

Global Health Corporate Champions

Frequently Asked Questions

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About Global Pro Bono

WHAT IS GLOBAL PRO BONO?

Global Pro Bono (GPB) initiatives are an increasingly popular trend with companies around the world and include programs that provide opportunities for employees to leverage their professional skills in communities where they do not normally live or work. Through a GPB assignment, participants provide services to host client organizations (often local non-profit organizations, social enterprises, local government or educational institutions) based on the skills they utilize in their daily jobs. Projects are intended to provide economic and social benefit to the host organization and community while building leadership behaviors, creating market insights, and spurring innovative thinking. Programs have been designed to address a variety of corporate objectives, including providing experiential learning opportunities for high potential employees, directly engaging employees in the company's corporate social responsibility strategy in critical growth markets, developing employees' global perspectives, and addressing vital design and innovation challenges for new or growing markets.

HOW MANY CORPORATIONS HAVE GLOBAL PRO BONO PROGRAMS?

There are more than 27 corporations implementing various GPB program models including executive programs, virtual programs, fellowships, and locally based team programs. These corporations include JPMC, Merck, Dow Chemical, SAP, IBM, Medtronic, FedEx, GSK, and PepsiCo, among others.

WHY CONTRIBUTE EXPERTISE?

Traditional corporate social responsibility contributes to global development with dollars, while Global Pro Bono contributes with expertise—transferring critical skills and knowledge that is often unattainable in the local market.

HOW DOES THE COMPANY BENEFIT FROM SENDING EMPLOYEES?

Companies primarily benefit in three ways. First, companies gain insights into rapid growth economies through their employees. Secondly, employees develop global leadership capabilities that they carry with them back to their jobs and throughout their careers. This four-week immersion experience has served as an unparalleled leadership development experience for hundreds of corporate leaders, accelerating both their intellectual understanding of needs and opportunities as well as their emotional intelligence to appropriately convert it to value at a fraction of the cost of an expatriate assignment. Finally, companies earn reputations for authentic corporate social responsibility by putting their most important resources to work on critical community challenges.

About the Global Health Corporate Champions

WHAT IS THE OBJECTIVE OF THE PROGRAM?

The objective of the program is to bring together 5-15 professionals from private sector corporations to use their diverse perspective and skillsets to build the capacity of organizations that are addressing global health issues specifically with regards to Water and Sanitation; Nutrition and Food Security; Gender Equality, Empowerment, and Protection; and Health Systems Strengthening.



WHAT ARE THE DATES OF THE ASSIGNMENT IN SENEGAL?

It is expected that, unless a specific exception is provided, all participants will arrive on **Saturday, July 21, 2018, and remain in Senegal until departure on Saturday, August 18, 2018.**

Participants will deploy to Senegal for a four-week assignment to work with selected local host clients on a negotiated scope of work. During this time, participants will be 100% focused on the defined and agreed upon project scopes. They are required to attend all team meetings including, but not limited to, a team-building meeting and orientation session at the beginning of the deployment phase, a launch event with local host organizations, weekly team meetings, and a close-out event at the end of the assignment, which includes presentations and a debriefing.

HOW DO WE ASSURE THE SAFETY OF OUR EMPLOYEES?

PYXERA Global's commitment to safety and security is a top priority. We have a well-developed safety and security protocol, which will be included in the customized Global Health Corporate Champions Logistics Guide for Senegal. The team will be supported by a local manager in Senegal, who will be available to the team for the duration of their stay, especially in an emergency or health-related situation.

All participants must be covered by an employer-provided health insurance policy. In addition, we do require emergency travel assistance programs, like SOS (most companies already provide this for their employees, but we can provide guidance and recommendations if your company does not currently have such coverage). Our pre-work will include at least one session (1-2 hour webinar) on living and working in Senegal which will cover security and safety tips. In addition, during the weekend of the arrival, the entire group will spend a day in orientation for their new environment, and the participants will be briefed by a security professional on site.

HOW IS THE GLOBAL HEALTH CORPORATE CHAMPIONS DIFFERENT FROM OTHER GLOBAL PRO BONO PROGRAMS?

Most GPB programs are staffed and funded by a single corporation. The Global Health Corporate Champions is designed to have multiple companies represented on the cohort and is an opportunity for companies to send single individuals (up to five), paying only the direct costs of the expenses to place the individual participants in the assignment. This provides an affordable way for small and medium companies to participate, as well as an economical way for large companies to pilot an approach and determine whether a corporate pro bono program would meet their strategic needs.

HOW MANY CORPORATIONS WILL BE INVOLVED IN THIS PROJECT?

We expect to field a team of between 5-15 participants on this innovative project. Each participating company may send up to five participants; the final approval of candidates is made by PYXERA Global.

WHAT DOES THE \$15,000 FEE COVER?

The \$15,000 (per participant) fee covers the direct expenses of the participating company's employees to be deployed in-field for a four-week immersion experience, including coach airfare, project-related ground travel, hotels, local mobile communications, and a modest per diem for food, laundry, and other incidental expenses. Companies pay PYXERA Global, and PYXERA Global takes care of all logistics, arrangements, and the appropriate



support to assure that participants are oriented, safe and secure while in-field. In general, employees continue to receive their salaries and benefits during their assignment, but that is the decision of each individual company. The Global Health Corporate Champions is an activity of the U.S. Agency for International Development's Global Health Fellows Program (GHFP) II (which is implemented by the Public Health Institute). GHFP-II covers the program development and project implementation costs.

CAN OUR FOUNDATION PAY FOR THIS?

PYXERA Global cannot give definitive legal advice, and we recommend that you check with your legal counsel and tax advisors before making any such determination. PYXERA Global is a 501(c)3 non-profit organization and the purpose of this project is aligned and consistent with our non-profit mission. The primary reason behind this project is to build capability and capacity to improve the public health outcomes in Senegal, a country where the needs are profound. The focus will be on projects that align to the [USAID Mission \(Global Health Bureau\)](#). While they will provide participants with insight into underserved markets—both challenges and opportunities—the day-to-day focus during the four weeks will be on those projects, not on the specific business interests of individual companies. Other PYXERA Global clients have funded programs through their corporate foundations. We are happy to connect you with someone at one of our client organizations who funds their program this way to answer any further questions you might have.

HOW DO I KNOW THAT OUR COMPANY CANDIDATES WILL BE CHOSEN? WHAT ARE THE REQUIREMENTS FOR INDIVIDUALS TO PARTICIPATE?

We are looking for high performing, highly skilled, corporate professionals willing and able to spend four consecutive weeks in Senegal, working pro bono, to build the capacity of local organizations to address public health issues. No specific experience in either global health or the region is required or expected. Applicants must have at least two years' tenure with the sponsoring company, with at least three to five years of professional experience, and be in high standing, ideally with potential for leadership.

We are looking for individuals who have professional skills in at least one of the following areas: communications, finance/accounting, human resources, information technology, marketing/sales, project management, organization strategy and development, operations management, business process development, logistics, supply chain, quality management, or general consulting. In addition to the professional skills, we are looking for people who are willing to embrace the unknown and work in an environment that is safe and secure, but not necessarily comfortable. Curiosity, flexibility, creativity, good humor, and an abiding interest in serving others are personal qualities that we have found to be important in pro bono assignments as well.

WHO WILL MANAGE THE COHORT?

PYXERA Global will manage the cohort. We will identify assignments and partner organizations in Senegal and provide in-country and online support for participants in advance of and throughout their assignment. This includes facilitation of pre-work sessions, the team development process, tracking participants' progress, and coordinating the four-week in-country assignment. PYXERA Global is also responsible for logistical details relating to the in-country experience and ensuring the participants are well-prepared and supported while in Senegal.

Logistical details include in-country transport, securing lodging, detailed information on Senegal, and an in-country manager, who is a host country national, to support the team while on assignment. The Public Health Institute (PHI), the implementer of GHFP-II, will support PYXERA Global in project identification as well as briefing consultants for their work in the health sector in Senegal.



About the Participants

WHAT ARE THE BENEFITS TO PARTICIPANTS?

Participants gain critical global leadership skills through an experience that accelerates both intellectual understanding and emotional intelligence. Participants will learn new information and skills about working in emerging markets, including learning to work in complex environments with limited resources, providing them with insights to create value, which they can take back to their workplace. The experience enhances their career while also offering high-impact expertise to organizations that would not otherwise have access to the skills and expertise that they bring.

Through the Global Health Corporate Champions, participants also have the opportunity to work with employees from other private sector corporations, which can lead to appropriate collaborations lasting well beyond the timeframe of the assignment.

WHAT IS THE APPLICATION PROCESS?

The application process will vary according to the needs of corporate clients. Companies may run an internal application and interview process themselves, sending up to 10 nominee applications to PYXERA Global for final selection. Alternatively, companies may send one to five pre-selected candidates depending on how many employees they want to field. PYXERA Global has developed a standard application form that companies can use to guide their internal application process. Participants will be selected and assigned to a team based on a range of criteria, including skills, experience, language, and other considerations. The final participants must be approved by PYXERA Global.

Business and operations skills of all kinds are needed with regards to building capability and capacity in organizations to improve global health. These include accounting, consulting, marketing, sales, business process development, human resources, operations management, supply chain, logistics, strategy and planning, communications, information technology, project management, quality management, and finance and investment.

WHAT IS THE TIME COMMITMENT FROM AN EMPLOYEE PARTICIPATING IN THE PROGRAM?

Pre-work: Participants will undertake one to two hours of work each week for eight weeks before the assignment, during which time the participants will join weekly phone calls with their team and occasional calls with their clients.

On-location: Participants will be on assignment (in) for four consecutive weeks (July 21 to August 18, 2018). Participants will be featured in communications while on assignment (which could include press, social media, photography, videography, podcasts, etc.) and will be encouraged to communicate about their experience, ideally weekly.

Post-assignment: Participants will be expected to participate in a modest level of communications activities and respond to immediate and long-term surveys. Participants will also attend a one- hour virtual reintegration session during the first month upon return.



WHY DO PARTICIPANTS NEED TO DO PRE-WORK AND WHAT DOES IT ENTAIL?

The Global Health Corporate Champion Project consists of an eight week preparatory phase prior to deployment. Pre-work helps to set the stage for the assignment so that participants are as prepared as possible to make an impact on their host organization from day one. Virtual pre-work will be conducted via conference call and consists of a series of modules covering Senegalese culture, program objectives, global health issues, fundamental consulting skills, logistics, security, and communications, among other relevant topics. Participants are also introduced to their assignment during the pre-work phase and are encouraged to begin working in their sub-teams to develop a work plan and approach prior to their arrival at their project site.

WILL PRE-WORK CALL BE RECORDED?

We realize that there may be times when participants are unable to join a team call or group activity. We do provide recordings of the pre-work calls for unavoidable conflicts but strongly encourage in-person participation.

ARE PARTICIPANTS EXPECTED TO WORK REGULAR JOBS REMOTELY WHILE ON ASSIGNMENT?

No. Participants will be expected to dedicate all of their time on assignment to the local client. They will need support from their teams and manager in order to participate in the project. The participants and their managers will determine how to cover regular responsibilities while on assignment. Following the return from the assignment, participants will be encouraged to share experiences and lessons learned, both internally to their individual organization audiences and externally. Participants are also asked to answer immediate and long-term surveys to assess the success of the project. Based on our experience in managing global pro bono programs, it is expected that participants will integrate their learning and insights into their regular positions and career.

About the Details of Deployment

ARE THERE VACCINATIONS AND MEDICINES PARTICIPANTS NEED TO PREPARE?

Vaccinations: It is the responsibility of each individual participant to arrange his or her own vaccinations. We advise all participants to consult with their personal physician or travel doctor. Personal vaccination status, allergies, sensitivities, and current health status should be evaluated prior to departure. Any advice for vaccination and/or medication can be provided by the physician based on these inputs. PYXERA Global does not provide reimbursements for vaccines or other health related costs. We recommend visiting the Center for Disease Control website for information on recommended vaccines for travel to Senegal: <https://wwwnc.cdc.gov/travel/destinations/traveler/none/senegal>

Other preparations: Participants are encouraged to consult their personal physician for advice on how to best prepare for travel and any medical complications that might arise.



WHAT IS THE HEALTH INSURANCE POLICY?

All participants must be covered by an employer-provided health insurance policy. In addition, we do require emergency travel assistance programs, like SOS. Most companies already provide this for their employees, but we can facilitate that if a company does not currently have such a program. At all times, participants should carry a copy of their insurance card with them and contact the insurance company immediately if they need assistance. Other types of travel insurance (e.g. baggage, travel delay, theft), although recommended, is not covered by the program.

WHEN WILL THE PARTICIPANTS HAVE ALL THE IN-COUNTRY LOGISTICAL DETAILS?

Participants will receive a travel policy upon selection into the program that will detail how they will reserve air travel, acquire visas, and recommendations for pre-departure inoculations and medications. Complete on-site logistical details for the assignment will be provided three to four weeks prior to departure in a comprehensive logistics guide. This document is extremely important as it compiles the team's arrival and departure information, phone numbers, hotel details, airport transfer, PYXERA Global local staff contact information, activities during the first days, neighborhood guide, and emergency numbers.

WILL THE PARTICIPANT NEED A VISA FOR SENEGAL?

Yes, most nationalities require a visa to enter Senegal. Each participant is responsible for applying for his or her own visa, including transit visas for layovers. PYXERA Global will provide the necessary letters of invitations as well as any supporting documentation needed for the visa application. Participants are instructed to get a business visa and PYXERA Global will reimburse the participant for the expense as part of the program fee. Additional information will be provided during the pre-work phase in the program travel policy.

WHAT ARE THE ACCOMODATIONS?

Participants will be staying at a hotel in Senegal that is safe, secure, and comfortable, although not luxurious. The hotel will be centrally located near assignments, with access to restaurants, banks, stores, etc. Accommodations will include breakfast and access to Wi-Fi, although not necessarily at the same speed or reliability that participants may be used to

WILL PARTICIPANTS BE PROVIDED WITH LAPTOPS AND/OR PHONES?

PYXERA Global will provide a phone for local communications, but it does not include international calling. Participants will also receive internet dongles to provide additional backup at their client sites for project-related internet use. Participants bring their own computers.

WILL THERE BE ACCESS TO ATMS OR BANKS?

There will be access to ATMs and our project director in Senegal will provide coaching on ready access to cash.



About the Location

WHY WAS SENEGAL SELECTED AS THE LOCATION?

Senegal was selected for three reasons. First, it is a country where USAID—the contributing funder of the program through the Global Health Fellows Program II (implemented by the Public Health Institute)—has a strong focus and robust health initiatives. Secondly, Senegal is a country of interest to many multi-national companies expanding their businesses in Africa due to its growing economy and stable political environment. Finally, PYXERA Global has experience in Senegal.

WHAT TYPE OF ORGANIZATIONS WILL WE WORK WITH IN SENEGAL?

Participants will be assigned to a specific project team to work in a non-profit, social enterprise, local government, or educational institution to increase the organization's capacity to better meet the needs of its stakeholders and improve public health in the local community. For this program, the team will work with organizations that focus on global health issues, aligned with the mission of USAID, which will include at least one of the following: water and sanitation; nutrition and food security; gender equality and empowerment; and/or health system strengthening.

CAN PARTICIPANTS ORGANIZE THEIR OWN TRAVEL ARRANGEMENTS?

The per person cost (\$15,000) includes the most economical and convenient coach class round trip airfare to and from Rwanda, which PYXERA Global will propose to each participant. If the participant wishes to use the proposed itinerary, PYXERA Global will procure that ticket. If participants wish to organize their own travel, the itinerary must be approved by PYXERA Global, who will grant a reimbursement to the individual or sending company of the ticket price up to the value of the proposed original itinerary.

CAN PARTICIPANTS RETURN TO THEIR HOME COUNTRY OR BRING FAMILY MEMBERS DURING THE ASSIGNMENT?

The Global Health Corporate Champions is an intensive experience with high expectations. Participants are expected to remain in-country for four consecutive weeks, focused on the assignment. Participants are required to stay at PYXERA Global identified accommodations, which are only for participants (not partners, spouses, or others). However, upon project conclusion, return dates can be modified to accommodate personal leave and/or other business obligations. All expenses subsequent to the end project date are the responsibility of the participants.

About the Projects

WHAT TYPE OF PROJECTS WILL WE BE WORKING ON?

PYXERA Global works with organizations in the selected location in order to understand operational challenges and to develop projects that are feasible for the four-week timeline and which will enable the teams assigned to quickly make informed and strategic recommendations for improvement. Global Health Corporate Champions



participants could work on projects that address strategy, finance, communications, human resources, logistics, information management, quality, marketing, and supply chain services, among others.

WHEN WILL THE PARTICIPANT FIND OUT ABOUT THE LOCAL CLIENT ASSIGNMENT?

Participants will learn of their assignments and sub-teams approximately one month prior to their arrival in Senegal. Participants will then coordinate amongst their sub-team and with PYXERA Global and may begin conversations with their local client prior to arrival in July.

WHAT IS THE BIGGEST CHALLENGE MANY PARTICIPANTS FACE WHEN STARTING TO WORK ON THEIR ASSIGNMENT?

Participants tend to want to immediately dive into their scope of work (SOW) and begin providing solutions, but prior to that, understanding the local client, the local context, and local situation is required. Understanding the real challenge, what resources are needed (and available), who the decision makers are, and why the project is important to the client will be necessary before providing any solutions. Assignments may not be as clear as participants are used to, and there is often some ambiguity in terms of the projects to which the team members bring clarity, when they begin the projects.

HOW WILL WE MEASURE THE IMPACT OF THE PROGRAM?

Measuring the impact of the program—both quantitatively and qualitatively—is critical to ensuring program success and sustainability. Information gathered during this phase will also be used to improve the program framework for future use. Online surveys will be conducted with participants and local clients immediately following the conclusion of the assignments. If companies want a deeper assessment of the impact of participation on their employees, a tailored survey may also be created at an additional cost.

WHAT WILL THE EXPECTED IMPACT BE?

Scopes of work for the Global Health Corporate Champion Project will be based on a four-week assignment and the strategic skills of the participants. The deliverables/expected impacts will be specific to each project and ability of the organization to implement the recommendations. Participants will assist in establishing baseline indicators during the assignment as well as provide any project revisions once they begin working with the local organizations.

WHO WILL LEAD THE TEAM ON THE GROUND?

The projects will be designed to be self-directed by the team. Each participant will report directly to someone working for the local client organization.

HOW MANY LOCAL CLIENTS WILL THERE BE IN EACH PROGRAM LOCATION?

The team will be broken into sub-teams of three to four members. Each sub-team will be assigned to one local host client. A typical cohort services two to four local host clients. Participants will be assigned to projects based upon the needs of the local host client, in order to match skills and experience with the scope of work. The Global Health Fellows Program II will select and approve the final projects. PYXERA Global will assign the participants.



WHAT ARE SOME GLOBAL HEALTH PROJECT EXAMPLES THAT PYXERA GLOBAL HAS DONE?

Goal: Gender Equality

India—Akshara Center

Develop a Social Media Strategy to Promote Safety of Women in Mumbai - Akshara is a women's resource center aimed at gender education and the prevention of violence. Akshara works to raise public consciousness on gender inequality, empower women and youth, prevent violence against women and girls, and build partnerships with social movements for gender equality. Akshara identified the need to emphasize the larger issue of violence against women and their right to a safe city. The group required assistance building out its social media strategy to increase its crowd sourcing potential and widely disseminate information in order to ultimately make Indian cities a safer place for women to live. The pro bono consultants helped develop a social media strategy for a three-year period using multiple tools to promote safety of women and provided recommendations on how to integrate all existing social media tools for maximum impact.

Goal: Health System Strengthening

Peru—Belen Hospital of Trujillo (HBT)

Process improvement for the External Consultation Department - Belén Hospital of Trujillo (HBT) is a public hospital that is part of the national health system in Peru. It is committed to providing comprehensive care to the general population and operating under the principles of solidarity and equity. Patients receive treatment free of charge. With the support of the pro bono consultants, HBT re-designed the processes for External Consultations for its patients. They identified the prescribed processes that were not working well and proposed strategies to adjust them.

Ghana – Ghana Coalition of NGOs in Health (GCNH)

Strategic plan to enhance internal and external engagements – The Ghana Coalition of NGOs in Health (GCNH) is legally registered and reputable not for profit Civil Society organization (CSO) established in 2000 as an umbrella and coordinating body of activities of all registered Non Profit Organizations (NGOs)/CSOs in the health sector in the country. The pro bono consultants helped design, develop, adopt and implement a communications strategy that focused on streamlining both internal and external communications. This helped achieve overall corporate professionalism that was lacking but was necessary for the Coalition to effectively engage with the different stakeholders.

Goal: Water and Sanitation

Indonesia – Nazava Water Filters

Product Launch Planning – Nazava is a social enterprise with the mission to provide safe drinking water through selling the best and most affordable water filters. They are winners of the Tech Award in the Nokia Health Category in 2013, and have so far sold more than 40 thousand filters providing safe drinking water for 200 thousand people. Before the GPB project, Nazava had made some changes to its purifier, making it more attractive and easy to use and ship. The pro bono consultants worked to build a marketing plan for the new product, including a sales and marketing effectiveness monitoring system, gave input on plastics used in the product, and provided technical advice for the ceramic membrane coating.

Goal: Food and Nutrition

South Africa – Heifer International

Conduct Value Chain Analysis and Design Business Development Plane – The Heifer mission is to work with communities to end hunger and poverty in South Africa and to care for the earth. Heifer's interventions were focused on ending hunger and malnutrition within South African communities. It also provided project members with the knowledge, resources, and skills to develop their smallholder farms into successful businesses, which contributed to the development of the community in an effort to end



poverty. The Blouberg District in the Limpopo province is located in a very rural area which has high unemployment rates and is also heavily affected by HIV/AIDS. Heifer created the Blouberg Project to enable the community members to adequately feed themselves and their families with the proper nutrients and to earn a sustainable income through various farming activities, while rejuvenating the local economy through agriculture and related enterprises. Pro bono consultants helped conduct a value chain assessment and design a business development plan for three groups in the Limpopo province participating in the Heifer South Africa Blouberg Project: the Farmers Business Association (FBA), the Community Animal Workers Association (CAHWA) and the Youth's Honey Business.

About the Partners

WHO IS PYXERA GLOBAL?

PYXERA Global is a Washington, DC based non-profit organization that leverages the unique strengths of corporations, governments, social sector organizations, educational institutions, and individuals to enhance the abilities of people and communities to solve complex problems and attain mutually beneficial goals. Through Global Pro Bono, PYXERA Global provides participants with enriching opportunities to work with small businesses, NGOs, educational institutions, and government agencies in under-served markets on high-impact, skills-based projects. This experience enhances careers, leadership ability, and personal development. We work with our clients to co-create a program that leverages the core business and professional skills of employees to address some of the world's most pressing challenges while simultaneously providing them with a once-in-a-lifetime experience that will truly change the way they view the world and business' role in it. Through a primary focus on skilled service, corporate clients are able to:

- Create real and lasting impact in under-served communities;
- Develop talent;
- Instill a more robust global perspective in employees;
- Create brand and market awareness;
- Provide opportunities for R&D at the ground level; and
- Lead in an era of corporate social responsibility that is focused on creating shared value.

WHAT IS THE RELATION OF GLOBAL HEALTH CORPORATE CHAMPIONS TO THE USAID GLOBAL HEALTH FELLOWS PROGRAM II?

The Global Health Corporate Champions is an activity of the USAID Global Health Fellows Program (GHFP) II), which is implemented by the Public Health Institute and addresses immediate and emerging human capital needs in the global health sphere. The primary function of the GHFP-II is to place public health professionals into projects that support the initiatives of the USAID Global Health Bureau. However, business and operations management skills are also required to build capacity and capability; the Global Health Corporate Champions bring those skills and diversity into the larger program.

