

2010 EXCO Face-to-face Meeting
DRAFT Minutes
November 10-16, 2010

Attendees:

Gary Sealey, SI President
Pramod Kumar, SI Vice President
Mirek Waseleski, SI Treasurer
Pablo Colangelo, SI Host List Coordinator
Penny Pattison, SI General Secretary
Sylvia Krogh, Servas Canada Peace Secretary (for Luisa Corbetta)

Absent:

Luisa Corbetta, SI Peace Secretary (for health reasons)

“**Decision:**” indicates a motion was made and carried.

“**Action:**” indicates an action that was agreed to by EXCO

*** grey tone indicates agenda item was discussed

GREETINGS AND WELCOME

1. Greetings, quick updates, comments
2. Review decisions since last meeting
3. Review and agree on the agenda and order of topics
4. Personal values, traits, goals for meeting discussion

Gary led a process to allow EXCO to get to know each other better, and to understand our **individual and collective strengths and weaknesses**. Strengths included:

- commitment to Servas and good intentions
- individual capability and experience that contributes to EXCO (e.g. strategic thinking, creativity, practicality, structured, communications)
- willing to serve on EXCO and work hard
- emphasis on fair-mindedness and transparency
- interest in achieving goals

We discussed **where we need help to fulfill our EXCO roles** effectively. The key themes that came from this discussion were:

- the need for more active, reliable volunteers
- importance of physical proximity to work more effectively and also to enjoy the work more
- acknowledgement of need and effort required to keep processes running
- acknowledgement of the need to support strategies, and if agreed, and to work together to operationalize them

There was discussion of **how EXCO could build a better team**. The following points were noted:

- mentoring
- training and education
- recruit volunteers from ‘everyday’ hosts and travellers
- establish partnerships with like-minded organizations

- Define projects with start and end points, to make it easier to delegate and get volunteers
- Identify ways that all Servas members can get involved, and communicate that to all members
- set up committees of people who live close together, to allow them to meet face to face to strengthen the commitment and fun
- communicate more, especially by phone, Skype or in person rather than relying on email
- consider a partnerships and outreach executive position

We discussed **what attracted us to Servas**, and why we work hard for the organization:

- human values
- gives the opportunity to get inside different cultures
- helps to overcome divides
- provides a way to meet ‘everyday’ or ‘real’ people, visit their homes and experience everyday life
- Servas represents possibilities and potential

What is Servas?

- Circles
- Innermost is FRIENDSHIP (but not the ‘Facebook’ kind)
- Surrounded by PEACE, GOOD WILL, UNDERSTANDING
- Friendship based on Work – Study – Travel
- Surrounded by and offering friendship opportunities: work camps (Work), focal meetings (Study) individual host – traveller visit (Travel)
- Supported by individual members:
 - curiosity
 - opportunities and encouragement of friendships
 - reaching out
 - trust
 - respect

What concrete steps can we take to make Servas stronger, or to grow Servas?

- Complete SI Registration
- Complete ServasOnLine
- Enhance the Peace Course content and use
- Implement focal meetings
- Create a strategic planning committee, and evaluate existing strategies
- Set up Servas committees in one place, to allow face to face interaction along with the work
- Communicate to National Groups that it is desirable to grow Servas, and appropriate to reach out
- Communicate with ‘everyday’ hosts and travellers
- Maintain the base of administrative information - minutes, status reports, etc.
- Solicit local support
- Increase individual contact among EXCO members
- Find channels to show that we are a trusted organization giving meaningful contact, referring to interview process, local gatherings and host – traveller meetings; brainstorming ideas for how:

- email is good to present information but not to promote it
- attractive web presence (facilitated by ServasOnLine)
- use of web to reach all Servas members directly
- word of mouth
- appropriate advertising
- presentations at universities, international educational institutions
- outreach to professional associations, Servas value in facilitating their networking (e.g. Rotary, nurses, optometrists)
- promote Servas with other organizations (e.g. World Wildlife Fund, Sierra Club, Children's Villages)
- publicize "meet a Servas member for tea" concept (facilitated by ServasOnLine)
- promote travel within the country
- create a short term Letter of Introduction for visits with day hosts
- encourage all national groups to have a 'member' status for those who are not hosts or travellers (facilitated by ServasOnLine)
- encourage subscribers/supporters in National Groups (facilitated by ServasOnLine)
- For people in countries without a national group, create an 'international member' of Servas (facilitated by ServasOnLine)
- embrace Servas groups in other organizations (e.g. Couchsurfing, Hospitality Club, Facebook)
- recruit National Groups to pilot these ideas, and evaluate them

SI REGISTRATION

Gary/Mirek

5. Status update

- Switzerland
- Canada

6. Issues

7. Next steps

- EXCO signing authority
- Distant Vote requirements

Discussion:

- Action: Take a motion to DV May 2011 for permission to investigate registration in another country and spend CHF _____ . Create a report analyzing options to go to the next GA. (see Appendix A draft motion)
- Noted that wherever SI registers, the statutes will need to be reviewed to see if they meet the requirements. Finalize signed copy, but do not get analysis done until it is needed
- Concern was expressed about the delay of SI Registration and its potential impact on UN requirements.
- **Decision: Defer further paid investigation of Swiss registration**
- **Decision: Defer changing SI currency from CHF to Euros until domicile country is settled**

- Noted that any SI currency change must start on January 1
- Further investigation of ethical banks will be done by Mirek with Gary's help
- Action: Penny and Pramod will provide Mirek with the address details of their chosen branch of Credit Suisse, so that they can be added as signing authorities; Mirek will begin the process of adding them, referencing the 2006 GA decision describing the 4 signing authorities.
- 2 signatures are required, the Treasurer plus one of the President, Vice President and General Secretary.
- Action: Gary will show Mirek where there is information about ethical banks

FINANCIAL

Mirek

8. Financial Operating Procedures updates

- Approval of expenses
- advances
- Change in terminology for Stamp Fees

Discussion:

- The intention is to stop referring to stamp fee processes as invoices and payments, since those terms could be perceived as implying cash transactions. Instead it is recommended that the stamp fees be considered a specific way to calculate national Group membership fees. (LV had commented that the membership fees will fluctuate from year to year; EXCO did not see that as a problem)
- Action: Mirek will send the 'stamp fee terminology' letter to the external auditor
- Financial Operating Procedures:
 - it was noted that the pdf of the Financial Operating Procedures presents the pages out of order; it need to be reposted in an easy to use format
 - procedures for contracts need review
 - possibly add partnership agreement and sponsorship procedures
 - volunteer management procedures are also needed
 - when doing updates, the statues need to be considered, and also what fits here and what is better in an Operations and Procedures Manual
- Discussed partnerships
 - could be global partnerships or limited to one project
 - some types of partnerships are less controversial, e.g. providing services
 - other types are more sensitive, e.g. affecting Servas structure or ideology
- Action: Take a motion 'in principle' to DV May 2011 regarding partnerships (see Appendix B draft motion)
- Residual value of tangible assets was discussed
- **Decision: It was agreed that ICT and office equipment will be amortized for 3 years and the residual value will be considered on a case by case basis, using criteria that include the cost to redeploy the equipment, its quality and the accessories.**
- **Decision: It was agreed that the residual value of Nandee's computer would be zero**
- **Decision: The projector is currently with Omer Ozkan for safekeeping.**

9. Current financial situation

- 2010 operational budget tracking

Discussion:

- **Decision: Mirek must go to Bangalore to get the full picture of the financial situation**
- **Decision: ServasOnLine levy payments are low; it was agreed that individual contacts are required, to analyze why the payments have not been made by many countries.** No specific actions were defined.
- Stamp fee receipts were much lower than budgeted
- Expenses were even lower than budgeted, because of strict control of expenditures
- It was noted that SI has not run into financial difficulties over the past year because the expenses were smaller than expected in the budgets, and as a result SI has accumulated a substantial essential reserve. (Some of this money is "Development Fund money" donated by individual countries under certain conditions or allocated by budgets and not used on a current basis.) All of this money must be retained until it is clarified under what conditions this money can be used. Mirek will investigate this when he is in Bangalore.
- It was noted that any use of the SI funds would have to be carefully considered by the NSs.
- Action: Consider DV motion to use some of it for significant projects after the SI Treasurer has investigated the situation
- **Decision: EXCO stated that Mirek must have adequate bookkeeping and accounting resources to be able to do the Treasurer's work**
- Discussion re: addressing the stamp fee decline (no specific actions were assigned):
 - talk to countries who are declining or growing to learn more
 - market Servas more actively
 - move to non-paper host lists (technical solution)
 - organize other options, e.g. group travels (change solution)
 - offer an adult version of SYLE (new program solution)
- **Decision: Since there were extra Euros and Canadian dollars remaining from the advance that Mirek calculated, give EXCO cash advances for office expenses as follows:**
 - Gary – CDN 1250
 - Penny – CDN 672.69
 - Pablo – Euros 300
 - Pramod – Euros 300**Each person will be required to submit the normal documentation for expenses against these advances.**

10. Audit Committee recommendations

- Review all recommendations, decide what to do with them and how to publicize it to NSs
- Follow up on old outstanding advances

Discussion:

- Reviewed all recommendations and noted their status; it was noted that for all outstanding issues, the process has started
- Some were helpful recommendations, but not directly related to the audit

- Action: Mirek will reply to the audit committee, addressing each recommendation in light of EXCO's comments.
- Action: Mirek will work with the Audit Committee to implement recommendations.

11. 2011

- Operational budget
- Major expenses

Discussion – see item 12.

12. Discussion on the framework for budget 2011 and 2012 as a guideline for Budget Committee

Discussion:

- The budget will be the same one passed at the 2009 GA, since Mirek sees no basis on which to change it.
- An operational budget for 2011 will be developed with the help of the Budget Committee and in consultation with the Audit Committee
- The 2012 budget passed at the 2009 GA will be revised with the help of the Budget Committee and in consultation with the Audit Committee
- History and trend analysis done by LV and extended/corrected by Mirek & discussed by EXCO will be used as the basis for revising the 2012 budget and subsequent projections
- It appears that stamp fees could be up to 50% lower than budgeted at the 2009 GA

13. Financial application forms

Pramod/Luisa

Discussion:

- Luisa sent a sample Development Committee form, which is very detailed; she explained why the detail is useful and also can help the applicant think through their request realistically
- Action: Luisa and Pramod will draft a financial application form and bring it to EXCO.

HOSTS AND HOST LISTS

14. ServasOnLine

Gary

- Use Case scenarios Penny
- revenue projections Mirek
- Strategic and tactical plans going forward
- Transition with Dolphin

Discussion:

- It was noted that only about 40% of the ServasOnLine levy has been paid.
- **Decision: EXCO must act under the assumption that the 2010 ServasOnLine levy will be paid.**
- Action: Mirek will investigate which countries have not paid, and why
- **Decision: If the ServasOnLine levy is not paid by the 32 countries with over 100 hosts, consult Steering Committee about whether to use the Distant Vote to allocate some Servas accumulated money to finance the project**

- Another option discussed was to slow Servas Development activities until ServasOnLine is operational, since the newer countries will derive great benefit from ServasOnLine as they establish themselves.
- Regarding revenue projections, Mirek surveyed quite a few countries; the majority opinion was that ServasOnLine would stop the decline of travellers but not increase it; a minority projected a 10-20% increase in travellers. However, they are also saying that ServasOnLine is necessary and desirable to provide a better quality experience and maintain Servas values into the 21st century.
- **Decision: During discussion of current budget, it was agreed that the problems in the ServasOnLine project, which must be communicated, are**
 - no financial base because of levy payments
 - lack of volunteers on which the plan was based
 - Plan based on assumptions of finances and volunteers
- **Decision: Other factors to be communicated are:**
 - the Spinea meeting in May 2010 was fundamental to understanding the project and moving ahead
 - the budget is CHF13500 per year, from the ServasOnLine levy
 - describe efforts since the June 2010 update
 - state the importance of the main Servas web site being a portal to ServasOnLine
- *Action: Gary will write a ServasOnLine status report to be sent out.*
- **Decision: A Steering Committee is needed, with members from different countries; several names were discussed to be approached (Jonny, Clemens, John Gunther, France). See Appendix C for draft Steering Committee criteria.**
- *Action: Gary will attempt to establish a Steering Committee in coordination with the RFP for Project Manager is prepared.*
- **Decision: If it is not possible to establish a Steering Committee, publicize the fact that it is not possible and put the project on hold.**
- **Decision: A paid Project Manager is needed, since there are no qualified and available volunteers, and the position is essential.**
- *Action: Penny will try to assemble a team in Victoria to draft the Request for Proposal for a Project Manager, to:*
 - *define the project and need*
 - *analyze the work to date*
 - *analyze the challenges, risks, opportunities, costs, options*
 - *prepare a project plan for ServasOnLine*
 - *define Dolphin interface and transition requirements*
 - *arrange for a working prototype*
- Summary of Next Steps:
 - Send a ServasOnLine update, and describe challenges and next steps
 - Three contingent and coordinated parallel streams:
 - i. Establish a Steering Committee
 - ii. Prepare a 'Request for Proposal' and select a Project Manager
 - iii. Follow up on ServasOnLine levy

15. Host List Reliability Project

Pablo

- Review how the calls went
- Review results
- How to proceed
- How to publicize the results
- What to recommend

Discussion:

- 41 countries completed by Nov 11, 2010
- Plan to complete the calls to all 78 member groups
- **Decision: In 2011, start with the lowest reliability groups to work with them individually to offer help, in consultation with the Development Committee**
- Consider implementing a buddy system (strong countries with weak ones)
- Ask for advice from NSs
- Problem with volunteers not following through; consider revising process or approach for 2012
- **Decision: Send a ‘stimulating/warning’ letter to countries with poor reliability related to voting member status, also saying they will be checked again in 2012**
- **Decision: In 2012 don’t bother to call countries with 90% or higher reliability that produce annual host lists**
- **Decision: Pablo was given a cash advance of USD400 for the Host List Reliability Project expenses**
- Action: Pablo will check the forwarding of all Servas National Groups on Dolphin.

16. Electronic and Printed Host Lists

- Process to allow electronic sending of host lists
- Issue of requiring the traveller’s country to print large host lists, and being paid to do it (e.g. US Servas resolution)

Discussion:

- Reviewed options paper sent by Michael Silbert, NS of Servas Canada, which pertains to the current Host List Storage Area, and suggests options for security of host list data and control of data by the owner country.
- Action: Penny will discuss the options with Dolphin Team and Claudio Pacchiega

17. Process to deal with countries with no members

Pablo/Luisa

- How can someone in these countries become a Servas member?
- Area Coordinator role
- Development Committee role
- Mentors
- ServasOnLine impact

Discussion:

- Action: Pramod confirm that the Development Committee takes the lead

18. Distant Interviewers

Pramod

Discussion:

- Action: Pramod will continue to coordinate the Distant Interviewer process

19. Process to deal with countries with more than one group

Pablo/Luisa

- Conflict Resolution Committee
- Area Coordinators

Discussion:

- Discussed under 20. Respectful communications

PEACE (largely from Skype conversation with Luisa)

20. Respectful communications

Luisa/Gary/Pablo

Discussion:

There are RESPECTFUL COMMUNICATIONS principles;
if they are not followed, it can be considered HARASSMENT or ABUSE;
Servas needs ANTI-ABUSE PROCEDURES.

- **Decision: Each situation is unique and must be managed individually.**
- **Decision: Objective is to take Respectful Communications Principles and Anti-abuse Procedures to the 2012 GA**
- It was noted that Julie Dotsch had drafted a document related to respectful communications.
- Action: Luisa, Pablo and Gary will consult Julie Dotsch.
- There have been good examples recently where the recipient replies immediately to the 'not respectful' person, describing the specific words that they find to be not respectful.
- If both agree there is a conflict, then there is the option for the recipient to take it to the Conflict Resolution Committee
- It was noted that the Conflict Resolution Committee cannot do much if one of the two parties refused to join the discussion.
- There was discussion of having an arbitration process, where a decision is made by someone or group.
- It was noted that only the GA can apply sanctions
- Recourse currently available:
 - stop reading the person's emails
 - consult the person's country regarding the country taking action
 - consider how the communications might affect criteria for future funding
 - GA could remove the country's member status (related to Statutes requirement that member groups uphold the purpose of Servas "to help build world peace, goodwill and understanding")
 - There are a wide range of additional potential actions available through the UN system and the courts.

21. Peace within Servas

Pablo/Luisa

- Guidelines
- Role of Conflict Resolution Committee

Discussion:

- Discussed under 20. Respectful communications

22. Charter, including obligations, NG signing it

Gary/Pramod

Discussion:

- **Decision: Prepare a Servas Charter, and certificates to go to National Groups**
- See Appendix D for the “Quality page” developed by a previous EXCO
- *Action: Gary and Pramod will convert these ideas and additional material discussed by this EXCO meeting into a Servas Charter based on established Servas Purpose.*

23. Community of National Peace Secretaries

Luisa

- Promoting peace within their countries
- Promoting peaceful interactions on Servas country boards
- Sharing peace activity ideas and events
- Linking countries with Conflict Resolution Committee
- 3 year Strategic Plans for National Groups

Discussion:

- **Decision: EXCO supportive of initiative and encourage Luisa to move forward in consultation with EXCO**
- Julie Dotsch and Sylvia Krogh are interested in helping
- Encourage teleconference connections when meetings are held ((local, regional, national, international)
- Promote inclusion of peace subjects at meetings
- Example discussion topic is refugees and displaced person – how can we help?
- Hold Peace Camps in ‘meaningful’ places
- *Action: Luisa will proceed on this initiative*

24. Peace Course

Luisa

- Status of it as a Servas initiative
- Publicity
- Funding

Discussion:

- The focal meetings were proposed as an alternative to or in conjunction with the Peace course.
- Purpose is:
 - peace training
 - to strengthen Servas
- The course was originally proposed as a revenue generator, but no full version as been offered and evaluated to date
- There is a Servas Peacebuilding Course textbook

- Extend the Peacebuilding Course framework to others
- Use local experts to present it, using the textbook for the Servas perspective
- Action: Luisa, Gary and Sylvia will form a Peacebuilding Course Committee to
 - refine the purpose
 - integrate it into Servas organizational development
 - strengthen its link to Servas activities
 - encourage use of it to supplement Servas meetings

25. UN Appointments

Luisa

Discussion:

- Action: Luisa plans face to face to meeting with UN representatives Hilda and Angelica
- Action: Pramod (with the help of Gary and Sylvia) will support Luisa in confirming the UN appointments

26. Focal Meetings

Pablo/Luisa

(e.g. Germany-Israel, Turkey-Armenia, Palestine-Israel, aboriginal peoples peace speakers)

Discussion:

- Luisa had sent comments re: Intelligent Road Map, aboriginal people, key issues in an area or country; these points are strongly related to the focal groups.
- ‘Think globally Act locally’
- Explained as:
 - appreciative inquiry
 - look at origin of problem
 - search for answers – locally and globally, e.g. best practices
 - come up with concrete solutions
- can be:
 - within a country
 - between 2 (or more) countries
 - having the goal of creating a new Servas group
- goal is:
 - to understand and overcome divides (local, class, country, etc.)
 - to build/improve peace
 - strengthen the Servas mission
 - create plans of action
 - sustainable effort that fits the Servas mission
- Need a ‘constituency of interest’
- What are the conditions for success?
- SI Role:
 - Present the idea of focal meetings – inspire!
 - Provide the framework and guidance
 - Provide funding
 - Provide and publicize examples
 - Identify individual leaders – Peace Secretary and others – network
 - Suggest that local meetings pick one theme to explore
- Action: Pablo (with Sylvia and Luisa and Gary) will follow up on the ideas discussed
- Action: Pablo will work to have a pilot Focal Meeting before the 2012 GA

Discussion:

- Servas Wave!
- Servas origins and purpose: WORK – STUDY – TRAVEL
- TRAVEL – being done now with individual visits
- STUDY – focal meetings
- WORK – work camps

- Audience – youth, anyone, older people; Servas and non-Servas
- Ideally different attendees (nationalities, cultures)
- Project meaningful to the local community
- Working with local community members
- Group experience, structured, implementing change
- Free or low cost food and lodging
- Could be linked to or result from focal meetings
- Possible approaches:
 - build on SYLE model
 - inspire ‘rich’ countries to sponsor them
 - partner with ‘good’, credible work camp organizers (e.g. Volunteers for Peace, Service Civil international, Alternatives to Violence, Quakers, ICA)
- Publicize to all Servas members – and beyond
- Action: Pramod will consult with Mary Jane, Sheldon and others about a possible pilot work camp before the 2012 GA with Volunteers for Peace
- Important that volunteers do not take away paid jobs of local labourers

Discussion:

- Action: Gary, Pramod and Sylvia will work with Luisa on the Peace Secretary role

Discussion:

- Youth is an integral part of Servas; bring them into the mainstream
- Prepare youth as future Servas leaders and ambassadors
- Youth funding criteria – should be open access to all, transparent, part of SI Operations and Procedures Manual
- **Decision: EXCO should be in frequent consultation with the 2 Youth positions**
- Now consider Youth as a committee not a project

- Action items:
 - Request a status report from the Youth Coordinator and Development Officer
 - Invite Youth Coordinator and Development Officer to future EXCO meeting
 - Request job descriptions for both positions
 - Get the youth funding selection criteria from Pablo Chufeni
 - Consider what the criteria are/should be to evaluate the value SI is getting for the expenditures for Youth

COMMUNICATIONS

32. SI Annual (and more frequent) Newsletter Gary

- SI News website, social networking, etc.

Discussion:

- There is no longer a monthly newsletter, the 2010 SI News came out in July 2010 another is planned for November 2010
- The twitter page is out of date, and the SI News Argentina web page at www.servasnews.com.ar is not accessible
- It appears that the team that was elected has disappeared, leaving only Ally to be the SI News Editor, with Michael Johnson's help
- Web page updates are complicated by translation requirements
- Possibly a blog could be used, replacing monthly newsletters and twitter, so that there is only one thing to maintain other than the annual SI News pdf
- Action: Gary will talk to Ally about recruiting a team to support her, possibly from newsletter editors of national groups (e.g. Harley Thomas, Geoff Sheldon, Pedro Puente)
- **Decision: Invite Ally to join an EXCO teleconference to discuss SI News**

33. SI announcements Gary/Penny

- www.servas.org
- SI News site
- www.siexco.org
- process for announcing national and regional events
- process for posting information on web sites

Discussion:

- www.servas.org:
 - Need to redesign www.servas.org;
 - Need to allow updates by key persons
 - Make it the front or portal into ServasOnLine
 - easy access to ServasOnLine, events, Youth, news
- Action: Penny will talk to a web designer friend re: possibilities
- Consider establishing an Event Committee who proactively looks for events to publicize (on the new, easy to use event calendar...) and helps the organizers

34. SI brochure ?

Discussion:

- **Decision: Aim it at interviewers (world-wide); need a volunteer to do it**
- **Decision: Another version for broader audiences or the general public; again need a volunteer to do it.**
- Action: Pramod and Gary will follow up on these ideas

35. Procedures and Operations Committee Penny

- Updated SI Handbook – ‘new era’ handbook
- Simple SI document for new or small national groups
- Procedures manual

Discussion:

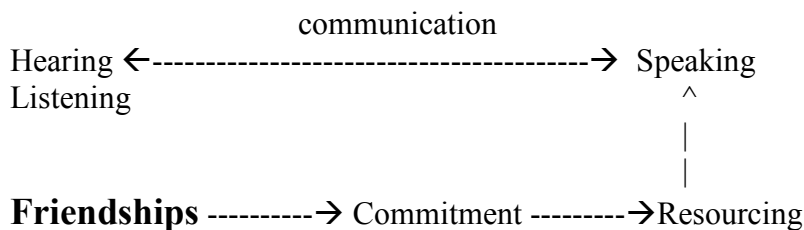
- Necessary for ServasOnLine details, and possibly for registration
- Action: Penny try to revitalize people who were interested at the 2006 GA

36. Hearing, understanding, responding with National Groups Gary

Discussion:

- General EXCO feeling that we send out information, but we hear very little back
- The result of the lack of response is that EXCO feels that what is sent is not valued
- Brainstorming of concrete steps that EXCO can take:
 - Name the feeling (i.e. tell NSs how we feel)
 - Use different media from email, e.g. informal communications, telephone, letters
 - Ask open ended questions
 - Ensure immediate feedback loop – track responses and tell NSs
 - Ask NSs
 - do you get enough information
 - are you getting what you need
 - how could it be done better
 - keep questions neutral
 - Action: Penny and Gary ask NSs
 - Change the timing of emails – set expectations of what is needed during the year
 - Action: Penny will prepare a list of annual NS requirements, including when they occur, and distribute it to all NSs.

- Picture:



AREAS AND AREA COORDINATORS

Pramod

37. Define areas and which ones have ACs

38. AC elections

- Which national groups in the area can vote (member countries only, or all)

39. AC accountability and clarity re: role

Discussion:

- South and Central America AC elections have been completed
- Action: Pramod will talk to Chris Patterson about mentoring a new Election Officer
- Pramod listed the priorities for Areas:
 1. SCW Asia AC election:
 - Decision: Distant election.
 - Need to identify Election Officer and Nominating Committee.
 - Action: Pramod will ask Chris Patterson to be the Election Officer, and Sylvia Krogh and Anna Flammini to be the Nominating Committee. Pramod will prepare the election schedule.
 2. Europe and Near East Area:
 - Area review required – currently 44 countries
 - Discussed options that could be proposed
 - a. Status Quo
 - b. Separate into 2 - Europe and Near East
 - c. Separate countries into 2 areas – those that want an AC, and those who don't
 - Action: Pramod will proceed with the area review
 3. Africa:
 - Sheldon is AC for East and South Africa
 - There is no AC for North Central West (French) Africa
 - Consider a pilot focal meeting in Africa, incorporated into the summer 2011 meeting, using DC funding. Consider inviting members of other groups (e.g. Couchsurfing, Hospitality Club, BeWelcome) to attend.
 - Action: Pramod will consult with Mary Jane and the Development Committee

PLANNING

Penny

40. Yearly SI timetable

Penny

Discussion:

- **Decision: EXCO yearly action items will be included in the Action Chart.**

41. 2009 GA Action Chart

Penny

Discussion:

- EXCO finds the chart useful
- **Decision: Project items will be listed first, and 'Routine' items after the projects**

- Action: Penny will incorporate important items from previous GAs, and also from this meeting.
- Action: Penny will periodically update the Action Chart.
- Action: all EXCO members will review the Action Chart and update any information that is not accurate.

42. Previous GA decisions that have not been done Penny

Discussion:

- See item 41. 2009 GA Action Chart

43. Distant Votes Penny

- Requirements to vote – e.g. stamp fee, ServasOnLine levy, annual report, host list
- Review process so far
- Consider using it to ratify EXCO working decisions (e.g. AC Guidelines)
- Consider expanding to polls

Discussion:

- **Decision: Leave requirements to vote as they are (stamp fees paid)**
- **Decision: It is too early to review the process; do that review after the DV May 2011.**
- **Decision: Consider using it to ratify EXCO policy (e.g. AC Guidelines)**
- **Decision: Do not use it for polls**

44. Servas Board of Directors Gary

Discussion:

- Gary presented some ideas of Board structures
- Action: Gary and Pramod will continue work on this topic

45. 2012 GA Gary/Pablo

- Define hosting criteria
- Expressions of interest
- Proposals
- Timeframes leading up to 2012 GA

Discussion:

- Action: Pramod will send out a call for expressions of interest in hosting the GA 2012, including the selection criteria and the definition of the approximate time of year; he will follow up with telephone calls
- Discussed pros and cons of holding a GA in a ‘meaningful’ place – could be difficult to find enough volunteers...
- Has been discussed a little with New Zealand and Holland; Taiwan and South Korea are other countries with growing membership.
- **Decision: Later, a proposal form will be developed and sent to the interested countries, and they will be supported in completing it; the need for a strong local volunteer team will be emphasized**
- EXCO needs to define the objectives related to how self-funding the GA will be

- Action: Penny will send a reminder about the 2009 Annual Reports, and include:
 - that this is one way to demonstrate that a national group is active, which is part of the funding criteria to attend the GA
 - a reminder that funding recipients are required to send a report about the GA as a condition of that funding
- Action: Arrangements will be made for participant certificates for the 2012 GA

EXCO AND ADMINISTRATION

46. Money Committee Gary (Ways and Means Committee or Financial Control committee)

Discussion:

- This will be addressed by item 13. Financial Application Forms

47. ICT Committee appointments Gary

Discussion:

- Uwe Federer, Rita Dessauvage, Mario Burlando (if another technical member is added) and Rodolfo Alvarado have agreed to be on the ICT. They have identified the need for additional technical members.
- **Decision: An urgent task for the ICT is the review of the Servas server, to be completed by May 2011.**
- Action: Gary will complete recruitment for the ICT and tell them of the urgent server renewal task

48. Oaths of Office and Confidentiality forms Penny/Gary

Discussion:

- Confidentiality and other Board protocols were discussed and generally agreed upon.
- See item 22. Charter
- Action: Pramod will convert the current SI Oaths into a list describing what a Servas office agrees to, in a format suitable for signing.

49. Recognition of SI volunteers Gary/Penny

Discussion:

- **Decision: Luisa to take the lead**
- Consider creating a Recognition Committee, separate from EXCO
- The committee could call for nominations from NSs and SI Committee members
- Recognition awards could be present at Gas (even if the person is not present)
- Action: Luisa to lead the recognition process

50. Surveys Pramod/Gary

Discussion:

- Surveys will be done related to strategic issues
- Action: Pramod and Gary will work on this.

NEW AGENDA ITEMS

51. Servas Structure

Discussion:

- Discussed lack of local engagement in some areas, and the idea of using campaigns to increase it; this relates to focal meetings as well
- If Servas is to be more than individual host-traveller meetings, then it will need to be re-orientated and publicized
- It was generally agreed that Servas is a FRIENDSHIP ORGANIZATION
- The Servas appeal is that it is trustworthy, because of the interview process
- Servas members also generally demonstrate greater commitment than some other internet-based travel organizations
- It is important to publicize Servas successes!
- Action: Gary and Pramod will raise this issue in the future in coordination with the Charter

52. Proactive Communications

Discussion:

- This applies particularly for funding requests, such as area meetings
- It was noted that help can only be offered within our capacity
- It was noted that help can be offered, but if it is not accepted there is nothing more to do

53. Server change - an agenda item for f-t-f?

Discussion:

- See item 47. ICT appointments

54. Volunteers

Discussion:

- GA decisions cannot be implemented without volunteers
- Action: Pramod will write to all NSs asking for volunteers, and asking them to pass the request on to their members.

55. Strategic Plan

Discussion:

- Pramod will lead the preparation of a Strategic Plan for Servas International
- Several of the other agenda items are closely related to a Strategic Plan, e.g.
 - 22. Charter
 - 34. SI Brochure
 - 44. Servas Board of Directors
 - 51. Servas Structure
 - 54. Volunteers

- Considerations include:
 - High level common statements
 - Regional/cultural/economic differences
- **Decision: Aim is to take the Strategic Plan to the 2012 GA for a vote.**
- The draft Strategic Plan must be completed and distributed well in advance - 1 year before 2012 GA
- Comments received and applied 6 months before 2012 GA
- Arrange a face-to-face working meeting immediately before the 2012 GA

56. EXCO member day-to-day independence

- **Decisions: regarding EXCO member autonomy:**
 - **Actions within their mandate are delegated to individual EXCO members (“just do it”)**
 - **Policy and SI official work emails – always copy EXCO**
 - **Do not speak for EXCO unless EXCO has discussed it**
 - **If EXCO has agreed on a position, present it (collective decision making)**

57. Succession Planning

- A new EXCO President will be elected at 2012 GA
- Other changes in EXCO are to be expected
- Action: Nomination Committee will tell NSs to start thinking about EXCO candidates

APPENDIX A:

Draft Motion re: SI Registration for DV May 2011

Approve in principle to consider an alternative domicile for Servas International from Switzerland to another country, to facilitate registration of Servas International. If the motion is approved, a report will be prepared to evaluate registration in Switzerland and other countries. Up to CHF_____ will be spent to research the registration procedures and prepare documentation for a vote at the next GA.

Explanation:

While Switzerland was chosen as the domicile for Servas because of

- the Swiss Civil Code
- its status in the League of Nations and United Nations
- its reputation as a neutral country
- the fact that there is no need to formally register Servas in Switzerland

the current world situation has changed and requires that Servas International have a registered status to allow

- registration of Servas organizations in many developing countries
- change of banks as decided at the 2006 GA
- United Nations requirement for SI registration

EXCO has done a preliminary investigation of registering in Switzerland, and determined that it is challenging. Background document are available at _____

The report will consider the advantage and disadvantages of registration in Switzerland and other possible countries, using criteria such as:

- process and time frame to register
- cost to register
- reporting requirements
- free flow of money
- democratic, politically stable country

APPENDIX B:

Exco Motion on Partnerships:

Moved: EXCO to set out a framework and guideline for partnerships to include

- SI Objectives for partnerships
- Negotiating partnerships
- Responsibilities for establishing (signing) partnerships
- Roles
 - General Assembly
 - Officers

Criteria for partnerships are to be set, including:

- 1) Identification of which types of partnerships may be negotiated, and at what scale of cost or risk to Servas
- 2) Delegation of authority for Partnerships
 - Under what conditions is delegation of negotiation not permitted
 - Delegated responsibility for negotiations
 - Risk Assessment and undertakings to limit liability and potential loss or damage
 - Control, monitoring and reporting

Cooperative Activities Agreement

Standard Promissory (no cost) agreement

- Protection of SI property and assets
- Communications – use of the Servas name and wordmark

Dispute resolution, termination of agreements.

Background:

Cooperation in many forms is growing in civil society. Servas has no established direction on partnerships. Partnerships are not referenced in the SI Financial Operating Procedures and there are no routine administrative agreements for partnership negotiation or management.

APPENDIX C:

ServasOnLine Steering Committee Criteria

1. 5 members, with others as alternates
2. Role is to represent all member countries
3. Experienced senior key people in Servas
4. Holding hands on operational roles
5. Member of a county that pays the ServasOnLine levy
6. Previous experience or exposure to Information Technology or Information Technology projects
7. Previous involvement or knowledge of Servas projects (i.e. ServasOnLine project, Dolphin, WHALE)
8. Ability to commit time, until 2012 GA – estimate is 10 to 20 hours per month
9. Ability to represent the broader Servas community by consulting with them

Other Information

10. Gary Sealey is the Project Sponsor
11. The Steering Committee will choose its own chair
12. Project Manager will be the Steering Committee's main contact point with the project.
13. Steering Committee members will
 - react to urgent emerging issues quickly
 - review documents
 - review prototypes and other demonstrations
 - consult with other NSs and National Groups
 - meet as required
 - make decisions as required

APPENDIX D: input to charter and criteria

Quality

In Paris, November 2004, the Servas International Executive Committee also set out seven Servas quality indicators as important directions for Servas. These could be used to help evaluate Servas leadership performance.

Checklist: Performance of Servas International

...a federation of national Servas groups, encompassing an international network of hosts and travelers. The purpose of the network is to help build world peace, goodwill and understanding by providing opportunities for personal contacts among people of different cultures, backgrounds and nationalities. (adapted from Servas Statutes)

- 1: Servas Leaders help lead, support and engage Servas National Groups, e.g.:
 - leading with sound facts, reasoned principles, strategic vision and collective memory
 - fostering diversity, respect and constructive teamwork in and among national and international committees
 - managing current budget and in-trust resources legally and consistently with established financial guidelines
 - preventing and resolving local problems through wisdom, compassion and commitment to the common good
 - upholding Statutes democratically; and respecting and responding to directives by the General Assembly
 - celebrating outstanding achievements towards Servas's purposes
- 2: Servas Leaders help promote the global Servas system and inclusiveness at the local level, adapting universal Servas values and best practices,
 - arranging annual Officer and Committee Reports
 - regular elections
 - using local languages and cultures
 - recognizing and celebrating team achievements
- 3: Servas Leaders engage in global dialogues and demonstration projects with members of local communities and other individuals in the country or region, on issues important to the region, related to Servas purposes (number of events, size and impact)?
- 4: Servas Leaders build capacity of Servas National groups to contribute to the global purposes of peace, goodwill and understanding among individuals, among hosts-and-travelers, and within the community locally and among individual members of justice seeking groups represented at the UN?(give specific examples)
- 5: Servas Leaders forge partnership projects which advance its defined purposes (number, amounts committed)?
- 6: Servas National Groups communicate with each other and world-wide, with government and the public in a given country or Area (quality of global and local website, frequency of updates sent to the SI website or Listservs, etc)?
- 7: Servas Leaders grow and showcase new engagements and affiliations with new Servas National Groups and increase contacts among travelers and hosts and others (number per year and trend)?