



机构与项目佐证材料包

ORGANISATIONAL & PROJECT EVIDENCE PACK

三里屯国际志愿服务队 × Talent Beyond Borders (TBB)

Sanlitun International Volunteer Service Team × Talent Beyond Borders (TBB)

用途 / Purpose

用于支持海外合作伙伴的身份核验、能力判断和初步合作讨论。本材料应与国家定制合作说明及对应语言官方网站组合使用。

Prepared to support partner due diligence, capability assessment and exploratory cooperation.

It should be used together with a country-specific brief and the appropriate language version of the official website.

修订日期 / Revised: 30 August 2026

<https://talentbeyondborders.cn/en/>

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第一部分 | 中文概览

1. 我们是谁

三里屯国际志愿服务队是一支扎根北京三里屯国际化街区的社区型志愿服务队伍，聚焦外籍人士服务、国际青年参与、多语种沟通、跨文化交流和城市友好服务。

Talent Beyond Borders (TBB) 是面向国际人才、志愿者、社区和合作机构的公共信息与连接平台，并承载多语言官方网站及国际合作沟通。

身份边界

本材料不把三里屯国际志愿服务队或 TBB 表述为任何目标国家的法人、注册慈善机构或获准运营主体。海外合作将优先通过当地合法注册、具备治理和执行能力的机构开展。

2. 当前公开数据快照

519 注册志愿者 registered volunteers	151 外籍志愿者 international volunteers	10,000+ 服务人次 service beneficiaries	20,000+ 服务小时 service hours
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数据来源：三里屯国际志愿服务队官方网站公开页面，访问日期为 2026 年 8 月 28 日。不同报道采用不同时间节点和统计口径，不应直接横向相加。

3. 已形成的核心能力

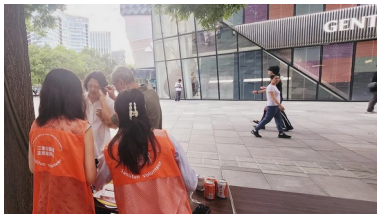
- **多语种社区服务：**围绕交通、支付、医疗、住宿、租房、城市路线和日常生活问题提供咨询、指引与转介。
- **国际志愿者组织：**支持中外志愿者参与招募、培训、定岗、现场服务、复盘和成长记录。
- **跨文化活动设计：**开展国际文化交流、青年参与、社区共建、养老服务和公共宣传活动。
- **人机协同服务：**由 AI 数字志愿者处理标准化、多语言、高频问题，真人志愿者负责复杂沟通、现场判断和转介。
- **国际活动保障：**具备外宾接待、签到引导、路线提示、外语沟通和活动秩序支持经验。

4. 项目现场与服务方式



多元志愿者现场协作

Multicultural volunteers coordinating in the field



街区咨询与城市指引

Neighbourhood information and city guidance



社区服务与公共宣传

Community service and public-interest outreach

以上图片来自团队本地项目档案，用于说明真实服务场景；不作为任何海外项目已经获批或启动的证明。

代表性服务模块

模块	已验证的实践内容
国际志愿服务小屋	现场咨询、城市指引、活动信息、多语种沟通和复杂问题转介。
服务点网络	联动社区、商户、酒店、银行、高校和公共服务资源，把问题引导至合适入口。
志愿者全周期管理	围绕报名、培训、定岗、排班、服务记录、评价和荣誉激励形成工作链条。
国际青年与文化交流	通过社区课堂、文化活动、论坛和青年交流促进互相理解与长期连接。

5. 为什么可信：公开证据链

以下证据来自政府部门、中央级媒体或公开机构网站。链接可点击核验。材料仅概括报道内容，不把媒体报道表述为合作授权、法律资质或政府担保。

2025-04-19 • 人民日报海外版 • [“你好，我们是国际志愿者！”](#)

报道队伍吸引 13 个国家的外籍人士参与，并记录小屋服务、文化交流、AI 志愿服务及 2024 年 89 场活动等实践。

2025-05-29 • 中共中央社会工作部官网／中国社会工作报 • [服务中外 连接世界](#)

记录队伍从 6 人发展至 135 人，其中 42 名外籍成员来自 13 个国家，并介绍小屋、多语种 AI、服务活动和商圈服务点。

2026-01-20 • 北京市人民政府外事办公室（英文） • [阿根廷政党代表团考察朝阳超大城市治理模式](#)

官方英文报道代表团参访三里屯国际志愿服务站，并体验西班牙语 AI 服务。

2026-01-22 • 朝阳区新时代文明实践中心 • [国际志愿服务小屋如何成了老外们的“万能钥匙”？](#)

介绍近 800 个涉外服务场景、“1+3+4”服务体系、人机协同、社区活动及商圈服务。

更多公开证据见本材料末尾“核验来源”。

6. 我们希望如何与当地机构合作

首选模式不是在目标国家独立设立机构，而是与一家现有合法机构共同设计小规模、可逆、可评估的合作试点。

当地合作伙伴根据适用规则负责

- 当地法律与政策适配，以及必要的登记、批准、通知、保险或资质确认；
- 确认服务需求、岗位边界和服务对象，并完成当地法律要求的身份、背景或资格审查；
- 指定适当的现场负责人，落实未成年人及弱势群体保护、安全管理和事件处理；
- 当地个人数据管理、财务和项目报告；
- 最终活动设计、当地沟通和现场执行。

三里屯国际志愿服务队／TBB 可承担

- 候选人连接、初步筛选、基础培训、岗位设计、日常协调和服务记录；
- 国际人才和志愿者网络，以及中国侧高校、社区和企业资源对接；
- 跨文化项目共同设计、多语言内容和国际传播支持；
- 志愿者培训材料、服务流程、监督工具和评价方法；
- 人机协同、多语言知识库和数字化服务支持；
- 中国—当地青年、社区和机构之间的长期交流机制。

灵活合作结构

我们不会要求社区机构从零建立志愿者管理体系。若社区伙伴不具备招募、培训或监督能力，可引入当地志愿服务中心、志愿者协调机构或具备相应能力的第三方，形成“三里屯／TBB＋当地志愿服务协调机构＋社区承接机构”的三方合作。

建议起点

先开展一次 20 分钟线上沟通；如双方匹配，再进入 6—8 周的需求确认和共同设计阶段。任何公开招募、募资、活动交付、数据共享或人员跨境安排，均须在相关伙伴确认合规路径、监督能力和书面责任分工后进行。

PART II | ENGLISH OVERVIEW

1. Who we are

Sanlitun International Volunteer Service Team is a community-based volunteer initiative rooted in Beijing's international Sanlitun neighbourhood. Its work focuses on services for international residents and visitors, youth participation, multilingual communication, intercultural exchange and globally friendly urban services.

Talent Beyond Borders (TBB) is a public-facing information and connection platform for international talent, volunteers, communities and partner organisations. It also hosts the multilingual official website and supports international partnership communication.

Identity boundary

This pack does not present the Sanlitun team or TBB as a legal person, registered charity or authorised operator in any destination country. Any overseas cooperation would preferably proceed through an established local organisation with appropriate governance and delivery capacity.

2. Current public snapshot

519 注册志愿者 registered volunteers	151 外籍志愿者 international volunteers	10,000+ 服务人次 service beneficiaries	20,000+ 服务小时 service hours
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*Source: public pages of the official Sanlitun International Volunteer Service Team website, accessed 28 August 2026.
Figures in external reports reflect different dates and reporting scopes and should not be added together.*

3. Core capabilities demonstrated

- **Multilingual community service:** information, guidance and referral relating to transport, payment, healthcare, accommodation, housing, city navigation and daily-life needs.
- **International volunteer coordination:** recruitment support, training, role assignment, field service, reflection and contribution records for Chinese and international volunteers.
- **Intercultural programme design:** international cultural exchange, youth participation, community co-creation, services for older residents and public-interest outreach.
- **Human-AI service collaboration:** digital volunteers address standard multilingual and high-frequency questions; human volunteers handle complex communication, field judgment and referral.
- **International event support:** experience in guest reception, registration, navigation, foreign-language communication and event operations.

4. Field evidence and service model



多元志愿者现场协作

Multicultural volunteers coordinating in the field



街区咨询与城市指引

Neighbourhood information and city guidance



社区服务与公共宣传

Community service and public-interest outreach

These images are from the team's local project archive and illustrate real service settings. They are not evidence that any overseas programme has been approved or launched.

Representative service modules

Module	Demonstrated practice
International Volunteer Service Cabin	Field information, city guidance, activity information, multilingual communication and referral for complex needs.
Service-point network	Links communities, merchants, hotels, banks, universities and public-service resources to direct questions to the right channel.
Volunteer lifecycle management	A working chain covering application, training, role assignment, scheduling, service records, evaluation and recognition.
International youth and cultural exchange	Community learning, cultural activities, forums and youth exchange designed to build mutual understanding and sustained connection.

5. Why the initiative is credible: public evidence

The sources below are published by government bodies, central-level media or public institutions. Each title is hyperlinked for verification. Media coverage is evidence of reported practice; it is not presented as a licence, partnership authorisation or government guarantee.

2025-04-19 • People's Daily Overseas Edition • [“Hello, We Are International Volunteers!”](#)

Documents participation from 13 countries, service-cabin operations, cultural exchange, AI-supported service and 89 activities in 2024.

2025-05-29 • CPC Central Social Work Department / China Social Work News • [Serving Chinese and International Communities, Connecting the World](#)

Records growth from six people to 135 members, including 42 international members from 13 countries, and describes the cabin, multilingual AI support, activities and business-district service points.

2026-01-20 • Foreign Affairs Office of the People's Government of Beijing Municipality • [Argentine Political Party Delegation Visits Chaoyang District](#)

Official English report of a delegation visiting the Sanlitun International Volunteer Service Station and experiencing Spanish-language AI support.

2026-01-22 • Chaoyang District New Era Civilization Practice Center • [How the International Volunteer Service Cabin Became a Practical Gateway](#)

Describes nearly 800 service scenarios, the 1+3+4 framework, human-AI collaboration, community activities and business-district services.

Additional public evidence appears in the verification register at the end of this pack.

6. How we propose to work with a local organisation

Our preferred route is not to establish an independent entity in the destination country. It is to co-design a small, reversible and assessable pilot with an existing legally established local organisation.

The local partner would lead, as required locally

- local legal and policy fit, including any registration, approval, notification, insurance or qualification pathway;
- confirmation of community needs, role boundaries and target groups, plus any locally required identity, background or qualification checks;
- designation of an appropriate on-site supervisor, safeguarding, health and safety, and incident response;
- local control of personal data, finance and reporting;
- final programme design, local communications and delivery.

Sanlitun International Volunteer Service Team / TBB could undertake

- candidate outreach, initial screening, foundation training, role design, routine coordination and service records;
- international talent and volunteer networks, together with China-side links to universities, communities and responsible companies;
- co-design of intercultural programmes, multilingual content and international communications;
- volunteer training materials, service workflows, supervision tools and evaluation methods;
- human-AI collaboration methods, multilingual knowledge-base design and digital service support;
- longer-term links among young people, communities and institutions in China and the partner country.

Flexible partnership structure

We do not expect a community organisation to build a volunteer-management system from scratch. Where a community partner does not have recruitment, training or supervision capacity,

a local volunteer centre, volunteer-coordination body or other capable third party may join a three-party model: Sanlitun/TBB + local volunteer coordinator + community host.

Suggested starting point

Begin with a 20-minute introductory call. If there is mutual fit, move to a six-to-eight-week discovery and co-design phase. No public recruitment, fundraising, service delivery, personal-data sharing or cross-border deployment should begin until the relevant partners have confirmed the applicable pathway, supervision capacity and written division of responsibilities.

核验来源 | VERIFICATION REGISTER

公开来源 / Public sources — accessed 28 August 2026

2025-04-19 • 人民日报海外版 / People's Daily Overseas Edition

[“你好，我们是国际志愿者！” / “Hello, We Are International Volunteers!”](#)

2025-05-29 • 中共中央社会工作部官网 / 中国社会工作报 / CPC Central Social Work Department / China Social Work News

[服务中外 连接世界 / Serving Chinese and International Communities, Connecting the World](#)

2026-01-20 • 北京市人民政府外事办公室（英文） / Foreign Affairs Office of the People's Government of Beijing Municipality

[阿根廷政党代表团考察朝阳超大城市治理模式 / Argentine Political Party Delegation Visits Chaoyang District](#)

2026-01-22 • 朝阳区新时代文明实践中心 / Chaoyang District New Era Civilization Practice Center

[国际志愿服务小屋如何成了老外们的“万能钥匙”？ / How the International Volunteer Service Cabin Became a Practical Gateway](#)

2026-06-09 • 央广网 / China National Radio (CNR)

[北京朝阳区发布国际志愿服务全流程工作指引 / Chaoyang District Releases Full-Process International Volunteer Service Guidelines](#)

2026-06-15 • 央广网 / China National Radio (CNR)

[2026 来华留学生志愿服务行动计划相关活动在京举办 / 2026 Volunteer Service Action Plan for International Students in China](#)

2026-06-22 • 央广网 / China National Radio (CNR)

[三里屯国际志愿者服务 2026 北京 CBD 论坛年会 / Sanlitun International Volunteers Support the 2026 Beijing CBD Forum](#)

官方网站 | OFFICIAL WEBSITE

- 中文 / Chinese: <https://talentbeyondborders.cn/>
- English: <https://talentbeyondborders.cn/en/>
- Español: <https://talentbeyondborders.cn/es/>
- Français: <https://talentbeyondborders.cn/fr/>
- العربية / Arabic: <https://talentbeyondborders.cn/ar/>
- Русский / Russian: <https://talentbeyondborders.cn/ru/>
- 媒体报道 / Media coverage: <https://talentbeyondborders.cn/en/news/>

重要说明 / Important note

葡萄牙语页面目前尚未作为经核验的独立语言入口使用；面向葡语国家时暂提供英文官网，并配套葡萄牙语国家合作说明。

A verified standalone Portuguese website route is not currently used. For Portuguese-speaking countries, the English official website should be paired with a Portuguese country-specific brief.

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