SOS Assistance App
- Google Drive
- Google Docs
- Google Sheets
- Google Maps
- Maps.me

Google Drive will be the central workhub for your team and group for everything you do in country.





# SAFETY & WELLBEING

If Mum and Dad are freaking out a bit about you living in a developing country for 4 weeks, this is the section to read.

Your safety and wellbeing is our priority whilst in country. Project Everest has a high degree of support from International SOS (ISOS), who provide live updates on country conditions across environmental, political, social, and economic factors. ISOS have 24/7 medical advice available, where PE members may speak to a medical professional over the phone and receive immediate advice, support and direction to ISOS approved medical facilities. ISOS also provide evacuation support and can coordinate with local and international partners to ensure a smooth response to health and safety issues.

After many months of running projects in each country, you can rest assured that the leaders also know the system back to front, whether it is the route to the nearest medical centre, embassy, or just the supermarket for an emotional pick-me-up, we've got you covered. Senior leaders also run a preliminary reconnaissance in country leading up to induction. Our experiential leadership training covers in-depth incident response, crisis management, and logistics coordination across a range of scenarios, and have vehicles to be used in the case of an emergency. We also require that everyone from trekkers to staff support are required to have a valid first aid and CPR certificate for the duration of project.



## FIRST AID

You should hold a current and valid First Aid and CPR certification before heading overseas. To put it simply, you would want the person on your left or right to know how to respond if you were the one injured. Generally, First Aid certificates are renewable every 3 years and CPR renewable every 1 year.

We require a First Aid certificate with the following competencies:

- HLTAID001 Provide cardiopulmonary resuscitation  
Valid for 1 year after date of issue
- HLTAID002 Provide basic emergency life support  
Valid for 3 years after date of issue
- HLTAID003 Provide first aid  
Valid for 3 years after date of issue

# SAFETY & WELLBEING CONT.

## CULTURE SHOCK

Through the interview process, we may have asked you about your previous experience travelling internationally. While traveling and experiencing new cultures is rewarding, exciting and educational – it can also be shocking, disturbing, or uncomfortable.

The negative feeling associated with experiencing a new culture is called Culture Shock.

Culture shock may come with any of the following symptoms:

- Homesickness
- Loneliness
- Depression
- Need for more sleep than normal
- Withdrawal from social activities
- Compulsive eating or loss of appetite
- Stereotyping of and hostility towards host nationals
- Lack of energy

## WHAT TO DO

Read about the country's history and traditions, day trip to popular areas, play sport or cook with the locals.

Be physical – walk, playsport, enjoy the sunshine and the environment.

Be realistic – you are only in this country for a short time! Create scope around that – it's not possible to live in the future or the past, ensure you are making the most of the moment and take comfort in

the fact it is short term. Everything, and everyone will still be waiting for you back home.

Immerse yourself in your Project – you are not in this country for a holiday. While it's important to learn and experience this opportunity, it's important to do the work you have committed yourself to. The success of the Project will be your success.

Do not try and live one foot in both countries – while staying in touch with friends and family from home may be comforting, it is difficult and stressful trying to live in two time zones and two countries. Embrace the moment and look to your Team Leader and Team for support.



# SAFETY & WELLBEING CONT.

## CULTURAL SENSITIVITY

Cultural sensitivity begins with the understanding that there are differences among cultures. Furthermore, cultural sensitivity includes placing value on this diversity. Cultural Sensitivity is knowing that cultural differences as well as similarities exist, without assigning values (i.e. better or worse, right or wrong) to those cultural differences.

### Gestures

Be aware that what physical gestures indicate to you – may not indicate the same thing in your host country; consider it another language!

For example:

- Thumb touching forefinger “OK” sign is a friendly gesture in Atlanta but in Brazil it refers to an intimate part of the anatomy.
- Beckoning someone by crooking your finger at them can be an insult in Asia and the Middle East. In parts of South America and Europe, slapping the back of one fist with the other hand conveys your wish that the other person engage in an improbable activity.
- In parts of Southeast Asia, standing with hands on hips as you address someone projects hostility.

Always follow the direction of locals and be cautious, aware and respectful.

### Feet

In Thailand and other countries where Buddhism is prevalent, it is offensive to point the sole of your foot, with or without a shoe on, toward another person. It's common in the non-Western world to remove one's shoes prior to entering homes and temples.

Always follow the direction of locals and be cautious, aware and respectful.

### Clothing

The way a traveler dresses, in terms of modesty, should be consistent with local standards. Unfortunately, restrictions on what are appropriate clothing affect women more than men. For women, local standards of modesty often mean dressing in loose clothing and covering shoulders and legs. In some Islamic countries, the back of the neck is considered especially provocative and is usually covered by a scarf. In many temples the head must be covered and feet must be free of shoes. It is unusual to see local men or women wearing shorts in Asia, Africa, and Latin America. Male travelers can wear shorts without giving offense (although they won't be admitted into some temples), but female travelers in shorts would attract unwanted attention. Yes, the double standard is international and frustrating.

Consider the context as well, you are working on a Project in a rural region, you are representing the organisation and country. Be prepared for your Team Leader will ask you to change clothing if they feel what you are wearing is inappropriate for the environment.

Generally: loose, modest clothing, cover shoulders and knees. Always follow the direction of locals and be cautious, aware and respectful.

### Eating

In some countries, it is the custom to finish everything on your plate. In others, you're expected to leave some, indicating that the host was so generous you couldn't finish. In various developing countries, you do not eat with your left hand. Always follow the direction of locals and be cautious, aware and respectful.

### **Tipping:**

Tipping is very specific for each country and even region. Ensure you adequately research your host country and their tipping expectations. If in doubt, follow the direction of your Team Leader.

Always follow the direction of locals and be cautious, aware and respectful.

# SAFETY & WELLBEING CONT.

## TRAVELING ON THE WEEKEND

We encourage students to travel on the weekends in their teams or in the group you are in country with. You may do this with, or without your Team Leader, depending on country and their judgement. We will request to know where you are travelling on weekends and require a base itinerary, for your safety.

## TRAVEL BEFORE AND AFTER

Travel before and after the project is highly recommended, while you are encouraged to be in country two days prior to project commencement - it's optimal to extend that for leisure and travel time. There will be a Facebook Group created with your Team during the Trekker Training weekend, use that to coordinate the research you complete on your Project prior to departure, organise a meet prior to departure to get to know each other, and plan any travel you wish to do around your project. Travel outside of the project and Project brief is your own expense.

## DRIVING

Students are not permitted to drive while on project regardless of license provisions. This includes weekends. Your Group Leader and 2IC have an International Driver's license and a support vehicle available for emergencies. This is due to safety and insurance regulations. Outside of the project - you are your own agent but please note that if you do not hold a valid license, your insurance provider will not cover any expenses related to driving.

## MOTORBIKES

Students are not permitted to ride motorbikes while on project regardless of license provisions. This includes weekends. Your Group Leader and 2IC have an International Driver's license and a support vehicle available for emergencies. This is due to safety and insurance regulations. Outside of the project - you are your own agent but please note that if you do not hold a valid license, your insurance provider will not cover any expenses related to the riding of motorbikes.

## HITCHHIKING

Project Everest Ventures does not endorse hitchhiking - there are significant risks in hitchhiking even as a group. However, there is the understanding that this is a standard and acceptable form of transport in many of the host countries from which we operate.

## PUBLIC TRANSPORT

Project Everest Ventures recommends using public transport. It's an excellent way to assimilate into your host country, spend time with locals, practice the local language, understand their customs and way of life. It is also inexpensive and an interesting and exciting experience!



# SAFETY & WELLBEING CONT.

## FEMALE SAFETY

All travelers face risks overseas, but unfortunately, women, whether experienced international travelers or first-timers, can face greater risks than men and be particularly vulnerable in certain countries or cultures. Find more information at: <https://smartraveller.gov.au/>

### Choose Safe Transport

- While in a taxi or car service, act as if someone is expecting you and will raise the alarm if you don't arrive - you might like to make a phone call or mention in passing to your driver that your boss, colleague or partner is waiting for you at your destination.
- Try to sit in the back seat of a taxi behind the driver.
- Be cautious when travelling on crowded public transport in cities, or on transport in remote areas, as it can provide opportunities for harassment or theft. If you feel uncomfortable, try to sit next to another woman, or near the driver or guard. You should also try to sit in train compartments with other women.
- Avoid travelling in a train carriage where you are the only passenger.
- Remember that no country in the world is safe for women to hitchhike.

### Be Secure in Your Accommodation

- You can always ask to see your room before taking it. Make sure that the telephone works and that your room has a peephole, deadbolt or chain lock, and use them when inside to ensure your door is always firmly secured. You might also like to use a door wedge on the inside of the door when you're in the room.
- Where possible, avoid taking a room on the ground floor.
- Try to not discuss where you're staying when you're out in public and remember that offers of free accommodation are usually too good to be true.
- Ask staff to write down your hotel's address and contact information in the local language.

### Avoid Unwanted Attention

- In some countries you may become the focus of unwanted attention just because you're a woman. Try to maintain your composure and remove yourself from a concerning situation as quickly as possible. Get to a safe, public location. Always act confidently. If you act like you know where you're going and what you're doing, even if you're lost, you're more likely to keep a low profile. Avoid wearing or carrying anything that makes you look like a wealthy tourist, such as expensive jewelry or handbags.
- Dress appropriately. This may involve wearing conservative clothing or covering your head or shoulders in certain locations.
- In many of the host countries public displays of affection are not socially acceptable.

### Be Socially Safe

- Do not drink to excess or take drugs that might make you more vulnerable or impair your decision making.
- Try to not share too many details of your travel plans and don't tell people you meet if you're travelling alone.
- Never leave your drink unattended or in the care of a stranger or new friend. Drink-spiking is common around the world.
- When you're out walking, keep your bag close and hold it on the opposite side of your body to the street to avoid bag snatchers in cars or on motorcycles.
- Avoid walking alone after dark or in isolated areas.
- Be aware of cultural standards. For example, in some cultures, women shaking hands with men is unacceptable, and simple things like making eye contact with a man or sitting in the front seat of a taxi can be misinterpreted as a sexual advance.
- Be wary of accepting invitations from strangers. Criminals representing themselves as friendly locals sometimes invite tourists into private homes where they are coerced into playing card games. Travelers have lost large amounts of money, sometimes at gunpoint in some of the host countries.

# SAFETY & WELLBEING CONT.

## BE AWARE OF THE LAW

- Some countries have legal systems that impose strict limits on women's rights, and while these may be harsh by Australian standards, they will apply to you when you're in the country.
- Homosexuality is illegal in many countries and is considered socially unacceptable in others. For safety reasons, there are some countries where LGBTI travelers should keep a low profile and same-sex couples should avoid public displays of affection.
- Women may be legally required to travel with a male escort in some countries. There may also be laws against women driving alone.
- In some of the host countries it is illegal to photograph military establishments, government buildings, diplomatic sites and other infrastructure.
- In some of the host countries it is illegal to wear military-style or camouflage clothing. The penalty may include a sentence of up to seven years in prison.
- Ensure you research country specific advice as you are held accountable for the laws in your host country regardless of your nationality.



## GENERAL

- Project Everest Ventures stress the importance of researching country specific recommendations for the following considerations: land mines, political unrest, banditry and extortion - including by military and police personnel, Parties, including organised dance parties on islands may place you at risk of sexual assault, death, arrest, robbery, injury and lost belongings, including travel documents, sexual assault, snatch-and-grab crimes against tourists by thieves on motorcycles, assaults and armed robberies against foreigners, etc.

## DRINKING

- While we understand you want to relax on the weekends outside of project, it's important to remember why you are on project. The Projects are geared at sustainable impact and doing anything but focusing on the success of the Project would be a disservice. That being said, we support a balanced lifestyle and encourage students to experience their host country. There should be no drinking in the community areas - remember you represent Project Everest while you are on project. Drink responsibly, always follow the direction of your Team Leader, and be cautious, aware and respectful.

## DRUGS

- Drugs are strictly prohibited on project. Use will see you immediately removed from project, your University contacted and in some cases, the Australian Federal Police. You are bound by the laws of your host country and by those of your country of study - of which have harsh penalties for drug use.

# SAFETY & WELLBEING CONT.

## VACCINATIONS

- We will be frank in saying that we are not doctors. We cannot recommend vaccinations to you. You should consult your General Practitioner or a qualified travel doctor to determine what vaccinations you may need.

## TRAVEL INSURANCE

- Project Everest Ventures has a comprehensive travel policy through Chubb Insurance Australia Limited that extends to our students traveling with us in certain circumstances.
- Depending on your Service Agreement, travel insurance is automatically provided to you as part of your project fee, should you meet one of the following criteria:
- Australian Citizens traveling on an Australian Passport and are living in Australia or;
  - Those who have Permanent Residency in Australia or;
  - Those who have been granted a visa that allows them to legally study at a relevant institution in Australia and are returning to Australia for further study at the end of Project.
  - You will receive confirmation of cover via email, once you have paid your invoice in full.
- You can view the Product Disclosure Statement, Policy Wording, Agreed Schedule, and all other details at <https://www.projecteverest.ventures/offer/insurance/>
- Please note that Project Everest Ventures is not an insurance provider and does not hold an Australian Financial Service Licence or Credit Licence. Insurance underwritten by Chubb Insurance

Australia Limited. Insurance is provided subject to all terms, conditions and exclusions of the policy.

- If eligible, you will be covered for the dates of your project and three days either side of project.
- You are not covered for any personal travel outside of the project dates.
- You must read the PDS before traveling and will be provided with a copy of the PDS & Policy Schedule prior to leaving for country. Please see our website for more information.

## INTERNATIONAL SOS

- Project Everest has a comprehensive membership with International SOS.
- What this means for students:
- Full support of the world's leading medical and security assistance company.
- Comprehensive risk assessments.
- Updated and regular reports on the safety and security of the countries in which we operate.
- Highly specified medical access - at any time, using the unique membership code, participants are able to call and speak to a medical professional. They are able to speak to doctors, specialists and organise appropriate medical care.
- Participants are able to use the ISOS service for priority assistance, notifying the hospital of a student's arrival to aid swift reception.

This service is outstanding and effective; for more information, see the ISOS website: <https://www.internationalsos.com/>



# WHAT'S COVERED?



This section outlines what your project fee will cover for your training and in-country. Be aware that each country has slightly different ways of operating (they're different cultures afterall!) and some things will vary in cost across each. Overall, however, this list is a standard rule of thumb for what to expect your project fee to go towards.

## INCLUDED

- Accommodation and utilities during project dates
- Breakfast and dinner at your accommodation on weeknights
- All project related costs (materials, transport, etc.)
- Access to clean drinking water at your accommodation
- Travel Insurance
- Access to International SOS
- Pre-departure Trekker training
- Banter

## NOT INCLUDED

- Flights
- Visa
- Lunch on weekdays
- All meals on weekends
- Accommodation before and after project
- Weekend activities and travel
- Personal data and internet\*





# DAY-IN-THE-LIFE OF A TREKKER

There is no set itinerary for structuring your day, however you and your team leader will set goals and activities for the project. Whilst each project in each country will vary in the specific activities you will be undertaking, this is a rough guide of how your day might look.

**0802** | Morning meeting including goal setting, health ratings, and activities for the day

**0845** | Start project activities. This might involve:

- Empathising with the local community
- Running workshops and/or co-design sessions with the community
- Impact and feasibility assessments
- Meetings
- Developing and iterating the venture and conducting secondary research
- Working on prototypes
- Making product sales or conducting testing with the community

**1300** | Lunch

**1345** | Continue project activities

**1700** | Team debrief

**1715** | End of the day free time for exercise, relaxing, catching up on activities, etc.

**1800** | Dinner



# GOING, GOING, & GONE





# TRAINING & PREP

Before you fly into country you will attend a 2 day training immersion [DATES] that will prepare you for life on project. This Trekker Training is specially designed to give you a taste of project development in a foreign environment, as well as arming you with a range of vital tools and skills to be used on project. You'll learn business and design thinking principles, communication strategies, basic crisis management, and learning more about who we are and what we love doing. Trekker Training is one of our favourite times of the year, as we get to welcome a new cohort to the PE family.

This is also the first time you will get to meet your team and team leader, so get those roses ready because the love between trekkers and their team leader is forged from day 1. You'll also meet your senior leaders and the trekkers on other projects in country with you, and get to experience working together as a team and a larger group.



We require that everyone (both trekkers and leaders) coming overseas with us hold a valid first aid and CPR certificate. Make sure that yours is up-to-date for the July period. Similarly, book an appointment with your GP or travel doctor before leaving Australia in case there are any vaccinations they recommend, or prescriptions you may require (i.e. doxycycline, Malarone). Pharmacies can be expensive or understocked so don't rely on purchasing antibiotics in country.



# PATHWAYS & STAYING INVOLVED



We are so lucky to have such a talented community of legends who have trekker with us on project over the passed few years, so it doesn't make sense to end the journey after trekking. We have a number of pathways available for our alumni that continue to develop them personally and professionally, and keeps them involved in what we're doing.

## EXPERIENCED TREKKER

If 4 weeks just isn't long enough for you, you can either return or stay on as a trekker to continue develop your project. Depending on the period of first trekking, 4, 8, and 12 week blocks are available. You'll be able to bring insights and experience to the team and see first hand the continuation of your project.

## LEADERSHIP

Our leadership training at both team and senior levels are unparalleled in preparing you for undertaking a leadership role overseas. You will develop skills for managing teams, facilitating the direction of projects, and providing support for the personal development of yourself and others. We pride ourselves on the calibre of our leaders, and if you want an opportunity to develop in ways you could never imagine, then this is a pathway for you.

## BUSINESS DEVELOPMENT

97% of the world's productivity is achieved through commercial means- through business. Our Business Development Training is specially designed to arm you with the skills to develop a business from concept through to commercialisation with a social outcome in mind. You'll be trained by industry professionals from business, sales, commercial development, and marketing backgrounds to give you a rich understanding of each stage of the business development process.

## RECRUITMENT TEAM

Majority of trekkers who come with us hear about us in a lecture. Work with us and your university to build awareness of PE with others at your uni. Options available to lead within your university's recruitment team.

# PACKING LIST

This packing list is a tried and tested bible by leaders and trekkers alike over the years. Whilst it's not gospel, it's a pretty good overview of the things you will need in country - but remember: you pack it, you carry it.

## ATTIRE (for professional meetings)

As we are entering into another culture, modesty and conservative dress is key to engaging the community in the most respectful way, and therefore key to the project's success. Follow these basic guidelines, and all will be good.

- **Bottom:** Always wear long pants (NO rips, fashionable or otherwise), girls can wear pants or a long skirt.
- **Top:** Project Everest shirt or a short or long sleeve button up shirt. The long sleeve shirt may be required depending on who you are meeting with and their level of importance within Malawi. You may also like to wear singlets under your Project Everest shirt for comfort and cleanliness.
- **Feet:** Enclosed shoes which are practical and comfortable for the climate. Vans etc. are ok but don't wear a trashed pair of sneakers during working hours.

Please bring a watch. If you don't bring one the leaders will pick one out for you to purchase (how much do you really love Hello Kitty?).



## GENERAL

- Passport (and photocopies)
- Workbook (any type of book to write in)
- Pens
- First aid kit (optional)
- Money (at least \$75USD on arrival for Visa)
- Bath towel/Beach towel
- Hat, Sunnies
- Wrist watch
- Reusable water bottle
- Recreational items (such as frisbee, soccer ball, cards, kindle/book)

## ELECTRONICS:

- Laptop (+charger) This is paramount. Do not come without a laptop.
- Phone (unlocked (can use international sims) + charger)
- Power bank / portable charger (there will be power outages)
- Powerboard/ extension cord (optional)
- Wall socket adapter (British, Type G)
- Bluetooth speaker (only if you have one, for the good vibes)
- Camera (again only if you have one and it is better than your phone camera)

## CLOTHING (everyday wear)

- T-shirts/ singlets
- Activewear
- Shorts/ skirts (appropriate length)
- Cool weather gear (See 'Climate')
- Wet weather gear
- Swimmers (ideally one-piece for ladies)
- Enclosed shoes
- Runners (acceptable for physical activity)
- Thongs
- Underwear and socks
- Optional: Hiking shoes

## MEDICAL:

- Insect repellent (recommend Bushman's 60% DEET spray on)
- Panadol/ nurofen
- Antihistamines
- Travel sickness drugs (see your doctor)
- Prescribed medicine for Malawi (see your doctor, \*Malaria\*)
- Gastroenteritis capsules/tablets
- Any other medication you take

## TOILETRIES:

- Shampoo & conditioner
- Razor/shaving cream
- Soap or Shower Gel
- Toothbrush/paste
- Tweezers
- Sanitary items
- Hand sanitiser
- Deodorant
- Suncream



**PROJECT EVEREST**  
VENTURES