

GENERAL

Q: How many years has CCI been in business?

A: CCI has been promoting and facilitating cultural exchange programs since 1985.

Q: How big is your company? How many staff? Offices?

A: CCI has approximately 64 full time staff with 4 offices in the Chicago area, 5 regional offices around the USA and a sales office in Madrid, Spain.

Q. Why work with CCI over other sponsors?

A. We are the only GREEN visa sponsor in the business, supporting sustainable, eco-friendly, and fair trade business practices. Our customer service stands out above the rest as we provide you with a truly client based experience with 24 hour support. After signing on with CCI you will be introduced to your CCI Placement Specialist, who will personally guide you through the placement process. CCI provides a boutique cultural exchange experience, custom fitting to your seasonal hiring needs and HR wants.

Q: What is Greenheart?

A: CCI is dedicated to the environment and fair trade through our sponsorship of the Greenheart Initiative and Greenheart Store. For more information visit http://www.cci-exchange.com/greenheart_home.aspx or GreenheartShop.org.

Q: Where do the students go to school and what do they study?

A: The J1 Work & Travel students are currently enrolled in universities worldwide and present a diverse background of majors and interests. The J1 Interns/Trainees for the CAP program that would join your team would be currently enrolled or recent graduates of hospitality, culinary and hotel management schools mostly in Western Europe.

Q. What countries do CCI Work & Travel students come from?

A. Our students come from more than 50 countries. Spring staff comes from Thailand and Ecuador. Summer staff comes from Northern Hemisphere countries and the winter staff comes from Southern Hemisphere countries.

Q. What if I need help or have any questions during the season?

A. Please call us at 1.866.684.9675. CCI office hours are 9:00 a.m. – 5:30 p.m. EST, Monday to Friday. There is also a 24-hour emergency assistance line for employers and students on our program. Your CCI Placement Services Specialist will assist you with your account throughout our partnership!

HIRING

Q. How much does it cost to sign up with CCI and hire international staff?

A. Nothing. CCI's Work & Travel Program is a free service to employers

Q. When are seasonal international staff members available?

A. We have international staff that can meet all of your seasonal needs. Our summer participants arrive between May and July and can often work until September, sometimes into October. Winter participants begin

to arrive in mid November, through January, and can work until March or April. Spring participants arrive in March and usually work into June.

Q. Can Work and Travel participants speak English?

A. Yes. The level of English ability ranges from basic to fluent. You will receive an assessment of each participant's English abilities before hiring them. This assessment will include a test score as well as interviewer's comments on the participant.

Q. What if I need more participant's mid-season?

A. Please contact CCI by phone (866) 684-WORK, or by email (employer@cci-exchange.com) if you are in need of additional staff. We will do our best to accommodate your needs based on our availability at the time. We keep a running list of currently seeking employers and students and are oftentimes able to make a match!

Q. Why should I travel with CCI on Summer 2010 Job Fairs?

A. *CCI job fairs are known throughout the industry to be the most fun!* Our core group of Job Fair employers wouldn't hire any other way. If you are hiring a large number of students, your trip will be completely covered by CCI: This includes travel, excursions, and most meals. There is no better way to guarantee a successful season than hiring students after personally interviewing the students in their home country!

Q. What is the CCI Virtual Job Fair option?

A. If you have strict hiring requirements, or have had problems with English level, CCI would be happy to set up Skype webcam interviews with students interested in applying for your job. CCI will ask questions specific to your job, and appreciates your input in creating the interview questions. These virtual job fairs can be set up at any time throughout the hiring process.

Q. What is the CCI Hometown Hiring Party option?

A. Employers can virtually interview prospective students by webcam in CCI offices! Enjoy a day of interviews followed by a stay in Chicago and Chicago tours and dining, compliments of CCI!

WORKING

Q. How will the staff I hire arrive to my business?

A. All Work and Travel participants are responsible for their own transportation costs. They will follow the instructions provided on their CCI Job Agreement. We ask that you please provide as much detail as possible on this agreement, to avoid confusion during arrivals!

Q. Can a participant get more than one job?

A. The J-1 visa program allows participants to work at more than one job. However, CCI tells participants that their primary commitment is to their initial, pre-approved CCI employer. If they are interested in working another job, we ask that they discuss this with you. If you do not allow participants to work a second job, this must be clearly stated on your CCI Job Agreement.

Q. What if I'm not satisfied with my CCI employees?

A. If you feel that a participant is not meeting your expectations, we ask that you first talk to the participant and make your expectations known. We have found that a frank discussion about work performance often solves problems. Of course, CCI is also available to talk to the participant. In some cases, the participant may not be

aware of the problem or how to do a better job. If the situation does not improve and you need to terminate the employee, please call your CCI Placement Specialist so that we can assist the participant. We provide full assistance in ensuring that housing and job arrangements are left in a professional and fair manner.

HOURS & COMPENSATION

Q: How many hours per week can participants work? What if a participant requests overtime?

A. Participants expect to work a minimum average of 30 hours per week. The amount of hours worked is based on your assessment on the CCI Job Agreement. We ask that you give CCI a clear indication of the schedule that participants can expect so that we can present accurate information to them before they arrive. Students normally base their job acceptance and budget based on what is indicated on the CCI Job Agreement. Overtime compensation laws vary by state, and these laws also apply to our J1 participants.

Q. What should I pay international staff?

A. You must pay international staff what you would pay an American employee doing the same job, while adhering to State Minimum Wage laws.

Q. Am I required to provide housing for my international staff?

A. CCI employers do not have to provide housing for their international staff, although many employers do. If you are not sure where your international staff will stay while in the US, CCI will help to arrange housing for the students after discussing options in your area.

TAXES & SOCIAL SECURITY

Q: Do participants have Social Security cards?

A: Yes. If participants opt to attend our arrival orientation, they will apply for Social Security in Chicago. Please note that the SSA requests that participants arrive to their job site and wait a minimum of 10 days before applying. If participants do not attend orientation, we ask that you assist with SSA application. All application requirements and recommendations are outlined in the CCI Participant and Employer handbooks. Please note that participants must ask for a receipt that shows that they have applied for a card, which should arrive within 6 weeks. Please remember that your participants are allowed to work and be paid, as long as they have applied for Social Security. Additionally, the student must understand that no one but the applicant can call the SSA regarding card issues.

Q. Are international staff exempt from Social Security, Medicare tax, and unemployment withholdings?

A. Staff on a J-1 Visa are considered non-resident aliens. They should not have Social Security (FICA), Medicare, or federal unemployment (FUTA) taxes withheld. Please consult a tax professional to find out if international staff are exempt from state unemployment taxes in your state. For more detailed tax information, please review the IRS's Employer Tax Guide and Publication 515 at www.irs.gov.

Q: Do I have to provide participants with a W-2 form?

A. Yes. W-2 forms should be mailed to participants in their home countries as early as possible. Ask your staff to give you a self-addressed envelope when they are filling out their W-4. This will help ensure

you have their correct international address when it is time to send their W-2. Please refer to the CCI Participant and Employer Handbooks for more information on taxes!

Q: How should international staff fill out the W-4?

A. According to the IRS, participants should use their U.S. address, claim single with 1 allowance (line 5) and request an additional \$7.60 per week be taken out of their paycheck (line 6). This additional amount protects participants from owing money on April 15, since they do not have to pay a standard deduction. Please refer to the CCI Participant and Employer Handbooks for a sample W4 form!

INSURANCE & WORKER'S COMPENSATION

Q: Do my international staff have health insurance?

A. Yes. All CCI participants have health insurance during their entire program, while they are under CCI sponsorship. Students have access to their health insurance card, claim forms, and plan information from their CCI Online account.

Q: What if a participant becomes ill during his/her stay in the U.S.? How is a claim filed?

A. Participants have either arranged insurance through CCI or have their own. We have insurance contact information on file for each participant, including the policy number, contact telephone number, description of coverage, and claim instructions. This information is also available through the student's CCI online account. If an employee needs assistance regarding their healthcare or becomes ill and cannot work, please contact our office.

Q: What if a participant is injured on the job?

A. Participants are protected by the same labor laws as U.S. citizens. All job-related injuries are covered by Worker's Compensation. Please refer to your Worker's Compensation insurance policy.