

# 2026 Partner Operating Agreement

## Greenheart Exchange Career Advancement Program (CAP)

The intent of this document is to describe the working agreement on the **BridgeUSA Intern and BridgeUSA Trainee Program** between the receiving organization, Greenheart International (referred to as “**Greenheart Exchange**” herein), a nonprofit cultural exchange organization in the United States in collaboration with the Management Firm, CET Management Ltd., and the **Sending Partner** referred to throughout the document as the “Sending Partner”. This agreement refers to Greenheart Exchange’s Career Advancement Programs (“CAP” henceforth). By signing this agreement, both parties acknowledge to have read, understood, and agreed to the terms and conditions of the program as stated herein and in the Greenheart Exchange CAP Partner Handbook.

**Receiving Organization:** Greenheart International, doing business as Greenheart Exchange  
 Address: 742. N. LaSalle Dr., Suite 300, Chicago, IL 60654  
 Phone: 1-312-944-2544  
 Emergency Phone: 1-855-767-5642  
 Website: [www.greenheartexchange.org](http://www.greenheartexchange.org)

**Sending Partner:** **CTI Group Worldwide Services Inc.**  
 Contact Name & Title: Robert Upchurch, CEO  
 Address: 6600 NW16th Street, Ste 12, Plantation FL USA 33313  
 Phone: 954.568.5900  
 Emergency Phone: 786.828.0202  
 Email Address: [stri.ratna@cti-usa.com](mailto:stri.ratna@cti-usa.com), [eduardo.ferraz@cti-usa.com](mailto:eduardo.ferraz@cti-usa.com), [eeo@cti-usa.com](mailto:eeo@cti-usa.com)  
 Website: [www.cti-usa.com](http://www.cti-usa.com)

**Management Firm:** CET Management Ltd.  
 Contact Name & Title: Simon Brown, Billing and AR Manager  
 Address: 12 Ashfield Road, Cheadle, SK8 1BB, UK  
 Phone: +44 (0) 1252 625001  
 Website: [www.cetmanagement.org](http://www.cetmanagement.org)

The sending partner is authorized to promote Greenheart’s Career Advancement Program in the following countries: **Indonesia, Thailand, Brazil, South Africa, Uzbekistan**. Due to potential Department of State BridgeUSA Intern and BridgeUSA Trainee regulation changes, terms of this contract are subject to change, in which case Greenheart International will require an updated Operating Agreement, or an addendum, to be signed.

This agreement is valid for all program start dates in 2026.

### Introduction and Purpose of the program

The purpose of Greenheart Exchange’s Career Advancement Program (CAP) is to provide international participants unique cultural exchange opportunities via structured and guided work-based training programs that are tailored to their chosen academic or occupational field. An important goal of this program is that participants will return to their home countries and share their experiences with their countrymen. The following objectives will also be met through the participation on the program:

- Introduce international professionals to U.S. culture and business practices by living and training alongside American colleagues.
- Provide international professionals the opportunity to develop their skills with hands-on application in their occupational field; and
- Provide a unique cultural exchange experience.

### Greenheart Standard of Respect statement

Greenheart is committed to cultivating and institutionalizing a culture of inclusion that encourages collaboration, flexibility, accountability, and fairness, in order to enable individuals to contribute at their full potential. Greenheart representatives, stakeholders, and participants have a responsibility to treat others with dignity and respect, and to exhibit conduct that reflects inclusion in their interactions with others involved with Greenheart and their local communities. Greenheart expects all staff, participants, local coordinators, hosts, contracted partners, and other program stakeholders to be respectful of other races, religions, nationalities, cultures, sexual orientations, and gender identities. Greenheart does not tolerate comments, jokes, or behaviors that demean or disrespect individuals or groups.

### Services Provided by Greenheart Exchange

Greenheart Exchange will provide the following services as a result of this agreement:

# 2026 Partner Operating Agreement

## Greenheart Exchange Career Advancement Program (CAP)

- Sponsorship of J-1 visa on BridgeUSA Intern or Trainee program including Form DS-2019 & Form DS-7002
- Pre-departure online Virtual Orientation
- Screening/vetting of all placements and host organizations
- Accident & illness insurance for the J-1 EV from the program start date to the program end date as listed on the DS-2019 form.
- 24-hour support from Greenheart Exchange while in the U.S.
- Protected access for Sending Partner and participants to Greenheart Online (GO) for program application and on-program monitoring and support
- Greenheart Club membership to Sending Partner and enrolled participants
- Assistance for program participants with enhancing cultural exposure while on program in the United States
- Membership in the Alumni program for participants who complete the program in good standing
- Rights to use Greenheart's program materials and Partner Resources for purposes of marketing and orienting students to the program, including partner resources located in GO, Partner Handbook, Pre-Departure Orientation materials, brochures, flyers, and Greenheart videos.

### Services Provided by Sending Partner

The Sending Partner will at minimum provide the following services as a result of this agreement:

- Recruiting candidates meeting requirements for Greenheart's Career Advancement Program (Intern/Trainee)
- Providing interested candidates with program information and application materials
- Screening all candidates for English language proficiency
- Verifying and checking all applications for completeness and accuracy
- Submitting complete applications to Greenheart for review and processing by deadlines
- Communicating directly with applicants during the application process
- Assisting participants in obtaining the proper visa from the local US Embassy
- Assisting participants with making travel arrangements
- Conducting a pre-departure orientation
- Serving as a home-country contact in the event of an emergency
- Maintaining regular hours, checking email daily and furnishing Greenheart with updated contact information

### Services Provided by Management Firm

The Management Firm will provide the following services as a result of this agreement:

- Invoicing and collecting of program related fees.
- Secure that all participants have accident & illness insurance per Greenheart requirements.

### Program Classification

**INTERN:** An intern is a foreign national who is currently enrolled full-time in a foreign ministerially-recognized degree- or certificate-granting post-secondary academic institution outside the U.S. – OR – has graduated from such an institution no more than 12 months prior to the exchange visitor program start date.

- *Internship program dates vary depending on the individual participant, up to 12 months.*

**TRAINEE:** A trainee is a foreign national who has a degree or professional certificate from a foreign ministerially-recognized post-secondary academic institution and at least one year of related full-time work experience in his or her occupational field – OR – has at least 5 years of work experience outside of the United States in the occupational field in which they are seeking training.

- *The maximum duration of the trainee visa is 18 months, with the exception of training programs in the Hospitality and Tourism and Agriculture, Forestry, and Fishing occupational categories, which have a maximum of 12 months.*

# 2026 Partner Operating Agreement

## Greenheart Exchange Career Advancement Program (CAP)

### Program Fees

Net Prices (USD) 2026 <i>Prices include medical insurance</i>		
Self-Placement	2026 Price	
1– 12 months	\$1,440	
12 (+1 day) – 18 months	\$1,680	
Full Placement	Non-Hospitality	Hospitality
1– 12 months	\$3,570	\$2,625
12 (+1 day) – 18 months	\$3,990	N/A

### CAP Program Allocations

Greenheart Exchange agrees to allocate the number of spaces indicated below to the Sending Partner, pending participant eligibility, placement qualifications, and receipt of completed application for the current season. Applications are still subject to review and approval by Greenheart Exchange.

Program Option	Number Intern	Number Trainee
Self-Placed (SP)	25	25
Full-Program (FP)	30	

# 2026 Partner Operating Agreement

## Greenheart Exchange Career Advancement Program (CAP)

MISCELLANEOUS FEES FOR ALL PROGRAM OPTIONS		
ITEM	FEE PAYABLE	EXPLANATION
<b>APPLICATION PROCESSING FEES</b>		
Expedited Processing	\$350	Expedited processing policy available upon request.
Site Visit	\$200 non-refundable	For new host organizations that generate less than USD \$3 million in annual revenue or have fewer than 25 employees, a site visit is required according to Department of State regulations. A site visit may also be requested at Greenheart Exchange's discretion.
J-2 Dependent	\$450 + additional cost of insurance (J-2 insurance purchased directly via the Greenheart Exchange portal).	Applicants must complete separate J-2 Dependent Visa Application, and Terms and Conditions to receive sponsorship for their J-2 Dependent(s). Please inform us at the time of application if J-2 Dependent(s) will be joining the J-1 visa holder.  Fee is applied for each J-2 dependent and covers the cost of administrative processing and issuance of new DS-2019 form.
Failure to report visa interview date and results to Greenheart Exchange at least 14 days before participant's program start date	20 USD per participant (participant fee)	This fee applies if the sending partner does not submit visa interview date and results at least fourteen (14) days before participant's program start date. If the sending partner is not aware of the visa status by the deadline, it is their responsibility to update program start date (before day 14) via GO to avoid the fee.
Failure to report or reporting incorrect flight information (arrival and departure) to Greenheart Exchange at least 7 days before participant's program start date	20 USD per participant (participant fee)	This fee applies if the sending partner does not submit <b>arrival and departure</b> flight information via GO at least seven (7) days before participant's program start date. If the sending partner is not aware of the flight status by the deadline, it is their responsibility update program start date (before day 7) via GO to avoid the fee.
<b>DS-2019 FORM PROCESSING FEES</b>		
Program Date Change (prior to participant's arrival in U.S.)  Note: It is not possible to defer start dates into following year.	1st Date Change: \$150 2nd Date Change: \$250 3rd Date Change: \$350	Fee applies should the sending partner require changes to program dates after the application is accepted by Greenheart Exchange and before the participant arrives in the U.S. The fee increases per the number of date changes processed for one applicant. Sending Partner must email CAP to request each date change and submit an updated DS-7002 Training Plan. We approve date change requests on a case-by-case basis if the participant dates allow and if it is logistically possible.
<b>SEVIS (PROGRAM) STATUS FEES</b>		
SEVIS I-901 Fee/U.S. Government Fee	\$220 non-refundable	The I-901 SEVIS Fee is mandated by the U.S. Congress to support the program office and the automated system that keeps track of students and exchange visitors. Every BridgeUSA Intern/Trainee must pay this non-refundable fee before being issued an initial DS-2019 form.
Correction of SEVIS status (request is less than 30 days after the last SEVIS status change)	100 USD	In-country fees are usually charged to the participant, unless a status change is due to miscommunication between Greenheart Exchange and Sending Partner. When Greenheart Exchange agrees to perform a correction of SEVIS status, a deadline for the following documentation will be given copies of DS-2019 form, I-94, SEVIS I-901 proof of payment, visa & passport, 100 USD + processing fee, if applicable, written explanation of the request and any supporting documentation. Subsequent procedures will be explained on an as-needed basis. Please note that a formal request does not guarantee correction of status.
Program Extension (at same Host Organization)	\$500 + additional cost of insurance (\$20/week)	We review program extensions on a case-by-case basis, subject to Greenheart approval. Participant must follow Greenheart Program Extension procedures.
Program Extension and Change of Host Organization (on program)	\$500 + additional cost of insurance (\$20/week) + site visit fee (\$200), if applicable	We review host organization changes on a case-by-case basis, subject to Greenheart approval. Participants must follow Greenheart's Change of Host Organization and Program Extension procedures.
Change of Host Organizations (before program start date)	\$200 non-refundable	Fee applies should participants wish to switch host organizations after the application is accepted by Greenheart Exchange and before the participant arrives in the U.S. Sending Partner must email CAP to request the change and submit a new DS-7002 Training Plan. We approve host organization changes on a case-by-case basis.
Change of Host Organization (on program)	\$500 + site visit fee (\$200), if applicable	We review host organization changes on a case-by-case basis, subject to Greenheart approval. Participant must follow Greenheart's Change of Host Organization procedure.

### SEVIS Fees

To receive a J-1 Intern/Trainee visa, the U.S. government requires each participant to pay a non-refundable USD \$220 SEVIS fee. Greenheart Exchange is willing to submit this fee on behalf of the Sending Partner, if indicated in the Request for Operating Agreement.

# 2026 Partner Operating Agreement

## Greenheart Exchange Career Advancement Program (CAP)

However, we do not require submission of SEVIS fees through Greenheart Exchange. Sending Partners must agree for Greenheart Exchange to submit payment for either ALL or NONE of their participants.

The SEVIS fee for all participants is non-refundable, even in the case of visa denials or participant cancellations. Sending Partners can print electronic versions of the SEVIS fee [here](#).

### SEVIS Fee Payment Services

**Sending Partner has opted for Greenheart Exchange to:**

- Invoice and submit all SEVIS payments on behalf of their participants, under the conditions outlined in the Partner Handbook (\$220), **OR**
- Sending partner will coordinate all SEVIS payments with participants directly.

### Program Invoicing

Sending Partner is invoiced after a candidate has been determined eligible for sponsorship by Greenheart Exchange and has completed their English Interview with Greenheart staff.

All invoicing is done in net amounts and does not include the Sending Partner's administrative fees.

CET Management invoices the Sending Partner for its participants program related fees:

- 1) Upon Sending Partner's acceptance of the Minimum Guarantee Deposit.
- 2) Program Fee and SEVIS fee (if applicable) upon submission of the DS-2019 Form Request to Greenheart's Operations department. This process is taking place after the participant has been placed and accepted on Greenheart's program and the Sending Partner makes a request for form DS-2019 to Greenheart.

All invoicing is done in net and does not include the Sending Partner's administrative fees or commissions. CET Management does not invoice in gross fees.

### Payment

Upon receipt of the invoice via email, Sending Partner has 30 days to submit FULL payment to CET Management. No DS-2019 forms will be released by Greenheart Exchange before payment is made in full. Payment instructions must be followed for the payment transactions to be properly registered under Sending Partner's account in a timely manner.

- All payments (credit cards, wire transfers, ACHs) must be made from BUSINESS accounts associated with the Sending Partner's business entity and that were previously pre-approved during annual contracting. Pre-approved exceptions may be listed within this Agreement.

*NOTE: CET Management WILL NOT accept payments made from personal accounts. If CET Management identifies a payment made from a personal account, the transaction will be rejected. If Sending Partner makes a payment from a personal account, he/she will be in direct violation of the conditions of the Operating Agreement and will assume all legal and financial responsibility.*

- CET Management will not accept any direct payments from applicants (e.g., pre-arrival program fees, on program insurance extensions, etc.). All payments should come from Sending Partners only.
- All payments must be paid in full and transactions (credit cards, wire transfers, ACHs) must include information listed below. Failure to provide required details could result in rejection of the payment or cause delays in identifying that the funds should be applied to your account.
  - Sending partner business name as listed on Operating Agreement.
  - Invoice number(s).
- Sending partner is responsible for all charges by their local bank either for in-coming or out-going payments.
- International Credit Card transactions generally take 3 business days for clearing/settlement. Credit card payments can be made here: <https://buy.stripe.com/14kg285Fo10f8qQdQQ>.
- International wire payments generally take 3 business days for clearing/settlement.
- All account credits/payments will be posted to Sending Partner account within 5 business days after the settlement.
- Payments made via Western Union and from branch offices:
  - CET Management will accept payments from Western Union (or recognizable currency exchange) as an acceptable institution/medium for accepting money for invoice payments both U.S and non-U.S. partners similar to the way CET Management accepts payments through bank accounts as long as requested refund payments can be sent and accepted via the same medium from the same institution name including disclosure of Western Union (Currency Exchange) accounts number with the business entity name.
  - Compliance guidelines for using Western Union (or recognized currency exchange) as a medium of money transferring will be the same as with banking industry.

# 2026 Partner Operating Agreement

## Greenheart Exchange Career Advancement Program (CAP)

- CET Management may accept payment from a branch office of Sending Partner assuming they are legally structured under the same legal entity name and can be supported by the partners with proper documentation. CET Management will not accept payment from a branch office that is not supported by adequate documents by the Sending Partner.
- Checks: CET Management does not receive payment via check.

Electronic payment confirmation (Wire, Credit Card) and inquiry: [finance@cetmanagement.org](mailto:finance@cetmanagement.org)

### Program refunds

- Refunds will only be processed by the same means by which payment was rendered to CET Management.
- Payment via credit card will result in a refund via credit card.
  - Except for circumstances when refund is not feasible due to expiration of processing time (generally 90 days) as set forth by the banking industry.
  - Greenheart Exchange will no longer be able to issue refunds via checks, ACH, or wire if the payments were made via credit card.
- Payment via Wire transfer will result in a refund via wire transfer.
- **Program Refund requirements:**
  - Sending Partner must submit refund request via email to CET Management after all billing activity for the current season is complete.
  - After request is received by CET Management, Sending Partner will receive account statement from CET Management and will be required to:
    - Review and approve all transactions.
    - Confirm final amount of the refund.
- Once Sending Partner confirms final amount of the refund via email, CET Management will issue refund payment.
- The Sending Partner is responsible for paying all fees that are charged by their bank for outgoing or incoming wire transfers.

CET Management will issue any program fee and/or program deposit refund to the Sending Partner at the end of the program season.

### DS-2019 Forms Distribution

Greenheart Exchange will distribute DS-2019 forms upon request for the 2026 season.

DS-2019 is ready to be distributed when:

1. Application is under status Accepted
2. Program fees are paid in full
3. Partner requests the DS-2019 form through Greenheart Online (GO)

### DS-2019 Form Delivery

I request ALL DS-2019 Forms to be available to Sending Partner via direct download from secure Greenheart server. (Sending Partner responsible for delivering to participant)

I request ALL DS-2019 Forms to be electronically delivered by email directly to participants.

**\*\*The Sending Partner is responsible for requesting DS-2019 forms through their Greenheart Online (GO) account.**

**\*\*The Sending Partner is responsible for requesting updated DS-2019 forms for participants who change their SEVIS biographical information, job placement details, program dates, or other information.**

### Sending Partner Banking Information:

Registered account name should be same name as Sending Partner company name listed in this agreement. Exceptions are considered on a case-by-case basis and only when pre-approved by Greenheart's Finance Department. If funds are received by a 3<sup>rd</sup> party that was not explicitly pre-approved, the funds will be rejected and sent back to the sender at their own expense.

<b>Registered Account Name:</b>	CTI group Worldwide Services Inc
<b>Sending Partner Bank Name:</b>	Regions
<b>Bank ABA/SWIFT Routing Number:</b>	062005690
<b>Sending Partner Account Number:</b>	0354601665

# 2026 Partner Operating Agreement

## Greenheart Exchange Career Advancement Program (CAP)

Intermediary Bank (If applicable): n/a  
 Intermediary Bank ABA number (if applicable): IBAN Number: n/a  
 Email address to send invoices & credit memos: [finance@cti-usa.com](mailto:finance@cti-usa.com)

### Counseling, Support, and Contact details

Partners must instruct participants that **they are required to contact Greenheart Exchange immediately** to help resolve issues they are having in the U.S.

Greenheart Exchange contact information	
Telephone:	312-944-2544 or
Email:	<a href="mailto:cap@greenheart.org">cap@greenheart.org</a>

Greenheart Exchange strongly requests that sending partners clearly instruct their participants NOT to call the emergency phone unless it is a true emergency (medical emergency, serious injury, immediate danger, etc.). Non-emergencies (lost passports, reporting changes in address, questions about insurance, etc.) should be directed to the Greenheart Exchange office during normal business hours only.

AFTER-HOURS 24-HOUR EMERGENCY	
Emergency Telephone:	+1 (855) 767-5645 (toll-free in the U.S.)

### Visa Interview Reminders

**\*\*The Sending Partner must schedule a participant’s visa interview at least 3 weeks BEFORE the participant’s DS-2019 start date.**

If a visa interview is scheduled to take place after the DS-2019 start date, the Sending Partner must submit the date change to GO before the DS-2019 start date and request an updated DS-2019 form for the participant at least two weeks before the DS-2019 form start date.

**\*\*Before the new program start date, the Sending Partner must update the participant’s visa interview date and status details directly in GO in order to prevent the participant’s SEVIS status from changing to ‘No Show.’**

After the visa interview, the Sending Partner must enter the visa interview results in the ‘Flight/Visa’ section of the participant’s GO application.

**\*\*Greenheart Exchange is not responsible for any costs incurred for the visa interview process including in cases where a visa is denied because of the host organization or job position.**

### Program Cancellation and Visa Denial fees

The Greenheart Exchange cancellation policy allows for participants to cancel their participation for any reason, including visa denials. A program cancellation will result in the following cancellation fees:

Time that Greenheart Exchange is advised of final cancellation	Other cancellation reasons	Visa Denial
Program cancellation before application is submitted to for Greenheart review	\$0	X
Program Cancellation five (5) WEEKS (30 days +) or more BEFORE the scheduled DS-2019 start date (as indicated on the DS-2019 form)	Refund of program fee, less \$350	Refund of program fee, less \$250
Program Cancellation four (4) WEEKS to 1 day (1-29 days) BEFORE the scheduled DS-2019 start date (as indicated on the DS-2019 form)	Refund of program fee, less \$450	Refund of program fee, less \$350
Program cancellation ON or AFTER the DS-2019 start date	No refund	No refund

### Visa Denials



# 2026 Partner Operating Agreement

## Greenheart Exchange Career Advancement Program (CAP)

**\*\* The Sending Partner must inform Greenheart Exchange about each participant's visa status throughout the visa application process.**

If the Sending Partner does not notify Greenheart about a visa denial, Greenheart will not refund any part of the program fee.

**\*\* The Sending Partner must update Greenheart Exchange on the outcome of each visa interview**

If the visa interview is scheduled for a date after the DS-2019 start date, the Sending Partner must contact Greenheart Exchange before the DS-2019 start date to request a change to the DS-2019 start date. This is necessary to prevent the participant from changing to a 'NO SHOW' status in SEVIS

Before the start date can be changed in SEVIS, the Sending Partner must submit an updated DS-7002 Training Plan (in both unsigned editable and signed non-editable versions) to Greenheart Exchange. Applicable date change fees are outlined in Section 4.

After the start date is changed, the Sending Partner must continue to keep Greenheart Exchange informed of the participant's visa status

Greenheart Exchange will honor the cancellation refund policy only if the Sending Partner notifies Greenheart Exchange about the visa interview date prior to the DS-2019 start date and only if the Sending Partner has clearly kept Greenheart Exchange informed of the participant's visa status throughout the process.

The Sending Partner must:

- a) Upload the visa interview date into the Greenheart system as soon as it is scheduled
- b) Submit the visa interview results in GEO as soon as they are available.
- c) Upload the proof of visa denial (e.g., embassy rejection letter) under additional documents

**\*\*Greenheart Exchange is not responsible for any costs incurred due to the visa interview process including when/if a visa is denied because of the host organization or training plans.**

Please refer to Miscellaneous Fees section for a list of non-refundable fees.

### Fee Transparency Acknowledgement Form

Prior to paying any non-refundable fee, each participant must sign the Program Fees Transparency Acknowledgment provided by Greenheart Exchange. The sending partner must collect a signed copy from every participant and submit the file with fully completed participant application.

In accordance with Exchange Visitor Program General Provisions RIN 1400-AC36, Public Notice 8893 (October 6, 2014), also known as "Subpart A," effective January 5, 2015, the Sending Partner agrees to provide the following accurate program information and materials to prospective CAP participants at the time of recruitment and before entering into any agreements and/or requiring payment of non-refundable fees:

- Itemized list of all fees charged to the Exchange Visitor in the form of a signed Program Fees Transparency Acknowledgement for each participant, giving them a copy for their records, and ensuring that a copy is submitted to Greenheart Exchange (uploaded to the participant's application in GO).
  - The Program Fees Transparency Acknowledgement is completed by the Sending Partner for each applicant, signed by the applicant, uploaded to the participant application in GO, and retained by the Sending Partner for a minimum of 3 years.
- Program activities and terms and conditions of the CAP program. This information is found in:
  - The Participant Code of Conduct, available in GO
  - The Virtual Orientation
  - The Participant's Resources section, available in GO
- Terms and conditions of typical placement activities, which can be found online at <https://greenheartexchange.org/professional-exchange/intern-trainee/#/tab/rules-and-regulations>. This information includes, but is not limited to:
  - Training
  - Average hours per week
  - Stipend and compensation
  - Any deductions for housing, transportation, training, uniforms, or equipment
- The type, duration, nature, and importance of the cultural components of the program. Information on this can be found:
  - On Greenheart Exchange's website, where participants can find details about the Greenheart Club and flyers with volunteer options, touristic sites, and cultural suggestions for various locations throughout the United States.

Greenheart Exchange will investigate any possible fraudulent or dishonest conduct, including forged signatures by participants or Sending Partners. Each participant must sign their own documents. It is unlawful for any representative of the Sending Partner to sign any

# 2026 Partner Operating Agreement

## Greenheart Exchange Career Advancement Program (CAP)

document on behalf of a participant; this is classified as fraud. Anyone found to have engaged in fraudulent or dishonest conduct is subject to disciplinary action by Greenheart Exchange up to and including allocation sanction, discontinuation of cooperation, and/or reporting the incident to the US Department of State (Educational and Cultural Affairs and Consular Section).

### General Provisions

This Agreement shall commence upon the date of execution and shall continue until the earlier of (1) the end of the program; or (2) termination of the Participant's sponsorship by Greenheart Exchange or the Participant for whatever reason and repatriation of the Participant to his or her home country; provided, however, that the provisions of the Agreement which by their construction should survive, shall survive the termination of this Agreement, including without limitation all indemnification obligations and limitations on liability of the parties.

The Sending Partner agrees to treat all information regarding Greenheart Exchange's host family, staff, local coordinator, and school contact lists, marketing plans, methods of conducting business, submission and proposal procedures, inventions, designs, computer programs, patents, copyrights, property information, trade secrets, procedures, manuals, confidential reports, and other confidential information in the strictest confidence. The Sending Partner acknowledges that such information is the property of Greenheart Exchange and agrees to never utilize this information other than to facilitate the operations for contracted programs with Greenheart Exchange under the terms of this agreement.

All subsequent agreements made between Greenheart Exchange and the Sending Partner in regard to fees and program exceptions are to be agreed to in writing and with the knowledge of both parties named on the signature page of this document. In the event of a dispute that cannot be remedied between the Sending Partner and Greenheart Exchange, the laws of the State of Illinois (without giving effect to its conflict of laws principles) shall govern all matters arising out of or relating to this Agreement, including, without limitation, its interpretation, construction, performance, and enforcement.

The parties hereby consent to the jurisdiction and venue of the United States District Court for the Northern District of Illinois and any courts of the County of Cook in the State of Illinois in which any suit, action or proceeding shall be brought under this agreement. Any payments to be rendered by one party to the other shall be rendered no later than 30 days subsequent to the ruling by the arbitrator.

This agreement shall terminate automatically on the occurrence of any of the following events:

- Bankruptcy or balance sheet insolvency of either party
- Sale of all or most of its business by either party, provided that the other party hereto received at least thirty (30) days' prior written notice of same
- A pattern by the Sending Partner of violating program regulations or otherwise conducting the program in such a way as to bring Greenheart Exchange, the U.S. Department of State, or BridgeUSA into notoriety or disrepute.

### Force Majeure

In signing this Agreement, Sending Partner thereby acknowledges, understands, and accepts that certain unforeseeable circumstances beyond Greenheart's right or ability to control and/or prevent may result without notice in the delay, disruption, and/or termination of certain programs, the cancellation or suspension of planned activities within such programs, and/or otherwise render Greenheart's reasonable and good faith performance of its contractual obligations impractical and/or impossible to carry out. Examples of such circumstances include, but are not limited, to: (1) acts of God, such as severe acts of nature or weather events including, but not limited to, floods, fires, earthquakes, hurricanes, tornadoes, explosions, and similar acts and/or events; (2) war, acts of civil or military authority, national emergencies, insurrection, riots, and/or acts of terrorism; (3) epidemics, pandemics, and/or similar widespread public health phenomena; (4) strikes, labor disputes, and/or work stoppages; (5) acts or events that disrupt channels of communication and/or power supply; and/or (6) any other acts, events, or circumstances not within Greenheart's reasonable right or ability to control and/or prevent that would render Greenheart's reasonable and good faith performance of its contractual obligations impractical and/or impossible. The Sending Partner appreciates and accepts the risk that in the event a program or element thereof is disrupted due to unforeseeable circumstances beyond Greenheart's reasonable right or ability to control and/or prevent, participants may be requested and/or required to return to my home country early at my own expense. Sending Partner agrees to review all Greenheart program disruption and cancellation policies prior to agreeing to participate in any Greenheart program. Sending Partner further agrees to renounce any and all legal claims against Greenheart and/or its representatives that may arise from the occurrence of unforeseeable circumstances beyond Greenheart's reasonable right or ability to control and/or prevent, including, but not limited to, claims for the costs of repatriation, loss of income, loss of academic credit, unanticipated housing expenses, program fee refunds, ground transportation costs, etc.

### Privacy Policy

This privacy notice describes how Greenheart International collects, uses, and discloses Personally Identifying Information (also known as "PII") or Personal Data (collectively "Personal Information") from and about users of Greenheart International websites. This privacy

# 2026 Partner Operating Agreement

## Greenheart Exchange Career Advancement Program (CAP)

notice also applies to any associated paper forms. Please read this privacy notice before using Greenheart International websites or submitting any personal information. <https://greenheart.org/privacy/>

These practices may be changed at any time. Changes will be posted along with the date of the change. You should review this privacy notice when you visit Greenheart International websites to make sure that you understand how Personal Information is collected, used, and disclosed.

**This Privacy Notice is also included in the participant Conditions of Participation which all participants must sign prior to being accepted to the program.**

### Acknowledgement of Operating Agreement

*My signature below confirms that the organization I represent, including myself, the other staff and representatives, have read, understand and agree to abide by the terms above as well as to the terms of program operation outlined in the Greenheart Exchange Career Advancement Program Partner Handbook (version ref) throughout the duration of Greenheart Exchange's Career Advancement Program.*

#### Signed and agreed to:



Oct 08 2025

Robert Upchurch, CEO  
CTI Group Worldwide Services Inc.  
Company Stamp

Date



Oct 11 2025

Jason Nusser  
VP of Business Development & Operations  
Greenheart International  
742 N. LaSalle Drive, Suite 300, Chicago, IL, 60654 USA  
312-264-1671

Date



Oct 13 2025

Simon Brown  
Accountant  
CET Management Ltd.  
12 Ashfield Road, Cheadle, SK8 1BB, UK  
+44 (0) 1252 625001

Date



# Certificate of Completion

## Summary

**Document ID:** 3301C27F-WLXZVXMKJ8K0EFQRQ4LRUJ-A9VIAK127PRBABAIF\_6S

**Document name:** Greenheart\_CAP 2026 OA\_CTI USA

**Sent by:** Wioletta Olszowiec <wolszowiec@greenheart.org>

**Organization:** Athena Admin Services, Inc.

**Sent on:** Oct 5, 2025 12:34 PDT

**Completed on:** Oct 12, 2025 23:34 PDT

**Sign order:** Sequential

**No. of documents:** 1

**Signers:** 3

**Receives a copy:** 0

**Approvers:** 0

**Witnesses:** 0

**Recipient reviewers:** 0

## Recipients



Stri Ratna

Signer

stri.ratna@cti-usa.com

Signature



**Emailed on:** Oct 5, 2025 12:34 PDT

**Viewed on:** Oct 8, 2025 06:18 PDT

**Terms agreed on:** Oct 8, 2025 08:35 PDT

**Signed on:** Oct 8, 2025 08:37 PDT

**Accessed from:** 104.181.35.59

**Device used:** Web

**Authentication type:** None



Jason Nusser

Signer

jnusser@greenheart.org

Signature



**Emailed on:** Oct 8, 2025 08:37 PDT

**Viewed on:** Oct 11, 2025 12:19 PDT

**Terms agreed on:** Oct 11, 2025 12:19 PDT

**Signed on:** Oct 11, 2025 12:20 PDT

**Accessed from:** 174.86.70.92

**Device used:** Web

**Authentication type:** None



Simon Brown  
simon.brown@cetmanagement.org

Signature

*Simon Brown*

**Emailed on:** Oct 11, 2025 12:20 PDT

**Viewed on:** Oct 12, 2025 23:34 PDT

**Terms agreed on:** Oct 12, 2025 23:34 PDT

**Signed on:** Oct 12, 2025 23:34 PDT

**Accessed from:** 94.0.148.61

**Device used:** Web

**Authentication type:** None

# Legal Disclosure

## ELECTRONIC RECORD AND SIGNATURE DISCLOSURE

Please read the following information carefully. By clicking the 'I agree' button, you agree that you have reviewed the following terms and conditions and consent to transact business electronically using Zoho Sign electronic signature system. If you do not agree to these terms, do not click the 'I agree' button.

### Electronic documents

Please note that Athena Admin Services, Inc. ("we", "us" or "Company") will send all documents electronically to you to the email address that you have given us during the course of the business relationship unless you tell us otherwise in accordance with the procedure explained herein. Once you sign a document electronically, we will send a PDF version of the document to you.

### Request for paper copies

You have the right to request paper copies of these documents sent to you electronically from [it@athenaadmins.com](mailto:it@athenaadmins.com). Alternatively, you also have the ability to download and print these documents sent to you electronically, and re-upload a scanned copy of the printed and physically signed documents. If you, however, wish to request paper copies of these documents sent to you electronically, you can write back to the sender.

### Withdrawing your consent

At any point in time during the course of our business relationship, you have the right to withdraw your consent to receive documents in electronic format. If you wish to withdraw your consent, you can decline to sign a document that we have sent to you and send an email to [it@athenaadmins.com](mailto:it@athenaadmins.com) informing us that you wish to receive documents only in paper format. Upon request from you, we will stop sending documents using Zoho Sign electronic signature system.

### To advise Athena Admin Services, Inc. of your new email address

If you need to change the email address that you use to receive notices and disclosures from us, write to us at [it@athenaadmins.com](mailto:it@athenaadmins.com)

### System requirements

Compatible with recent versions of popular browsers such as Chrome, Firefox, Safari, and Edge. Zoho Sign is also available on iOS and Android devices.