

Servas International
SI Exco Face-to-Face Meeting
Minutes
April 8 - 12, 2016

Version: 6

Participants: **Jonny Sägänger (JS); Ann Greenhough (AG); Danielle Serres (DS); LV Subramanian (LVS); Pablo Colangelo (PC); Penny Pattison (PP)**

Minutes Recorder: **PP**

Chair: **JS**

Timekeeper: **DS**

Actions are identified in Italics and Underline. A summary of action items is at the end of the minutes

Decisions and Motions are in bold

April 8, 2016

Meeting began at 09:05 CEST (Central European Summer Time)

1. LV opened the meeting with a Sanskrit prayer
2. Each Exco member gave a few words about how they were right now
3. DS outlined a few communications reminders ; JS and LVS added their thoughts
 - English is not everyone's first language; use simple and concise language
 - Listen – listen openly, not waiting to say what is on your mind; make your mind at peace
 - We have the right to disagree, we have the right to change our opinion, we have the right to interrupt if we think that we don't understand
 - If we don't understand, try to restate what was said, and to see if we understood
 - Separate the person from the issue
 - Differences of opinion (conflicts) are necessary and good for development – part of the creative process; the tragedy is when communications end and violence occurs
 - People need to be able to express their emotions, intensity and energy – and need to separate personal qualities from the issue
4. Each person spent about 10 minutes giving their 'lifeline' and how they came to be on SI Exco.
5. Jonny led a brainstorming discussion of the SI and SI Exco 'Must Do' Items:

Prioritize and execute SICOGA 2015 decisions – PP, ALL EXCO

Succession Planning – EACH EXCO MEMBER

Finances in Order - LVS

ServasOnline / SOLSYS (including terms of use) – PC, JS

SICOGA 2018 – PP, ALL EXCO

SI Registration; legal status – JS

SI Archives – PP

Outreach guidelines – DS

Review SI structure - ALL EXCO

Governance – federation vs individual members (global organization), or something else – ALL EXCO

SI Handbook - PP

Communications – social media, image of Servas – JS

Area Coordinators - AG

Putting in place structures to diversify, to clarify what makes us special - AG

6. Reviewed Individual Priorities and Planned Achievements

a. President – JS

- SI Registration and domicile
- ServasOnline and SOLSYS (working with PC)
- SI Statutes Job Description
- SICOGA 2018
- Outreach activities
- Communications strategy

b. General Secretary - PP

- Define General Secretary activities, time commitments, delegation opportunities and succession planning
- SICOGA 2015 Decisions assigned to General Secretary
- Annual reports – gather information, set up SI Analysis Team and publish results
- Note: LVS volunteered to be on the SI Analysis Team
- Spanish as a working language – set up, liaise and report on it
- SI Archives - establish processes and a clear direction, working with an appointed archives consulting group
- Annual updating of SI Handbook
- Coordinate SICOGA 2018
- Coordinate tracking of SICOGA 2015 decisions

c. Vice President – AG

- Work with DC and Youth Team :
 1. To support planning for regional and youth meetings.
 2. To encourage work on development strategies across regions.
 3. To standardise processes and forms for applications for funding of meetings.
 4. To create Youth page and Families page on the new SI website.
 5. To highlight how Servas can become a more family friendly organisation.
 6. To promote SYLE opportunities alongside other opportunities for extended stays.
- Support to the Innovations project arising from Speakers Corner at GA.
- Make progress on applying for charitable status for Servas youth fund in the UK.
- Launch Making Connections page on new website followed by page for special interest networks.
- Work on an Environment project together with promoting a Servas commitment to ethical travel.

d. Treasurer – LVS

- 2014 accounts – audited accounts taken to Distant Vote November 2016
- 2016-2018 Budget – revise and take to Distant Vote November 2016
- 2015 accounts – aim to take them to Distant Vote November 2016
- 2016 Quarterly reports on expenses
- New Team of Treasurer and Audit

- e. Host List Coordinator – PC
 - Work with the SI ExCo team and specially with SI president, national secretaries, host list coordinators and SOL team to contribute to Dolphin migration to SOL, and coordinate with those countries that use other Host List databases.
 - Identification of areas of ServasOnline that can be delegated to other helpers so we can define which new positions to be created which would be advisable to be assigned to young persons.
 - Succession planning for next SI HLC
 - Address 2015 GA decisions assigned to the SI HLC
 - Prompt posting of information about events to www.servas.org, working with the technical team.
 - Encourage 6 month updating of SI Host Lists until SOL will be operative. Then update will be ongoing.
 - Getting deep connected with current status of technical issues and needs where I can be useful for SOL startup.
 - Start helping previous SI HLC with membership approval on the official Facebook group.
 - Prepare a HL number of members current status and compare with HL from previous years for analysis and strategies proposes.

- f. Peace Secretary - DS
 - Clearly identify peace as a Servas key aspect, in all our communication and activities.
 - Involving the Nat Peace Secs network to be more proactive.
 - Preparing guidelines for deciding which like-minded organizations, apart from the UN, are appropriate
 - Give more visibility to Peace activities organized by Servas countries, and work for more activities linked with other NGOs in 2016.
 - Developing participation in International Peace Day celebrations, and others, as presented in Servas 2016 Peace Calendar.
 - Identify next SI Peace Secretary candidate(s), preparing succession.
 - Set up a permanent SI representation at the UN in Geneva, where most NGOs are based

7. There was a free ranging discussion related to SI governance and structure

Meeting ended about 6:30

April 9, 2016

Meeting began at approximately 9:20am CEST

1. Began with a team building exercise
2. 2016-2018 Revised Budget
 - Based on LVS' draft, revised draft, proposing approximately 20000 CHF reductions to match reduction of 20000 CHF in reduced revenue as suggested by Audit Committee. Revised budget: Appendix 1 - separate spreadsheet.
 - Action: AG will consulting Youth and DC on revised budget
3. SICOGA 2015 Decisions
 - Reviewed and revised SICOGA 2015 decision document. Revised SICOGA 2015 Decisions document: Appendix 2 – separate spreadsheet.
4. 2014 Accounts and LVS Trip to Warsaw
 - SI Audit Committee advises that the physical paperwork be retrieved from the former SI Treasurer

- Decision for LVS to get all handover documents from the former SI Treasurer in Warsaw
- The SI Audit Committee has agreed that if LVS makes best efforts to get the documents, they will accept that
- After the retrieval of 2014 documents, the 2014 accounts can be signed off
- **DECISION: Due to the requirement for transporting the documents to India because of the SI Audit Committee requirement for paper documents, the SI Treasurer is authorized to pay extra baggage changes as needed.**
- LVS has agreed to temporarily store the 10 years of accounts until a more permanent solution is found

5. Reviewed remaining agenda items

- **DECISION: There will be minimal additions to the temporary www.servas.org site; other changes will be included in ServasOnline**
- **DECISION: Minutes of March 20 2016, version 2 are approved**
- **Email Decisions:**
 - **Passed 2016/3/22: Exco approves funding of 1240 euros from the 2016 SI regional meeting budget towards the costs of running the SE Asia meeting in Indonesia in July 2016. This is on the basis of the Development Committee matching this funding with a contribution from the Development Fund.**

See the attached funding application and programme for the event for full details

It is important that the SEA Area understands that it is possible that they may not get funding for area meetings in 2017 or 2018, if more other areas plan meetings.

- **Passed 2016/3/22: Exco approves the purchase of a 12 month package provided by Africell in Uganda for internet connection for Prossy Nampijji. The cost is as set out in the table below. 75% of the cost will be met from the SI budget. This package will be reviewed at the end of the 12 month period prior to a decision about funding of future internet costs for Prossy.**

Bundle	Duration	Price in Ugandan shillings	Cost x 12 months	Price in £	Price in euros per year
100 GB	12 months	900,000	900,000	£189.50 per year	240.64 euros for 100 GB

6. SI Governance and Structures

- Governance – the way an organization is governed, the legal structure, decision-making structure, hierarchy of accountability, objectives
- Highest decision making body is the General Assembly
- Member Groups have delegates who vote at the GA
- SI has rules to define payment to SI by National Groups related to traveler LOIs - SI stamps

7. Possible models

- Extreme – SI, optional national groups, no GA, etc.
- Evolutionary – Keep SI structure, set up SOLSYS under a single country for internet members and encounters

Meeting ended about 6:55

April 10, 2016

Meeting began at 9:07am CEST

1. Reviewed previous day's activities, planned agenda for today
2. Host numbers analysis – see Appendix 5
 - **DECISION: Communicate “about 15,000 members, and the vast majority are hosts”.**
 - The report is what countries report in Dolphin as the number of hosts – inconsistent between individuals and households, does not include travellers, only member countries
 - Action: PC will reevaluate 2015 data looking at Annual Reports ; new direction will be to report individual hosts
 - Can get # of travelers from Annual Reports
3. Stamp usage and 2015 stamps status
 - Some countries report lost stamps
 - **DECISION: Lost stamps, once they have been received, are the responsibility of the country, and should be paid for**
 - Reviewed attached reports of stamp usage and 2015 stamp control: Appendix 3 and 4 - separate spreadsheets.
4. Rejuvenation of Servas
 - Look at increasing the number of contacts – which encourages hosts who do not get many visitors; also track contacts (ServasOnline)
 - Meetings encourage visitors and then contacts
5. Development
 - Need to work together, collaborate, synchronize both within these ideas, and with other groups such as the peace secretaries, Alvany, etc.
 - a. Speakers Corner
 - Want an email address – innovation@servas.org suggested
 - **DECISION: SI Exco support having a ‘Servas Peace Week’ in September 2016 to celebrate Servas and connect with people outside Servas and with each other.**
 - Related suggestions: hold it around the International Day of Peace Sept 21, work with SI Peace Secretary and National Peace Secretaries , give people around the Servas world ideas rather than dictating what they do, there are no financial implications
 - b. Pursuing Links with Foundation for Environmental Education (FEE)
 - Opportunity to be an institutional partner. Not obvious link, but there are links – Enter into a common project?
 - Prossy is investigating accessing FEE funds for a Tree Project
 - Plant a Tree for Peace on Sept 21 – link with Servas Peace Week? Or Environment Day (June 5)? Overlaps with giving focus to families.
 - No financial implications
 - Action: DS and Alvany spreading the word re: Plant a Tree for Peace
 - Action: AG will bring a proposal to SI Exco re: links with FEE and inviting travelers to offset their travel through FEE
6. Peace and the UN

- 2016 Peace calendar – produced with Alvany – gave certificates of appreciation to 2 young helpers, certificates designed by Alan Stone; calendar distributed free via www.servas.org; planning another calendar for 2017
- *Action: DS to give PP new Vienna UN representatives names for the SI Committees posting*
- National Peace Secretaries activities – DS looked at previous annual reports, want to improve the questions – AG suggests DS consult Susana Martinez re: questions and analysis of answers; also can be looked at with the SI Analysis group
- Some countries do not have national peace secretaries – DS will think of also sending messages to NSs

7. Volunteers

- Susana Martinez has volunteered to help to find young volunteers for single projects

8. ServasOnline/SOLSYS – summary of assignment to team

- Design ServasOnline website and structure and Content Management System – promotion, direction to national websites, descriptive info, photos, map of members – intention is to attract people to Servas. Also design system to manage membership and encounters
- SOLSYS System to manage membership and contacts
- Countries may transfer some member data to the SOLSYS system, or countries may have each person begin from the beginning

9. JS and LVS Skype call with Graham Robertson, IAC

- Positive discussion; agreed on final text for 2014 Financial Report
- Agreed to send Graham the revised budget

Meeting ended 12:10 pm

Lunch with hosts and afternoon excursion

Meeting began at 9:20 PM, Joined by Bernard Andrieu (BA)

10. SI Governance and ServasOnline

- Reviewed the need for Terms of Use for the ServasOnline; confirmed they are required
- **DECISION: The Terms of Use will specify Switzerland as the country under which ServasOnline operates.**

Meeting ended 10:25 pm

April 11, 2016

Meeting began at 9:00 am CEST

Frederic Morizot (FM) Joined the Meeting at 11:00am

1. Reviewed previous day's activities, planned agenda for today

2. ServasOnline

- **DECISION: Terminology:**
 - **Servas International Website (new www.servas.org website)**

- **ServasOnline: member/contact system (join Servas, members, contacts)**
- **A person who is a host, a traveler, both or neither is called a Servas ‘member’**
- **Note: ServasOnline is dependent on the ICT Technical Team to be active between now and June 30, since that is when the guarantee from the developer expires**
- ServasOnline member-only section contains the member profiles, communications and administration
- Reviewed the member-only Administration function
 - Good functionality
 - Multiple roles for a person, ‘join Servas’ process management, ability to modify profiles, deactivate, etc.
 - Tracks fees paid but does not do accounting
 - Add an administration-only comment field (temporary fix is to add comments if member is deactivated – remembering to remove it if the person is reactivated)
 - There is a warning if the same first name, last name and email address have already been added
- **DECISION: The SI Host List Coordinator is the SI website Coordinator, with a team of language experts and technical experts**
- Note: BA is ready to begin handing over project management responsibility for the ServasOnline system to a new volunteer
- **DECISION: Require a ServasOnline Application Manager**
- Action: BA (PP review) draft Job Description for ServasOnline Application Manager
- Action: BA will investigate getting ServasOnline Application Manager services with Oonops
- BA gave an overview of a proposal from Oonops to reviewed the ServasOnline system in preparation for going live
 - Receipt of the system and prepare to go live (review code, functionality, language consistency)
 - Analysis of functionality and management of corrections
 - Audit of look and feel and functions and recommendations – minimal and best practices
- **DECISION: Negotiate workload and price of Oonops proposal**
- Action: BA and FM will negotiate with Oonops
- Important to separate capital costs (development of ServasOnline), and operational costs (cost to maintain and run ServasOnline)
- Terms of Use: After decision to use Switzerland, require Swiss legal advice to complete the Terms of Use
- Action: FM, JS (LV help) will look for Swiss legal expertise to complete the Terms of Use
- France is the pilot country for ServasOnline
- Action: PC, BA (LVS help) will prepare a Transition Manual and checklist
- PC will manage the transition process to ServasOnline, in the case of high volumes
- Since ServasOnline needs to be sustainable, encourage countries to set targets for new members once they move to ServasOnline, consider ServasOnline levy
- Countries are encouraged to work together in transitioning to ServasOnline
- Each country will manage the expiry dates of a member listing, based on their country’s rules
- Communications related to ServasOnline are crucial

- Action: JS will write and send a message regarding ServasOnline transition, focusing on expectations management
- Action: JS will set up calls to larger countries related to ServasOnline transition
- Action: JS will write an article for SINEWs and SI Exco bulletins

- **DECISION: All countries are encouraged to move to ServasOnline as soon as the pilots are completed. Small countries will be supported to move to ServasOnline.**
- Acknowledge that moving ServasOnline could lead to a short term drop in membership. There is the potential for strong growth once the system is in established.

- **DECISION: ServasOnline goals:**
 - **All countries have their members on ServasOnline by Dec 31, 2017**
 - **New membership fee structure by SICOGA 2018**
 - **By the SICOGA 2018, we will have a solid basis and new outlook, and the objective to grow by 20% by year**

FM and BA left the Meeting at 3:00 pm

3. Group review of communications, launch and main page of the new www.servas.org website
 - Group discussion and editing of the test version of the main page, JS recorded conclusions and will coordinate updates
 - Action: All SI Exco will forward good photos to JS for the website

4. Area Coordinators
 - Term for Moses Kigosi (Africa AC) expired in 2014
 - Term for Donwang Sang (East Asia AC) expires in November 2016
 - Area Coordinators are not required by the SI Statutes
 - Area Coordinators were created and used before the age of the internet and social media
 - The work of all Area Coordinators past and present is appreciated, and SI Exco encourages all of them to continue to contribute to Servas
 - The Development Committee now takes responsibility for the developing areas
 - **DECISION: In November 2016, the last Area Coordinator's term of office expires. At that time, Area Coordinators will cease to exist, and the last two Area Coordinators' terms will expire.**
 - Action: AG will follow up with the current Area Coordinators, and later announce the decision more generally

5. Job Descriptions and Statutes committee
 - Job Descriptions fit in the Nominations process
 - Statutes fit under the responsibility of the SI General Secretary
 - **DECISION: Take a motion to the Nov 2016 Distant Vote to divide up the Job Descriptions and Statutes committee by adding the Job Descriptions to the Nominations Committee and the SI Statutes to the SI General Secretary.**
 - Action: PP will follow up with the Job Descriptions and Statutes committee

Meeting ended 6:07 pm

April 12, 2016

Meeting began at 9:00 am CEST

1. Reviewed previous day's activities, planned agenda for today
2. SI Governance and Structure (continued)
 - LVS outlined practical process to use for SI registration – Appendix 6
 - **DECISION: Plan to revise the membership fee system by SICOGA 2018, with the simplification team passed in SICOGA 2015**
 - Action: LVS will contact Conni Geisendorf about simplifying the payment system
 - **DECISION: SI Exco Servas International goals:**
 - All countries have their members on ServasOnline by Dec 31, 2017
 - New membership fee structure by SICOGA 2018
 - By the SICOGA 2018, we will have a solid basis and new outlook, and the objective to grow by 20% by year
3. SI Committees
 - Terminology: Committee – elected; Team – appointed; Group – ad hoc
 - Recommend appointment of Archivist, DVA, SI News Editor
 - Newsletter Team – JS proposal – needs statutes change
 - Remove reference to Archivist and other committees/officers except SI Exco) from the statutes
 - ICT and ServasOnline division of responsibilities – review
 - Youth Team – AG review, including 'families'
 - Put ad hoc committees at bottom of SI Committees document – budget group (T), SICOGA group (GS), innovation group (VP), SI Analysis group (GS), Archivist consulting group (GS)
 - **DECISIONS AND ACTIONS related to SI Committees:**
 - a. **DC takes responsibility for the developing areas.**
Action: AG notify the DC
 - b. **Nominations Committee takes responsibility for the Job Descriptions**
Action: JS and PP jointly discuss this idea with the Nominations and Job Descriptions and Statutes Committees, to determine if SI Exco missed anything in this decision, before implementing it.
 - c. **SI General Secretary takes responsibility for the SI Statutes**
see Action for 2.
 - d. **Terminology: Committee – elected; Team – appointed; Group – ad hoc**
Action: PP update SI Committees document to reflect this decision
 - e. **Appointment (not election) of Archivist, DVA, SI News Editor**
Action: PP prepare this as a motion for Nov 2016 DV
 - f. **Remove reference to Archivist and other committees/officers (except SI Exco) from the statutes**
Action: PP include this in recommendations for updates to the Statutes at the next GA
 - g. **Youth Team – AG review, including 'families'**
Action: AG review with the appropriate people whether to include families in the Youth Team responsibilities
 - h. **Put ad hoc committees at bottom of SI Committees document – budget group (T), SICOGA group (GS), innovation group (VP), SI Analysis group (GS), Archivist consulting group (GS)**
Action: PP update SI Committees document to reflect this decision
4. SI Exco individual and SI Exco challenges – individual reports in Appendix 7
 - Reviewed individual challenges and perceived SI Exco challenges, and how the others can help
 - Communication: Accurate email subject lines, one subject per email, eliminate duplicate addressees, one-to-one Skype
 - Succession planning – find them, work with them
 - Track time spent on SI Exco activity, perhaps for 1 month
 - Supporting each other – also agreeing to disagree

- Involving young people with SI Exco positions
- Action: JS will send PC the list of ServasOnline volunteers and competencies
- Action: PC will encourage countries using Host Dolphin for their host lists to put their efforts in ServasOnline not Dolphin
- Watch for signals of burnout – and help each other (also energy levels)
- Move towards external focus in communications – avoid only looking inward
- New SI structure needs to be created
- Treasurer transition challenges, bank account delays
- Keeping most enthusiastic people engaged, supported and feeling appreciated
- Youth Fund charitable registration
- Communicating ‘making connections’ and getting people to use it as part of using new SI website
- Exploring connections with like-minded organizations
- Managing SICOGA funding fairly and equitably, in a timely manner

5. SICOGA 2018

- Evaluation of SICOGA 2015
 - SICOGA 2015 Team evaluate their project, time invested and value for money
 - English speaking country and support – manage expectations in non-English speaking country
 - Funding decisions not strict, discretionary funding was useful
 - Good logistics
 - GA 2009 – paid 50% in advance, 50% at conference
 - Concern funding people who aren’t committed to the GA, don’t prepare, don’t join working groups
 - Need clear goal for the conference – GA or conference?
 - Not balanced, too much emphasis on the social part
 - Preparation – some Exco felt under used in the preparation - share the load
 - Try to separate social from GA
- Timeline:
 - Set expectations before sending call for venues
 - Maybe 2 consecutive events? Or possibly 2 concurrent ones for spouses, etc. but very separate; more business than a party
 - Action: PP lead preparation of expectations for SICOGA 2018
 - Send call for venues summer 2016; objective to decide by Dec 31, 2016
 - Each SI Exco member will have a significant role

6. Next meetings

- Very useful meeting that could not have been accomplished by Skype
- Plan two more face-to-face, at the similar time (aim for Mar 17-22, 2017)
- Action: AG will coordinate comparing costs for Czech Republic and Bangalore (AG will also check with Spain)
- Mid-term SI meeting (not a decision-making meeting) – considering Delhi in Nov 2017
 - Suggest 100 attendees, 4 days
 - Action: AG will confirm with Pramod Kumar that he will organize the mid-tem SI meeting in Delhi in Nov 2017
- Regular time: third Sunday every month UTC/GMT 15.00-17.00
- **Next meetings May 15, 2016, June 19, 2016. No July meeting is planned**

7. Closing

- Everyone said how they were feeling at the end of the meeting

Meeting ended at 12:11pm

Action Items

- Action: AG will consulting Youth and DC on revised budget
- Action: PC will reevaluate 2015 data looking at Annual Reports ; new direction will be to report individual hosts
- Action: DS and Alvany spreading the word re: Plant a Tree for Peace
- Action: AG will bring a proposal to SI Exco re: links with FEE and inviting travelers to offset their travel through FEE
- Action: DS to give PP new Vienna UN representatives names for the SI Committees posting
- Action: BA (PP review) draft Job Description for ServasOnline Application Manager
- Action: BA will investigate getting ServasOnline Application Manager services with Oonops
- Action: BA and FM will negotiate with Oonops
- Action: FM, JS (LV help) will look for Swiss legal expertise to complete the Terms of Use
- Action: PC, BA (LVS help) will prepare a Transition Manual and checklist
- Action: JS will write and send a message regarding ServasOnline transition, focusing on expectations management
- Action: JS will set up calls to larger countries related to ServasOnline transition
- Action: JS will write an article for SINEWs and SI Exco bulletins
- Action: All SI Exco will forward good photos to JS for the website
- Action: AG will follow up with the current Area Coordinators, and later announce the decision more generally
- Action: PP will follow up with the Job Descriptions and Statutes committee
- Action: LVS will contact Conni Geisendorf about simplifying the payment system
- Action: JS to create document re: SI Committee decisions
- Action: JS will send PC the list of ServasOnline volunteers and competencies
- Action: PC will encourage countries using Host Dolphin for their host lists to put their efforts in ServasOnline not Dolphin
- Action: PP lead preparation of expectations for SICOGA 2018
- Action: AG will coordinate comparing costs for Czech Republic and Bangalore (AG will also check with Spain)
- Action: AG will confirm with Pramod Kumar that he will organize the mid-tem SI meeting in Delhi in Nov 2017

APPENDIX 1

Revised SI BUDGET 2016 – 2018

Appendix 1 SI Budget for 2016 to 2018 Proposed Revision V2.xls

APPENDIX 2

Action Chart: SI GA 2015 decisions 2016/4/9

Appendix 2 Action chart SIGA2015 decisions 20160409.xls

APPENDIX 3

Stamp Usage

Appendix 3 Stamps Usage for the years 2011 to 2015.xls

APPENDIX 4

2015 Stamp Control

Appendix 4 Stamp 2015 Control.xls

APPENDIX 5

Host Numbers Analysis

Appendix 5 MEMBER COUNTRIES EVOLUTION 2010-2015.xls

APPENDIX 6

Proposed Structure of SERVAS INTERNATIONAL with SOLSYS becoming operational.

Present Scenario:

1. SI has no formal registration.
2. SI operates Dolphin System from which member countries can access certain part of the database in a structured manner.
3. SERVAS members are admitted and registered under the member countries.
4. Letters of Introduction are issued by the member countries to the travelling members with the stamp issued by SI. LOI is charged by the member country which covers their administrative and running costs.
5. Stamps are sent to the member countries as per their requirement and the amount payable is calculated at the end of the year basing on the stamp utilization and the return of unused stamps to the Treasurer.
6. SI's administration is done by the EXCO which has been appointed by the New Zealand GA covering for the next 3 years till 2018.
7. The Budget for the 3 year period and the Financial Statements for the 3 years are prepared and are subject to review by both the Internal and External Auditors.

Proposed Scenario:

1. SI seeks to have a formal registration with the Swiss Authorities wherefrom it has been operating so far.
2. SI is replacing Dolphin with a new integrated system SOL (SERVAS ONLINE) by which all the members of the SERVAS fraternity will become formally registered under this system. They will be allotted a membership number and will also enjoy a dual membership with their national organisations which will continue to administer, organise LOIs for the travellers after proper interview process.
3. SI will continue to issue stamps to the member countries and will not charge fees as done earlier. It will monitor the member movements with the reported figures by the member countries and the reports from the SOL to ensure complete and adherence to the SERVAS policies and processes.
4. SI will charge the national members annual membership fees based on the number of registered members under their national organisation in lieu of the stamps fees invoicing and collecting money from the member countries. With this change the applicability of Commercial transactions as per the Swiss Law will be eliminated and replaced by the annual membership dues from the member countries. These amounts will be computed based on the number of registered members under the national organisation and the amounts so collected will be used for running the administration of SI and the SOL system.
5. The Budgets for the ensuing years and the Financial Statements for the operating years will be prepared by SI which will be reviewed and audited by both Internal and External Registered auditors and the same will be presented to the GA either by distant vote or at the GA whichever is earlier.
6. The EXCO will have overall control of the administration and will seek annual reports to ascertain the progress made by the member countries as per their given budgets and targets.
7. The GA will continue to be held after 3 years with provisioning of expenses every year as per the FOP (Financial Operating Procedures)

CONCLUSION:

The Proposed Structure will help SI achieve the following:

- A. Registration Process at Switzerland
- B. With the registration process, we can review possibilities of alternative and better banking facilities.
- C. SI will be absolved of the Stamp Accounting process and will pass on the responsibility to the member countries although the printing and distribution to member organisations will continue to remain with SI. As such the member organisations were charging their specific rates which they will continue to do. SI can direct them for the lowering of LOI fees with the possibility of increasing the SERVAS travellers.
- D. GA will continue to be held and the GA expenses will be curtailed with lowering of delegate fees and better funding evaluations based on the information available from SOL system.

APPENDIX 7 Individual SI Exco reports

I. President:

Jonny Sågänger short report to Exco

2016-04-07

Action report October 2015-March 2016

1. SOLSYS project

Continuous dialogue, support and participation in SOLSYS Team.

Contacts with the development company in India.

Testing the system.

Planning for deployment and implementation of SOLSYS in Servas countries/member groups.

2. SI financial

Continuous dialogue with current and previous SI treasurer, internal audit committee about:

* Financial reports for 2015 and 2014.

* The creation of a more transparent and well structured system for SI financial reporting

* I have set up, convened and documented (notes) a skype meeting with members of SI Internal Audit Committee, the SI treasurer and myself.

3. Registration of SI

* I have written a document that describes the need for Servas to get a registration as a recognized international non governmental organisation.

In this document I have presented a plan of action to be discussed by Exco, during April 2016 face-to-face meetings.

The document is written as a starting point for Exco to fulfill on of the decision that was made at the SI GA 2015.

4. Decisions from SI GA 2015.

Dialogue with SI GS PP, joint action to create a list of priorities for Exco, based on the decisions from SI GA 2015.

5. SI Exco Bulletin

I have, in cooperation with the temporary layout resource person for SI News (Alan Stone) created a SI Exco Bulletin, in the form of a simple newsletter that can be sent by Exco to all Servas National Secretaries and other key persons on a regular or irregular basis.

I have invited members of Exco to submit texts to SI Bulletin.

* I have written some texts for SI Exco Bulletin, for example a status report about the SOLSYS project.

6. Servas Sweden GA

I participated at Servas Sweden's General Assembly, which focused on:

* how Servas can be active and instrumental in the process to integrate asylum seekers, refugees and other newcomers to Sweden.

* how Servas can become a family friendly organisation.

Both issues reflected decisions made at SI GA 2015 in New Zealand.

7. SI Face-to-face meeting in April 2016

* In cooperation with PP, further development of schedule, program and meeting agenda for the meeting.

8. Routine business

* I have convened monthly SI Exco meetings. I have created draft agendas together with the rest of the group.

* Signing of documents, as well as signing of payments via SI's online bank Credit Suisse.

8. Miscellaneous

All the actions that I have carried out from decisions made at SI Exco meetings from October 2015 to March 2016 have been documented in the meeting minutes, which are available servas.org.

Individual Challenges, and help needed (related to 2015 GA decisions as appropriate):

- Involving SI President younger person(s) in meaningful SI President work, and includeshe or he where appropriate
- Identifying areas of SI President work that can be delegated
- Succession preparations, in cooperation. How to do succession planning
- Limit taking on tasks
- Transition challenges (from paper to digital)

SI Exco Challenges, and help needed (related to 2015 GA decisions as appropriate):

- Move towards external focus. away from internal focus in communication (more images and texts about peace issues and less about Servas)
- Help with Servas International social media and internet content at the official Facebook group
- Succession planning for SI Exco in general
- Transition challenges (from paper to digital)

Jonny Sågänger

2016-04-07

II. Vice President:

Report by Ann Greenhough VP for Exco face to face meeting April 2016

Summary of activity since October 2015

See work on specific GA decisions in the summaries below plus updates in the Development folder (under Documents to read).

Other activities include:

Speakers Corner

Work on the outcomes of Speakers Corner is progressing with Aneris . See report in the Development folder.

Co-operation with DC and YT to encourage regional and youth meetings.

There have been discussions about possible regional meetings in SE Asia, East Asia, Nepal and Africa. So far plans are confirmed for SE and East Asia meetings. Youth and family meetings are to be in Spain, Romania and Italy this summer. I have been working with both DC and YT to advise organisers on how to make funding applications.

New resources for organisers of SI events

Updating resources for events includes looking at systems and materials that can be shared around the Servas network. Susana has already created an easy to use electronic registration system for this year's Spanish events which will be useful for organising any sort of Servas event.

She has also offered to create a standardised funding form in electronic format to be used for all applications for SI funding of events (DC, regional and youth meeting budgets).

All materials will be gathered together into a resource pack for event organisers to use.

Contributions to activity on GA decisions:

GA decision: STRATEGY FOR REGIONAL DEVELOPMENT AND FUTURE OF AREA COORDINATOR ROLE

Activity so far: see report in Development folder

Goals:

Part one:

- Create an SI strategy to sustain and develop Servas at a local and regional level.
- Encourage national groups in each region to work together on a development plan.
- D C and Youth Team to play a key role in promoting activities likely to increase Servas membership across all age groups and backgrounds.
- Emphasis is on dealing with difficulties in keeping some struggling national groups at a viable level.

Part two:

- Evaluate the functions of the area coordinator role.
- Look at alternative ways national groups can cooperate in shared activities without a designated AC.
- For the future identify the best ways of providing leadership, support and innovation within regions.

Long term goals:

- Bring together regional development plans to formulate into an overall SI strategy for regional development.
- To include positive alternatives to the AC role.
- Present a strategy to SICOGA 2018 with proposals to change SI statutes if required

Tasks to do:

- Encourage debate on Servas development at all regional gatherings.
- Work with DC and YT to track progress of discussions within regions on development issues.
- Attempt to bring together different approaches across regions into a coherent SI strategy.
- Collect together good ideas that can promote development.

Challenges:

- Encouraging cooperation between national groups in less active areas.
- Europe: Is there interest from national groups to cooperate on development issues including tackling issue of aging membership in many countries.
- AC s: Need for Exco to be decisive about future of the role.

- Is it possible to have one meaningful SI development strategy given diversity across regions?

GA decision: SI YOUTH FUND

Activity so far: see report in Development folder.

Goals:

- To establish a permanent youth fund as a charitable trust in the UK
- To attract donations to the fund to support young people's participation in SI events.

Tasks to do:

- Complete report on the contribution of the Servas Youth Fund to youth participation at SICOGA 2015 to be circulated to national groups and in SI News.
- Encourage the current youth team to contact all applicants to the youth fund in 2015
- Apply for charitable status in the UK

Challenges:

- To make sure requirements for charitable status in the UK can be met
- To seek sufficient donations to sponsor young people to attend SICOGA 2018

GA decision: YOUTH AND FAMILIES IN SERVAS

Activity so far: see report in Development folder

Goals:

- Promote Servas as a family and youth friendly organisation
- Support the youth team in encouraging family and youth focused activities across all regions

Tasks to do:

- Work with the youth team to set up the Families and Youth pages on the new SI website.
- On-going discussions with Susana. Next to meet at Servas Britain meeting in May '16.
- Encourage link between the YT and Speakers Corner initiative.
- Pass on information about the previous youth fund applicants to the new youth team.

Challenges:

- To support Susana to build a cohesive youth team.

GA Decision: MAKING CONNECTIONS PROJECT

Activity so far: see report under Documents to read/ Development

Goals: to develop a resource on a dedicated page of the SI website called Making Connections. Its main purpose will be to connect Servas members interested in offering or taking part in extended stays and in-depth experiences.

Tasks to do:

- Create a working group to set up then manage the page (to include Janek with skills needed to post on SI website).
- Gather material for the Making Connections page to introduce the resource in time for the launch of the new website.
- Encourage national groups to identify a lead person to link to the project.
- Publicise the resource and gather information about available opportunities to post on the page.

Challenges:

- To develop a structure for Making Connections which is easy to access and of use to all members.
- Once in place, to raise awareness about the potential uses for the page. This would be part of encouraging members to discover other potential uses for the SI website once SOLSYS is in place.

GA decision: SPECIAL INTEREST NETWORKS

Activity so far: see report under Documents to read/ Development

Goals:

- To encourage special interest networks as a way of connecting members with shared interests.
- Promote an Environment Network as part of a wider environment project.
- Set up a Families in Servas and a Youth page to promote these activities for these groups within Servas.

<p>Tasks to do:</p> <ul style="list-style-type: none"> ○ Set up pages on the new website ○ Encourage interest in new networks initially via the Making Connections page ○ Publicise the Google group for Environment network set up in NZ
Challenges:

GA decision: COMMITMENT TO ETHICAL TRAVEL
Activity so far: see report Development folder
Goals: establishing Servas as a peace organisation that has made a commitment to ethical travel, concern for the environment and human rights.
<p>Tasks to do:</p> <ul style="list-style-type: none"> ○ Put information on the SI website about this commitment. ○ Explore with FEE the feasibility of linking with FEE as part of an environment project ○ Encourage Prossy to pursue a tree project in Uganda through FEE
Challenges:

GA decision: SYLE
Activity so far: see report in Development folder
Roberto Capezzuto has been appointed to the youth team as the SYLE coordinator
Goals: to support the youth team in developing SYLE
<p>Tasks to do:</p> <ul style="list-style-type: none"> ○ Support update of SYLE handbook ○ Consider how difficulties and conflicts that sometimes arise in SYLE arrangements can best be managed.
Challenges:

GA decision: TRAVEL COMMITTEE FOR SICOGA 2018
Activity so far: see report under Documents to read/ Development
Goals: To ensure a fair and efficient allocation of funding of participants travel to SICOGA 2018
<p>Tasks to do:</p> <p>Review how well the travel team exercise worked for SICOGA 2015 and how it links in with other parts of GA funding exercise .</p>
<p>Challenges:</p> <p>To ensure that there is a time-efficient system that makes best use of SI funds whilst fairly scrutinising travel costs of funded participants to SICOGA 2018.</p>

GA decision: REVIEW OF SI COMMITTEES AND ROLES.
Activity so far: Compiling a list of issues for Exco to consider when planning the review.
Goals: Exco to take a lead in ensuring a review of the structure of SI is completed
<p>Tasks to do:</p> <p>Some initial things to think about:</p> <ol style="list-style-type: none"> 1. Scope of review- why do we need a review? 2. Summary of what needs to be done and when by each committee and SI officer. 3. Time scales for each stage of the review.. 4. What should be included in a standard review framework to be used by all? 5. Who should do what tasks? Role of Exco and role of Job Descriptions Committee. 6. Identify any roles/ committees that are priority for review and possible changes to be made ahead of next GA. 7. Short and longer term implications for SI functions and roles of going on line. 8. How should we review our individual roles and that of Exco as a whole? 9. Agree which committees / SI roles to be linked with which Exco member for purpose of the review.
<p>Challenges:</p> <ul style="list-style-type: none"> ○ Exco being realistic about what needs to be done, by whom and to what timescales. ○ How can Exco motivate all SI committees and officers to focus on tasks for this review? ○ In time for SICOGA 2018, Exco will need to work with job descriptions committee to bring together the results of

- individual committee reviews and so be able to propose a coherent future structure for SI.
- Making sure any new structure reflects the changes that come from SOLSYS being in place.
- Is the possibility of ending Servas as a federation of national groups relevant to this review?

GA decision: LINKS WITH OTHER NGOS

Activity so far: see report in Development folder.

On-going discussions with FEE (Foundation for Environmental Education), a well-established umbrella organisation which shares similar universal goals to Servas as well as having an environmental focus.

Goals: To use a link with FEE as way of progressing a Servas environment project

Tasks to do:

Confirm with FEE feasibility of linking Servas with its projects.

If so put a proposal to Exco for approval.

Challenges:

Exploring with FEE how Servas, as a small scale international NGO, might fit into its network .

Making sure any links are relevant to Servas goals as a peace organisation.

GA decision: REJUVENATION OF SERVAS

Activity so far:

Discussion with Susana about the survey (joint with Servas Sweden) to find out how national groups promote involvement of families with young children and young people.

Goals: To link work on this survey with wider plans for encouraging a family and youth friendly focus.

Tasks to do:

Follow up with Susana about outcome of the survey.

Challenges: Identifying how outcomes of the survey can be of practical use to youth team's work..

III. Treasurer

Treasurer's Report for the Face to Face meeting Held at Cessares from 8th to 12th April 2016

1. Despatch of Stamps for the year 2016: Stamps request were sent to the member countries and based on responses received from them, a total number of 6590 have been sent to 75 countries. In some cases, the addressees could not be located so the stamps had to be resent and now. I have confirmations from them having received the stamps.
2. Receipt of Stamp fees for Stamps 2015: All unused stamps and amounts for the used stamps for the year 2015 have been received except from certain countries for which follow up is in progress. The Control Sheet showing the details is attached herewith.
3. Analysis of the Stamps Usage by the member countries: I have prepared an analysis showing country wise usage of stamps for the last five years to understand the trend. It is showing a disturbing trend in the major users list. The Analysis sheet is being enclosed.
4. 2014 Accounts: The financial statements are completed with the draft auditors report showing non availability of supporting documents for the expense claims raised by EXCO Members. On checking with the book keeper, it was found that no supporting documents were attached when it was sent to him by the then Treasurer. The Ex Treasurer refused to hand over the documents so I had to request him to give photocopies of the same so that the 2014 accounts would be completed. He agreed to this and I carried the photocopies with me. The financial statements have now been signed by the concerned EXCO members except for the General Secretary.
5. 2015 Accounts: The Ex Treasurer has the custody of all documents which he refused to hand over. So I have taken photocopies of the supporting wherever available so that accounting entries can start being processed for the 2015 year ending 31st March 2016. The Ex Treasurer will send the final statements along with original or photocopies for all the cash transactions made for the GA at NZ.
6. Review of the Approved Budget : Based on the audit group recommendation, the budget was reviewed to show the stamp revenue from CHF 80000 to CHF 60000 and to this effect the expenses were reviewed critically and cuts were suggested and approved. The revised budget to be made available to the various committees so that they are aware of their overall budget limits.
7. I made a presentation of the possible structure of SERVAS incorporating the SOLSYS and thereby prepare documentation for registration in Switzerland adhering to the Swiss laws. Since SOLSYS will become operational by June end, it would be imperative that the registration process be started at the earliest opportunity. A copy of the presentation is also attached.
8. I will be able to give the quarterly reports only after the proper handover by the Ex- treasurer is completely satisfactorily.

IV. General Secretary:

SI General Secretary Report: October 2015 – April 2016 For face-to-face SI Exco Meeting

Accomplished since SICOGA 2015:

- Many communications with National Groups, SI officers and others on a variety of issues
- Prepared for managing meetings and minutes for SI Exco, including closing out previous SI Exco minutes, technical infrastructure and email decisions and review of SICOGA 2015 minutes
- Arranged for technical website update team, and updated SICOGA 2015 and www.servas.org websites
- Completed and posted SI Handbook, including past GA minutes since 1964 in Appendix C
- Updated www.servas.org website structure – UN and Peace section, Administration section, Events and Meetings section, and ongoing coordinate of updates to www.servas.org, and notified SI key people of the changes to the website
- Reviewed and confirmed no changes to SI Statutes with the Job Descriptions and Statutes committee
- Set up working relationship with the SI Archivist
- Distributed Distant Vote schedule and announced the cancellation of the May 2016 Distant Vote, because of no motions received
- Sent 2016-2018 budget to elected SI Committees, and worked with JS for SI Exco decisions on appointed SI committees
- Worked with LVS and Mirek on the Credit Suisse banking paperwork
- Prepared Annual Report 2015 form, sent request to member groups and sent reminder (more than 50% received to date)
- Sent out request to Spanish speaking countries and Brazil for an SI Spanish Translation Coordinator, met with Lilly Kerekes in Mexico to discuss Lilly taking the role of Spanish Translation Coordinator, Lilly appointed by SI Exco and translation work began. Lilly has found 3 translators, one from Mexico and two from Spain and has begun an English – Spanish glossary of Servas Terms, for use whenever translation is done
- Working as part of ICT, including personal payment of an urgent invoice, ServasOnline interface, etc.
- Worked with JS to prepare for the April 2016 face-to-face meeting and coordinated preparation and passing of face-to-face meeting budget
- Arranged consultation with an international cooperative organization to see if SI being a cooperative is a good option

Planned Achievements during 3-year term:

- Work with the SI Exco team to manage the affairs of SI
- Clear outline of the SI General Secretary tasks and average time commitments
- Identification of areas of SI General Secretary role that can be delegated to other helpers, working with the SI General Secretary young person
- Succession planning for next SI General Secretary
- Address 2015 GA decisions assigned to the SI General Secretary
- Prompt posting of information to www.servas.org, working with the technical team, and facilitating a smooth transition of responsibility to the webmaster for ServasOnline
- Establish a process for using the material gathered in the Annual Reports, and publication of the results for use by SI, working with an SI analysis team
- Report on the implementation of the 2015 GA decision to use Spanish as a working language, working with the Spanish Translation Coordinator
- Establish processes and a clear direction for SI Archives, working with the SI Archivist, and with the help of an appointed archives consulting group
- Annual updating of SI Handbook

Short Term Priorities:

- Day to day SI Exco and General Secretary correspondence and pressing issues
- Finalize and post SICOGA 2015 Minutes and revised decisions and notify National Groups
- Work with Prossy to define roles
- Review FOP and related SI documents, and make a proposed version for posting
- Accumulate 2015 Annual Reports, and identify a team to analyze the data
- Support SI Archivist to move forward effectively and set up supporting team
- Summarize SI Exco minutes for SI Exco Bulletin

Tasks during the 3 years – what WILL and won't get done (related to 2015 GA decisions):

SI General Secretary:

1. It is agreed to include Spanish as a language used in communication in Servas International, with a budget of 10000 CHF for the first year, to be reviewed, and to appoint a coordinator.
SPANISH TRANSLATION COORDINATOR APPOINTED
2. It is agreed that the SI Archivist will be given a budget of 1000 CHF for each of the next three years, to be used to arrange to set up an electronic Servas archives system.
SI ARCHIVIST TOOK COURSE TO PREPARE FOR PLANNING SCOPE OF ARCHIVES
It is unknown whether setting up an electronic archive will be achieved, since the first priority is to define what is to be kept and what is to be done with currently stored ARCHIVES
3. It is agreed that EXCO shall annually update the Servas Handbook and all SI documents referenced in the handbook as being current, clear and accurate and distribute to all National Groups at each General Assembly. The first update shall be available within a year of today. The budget is 200 CHF per year.
COMPLETED FOR 2015 AND POSTED ON WWW.SERVAS.ORG

Individual Challenges, and help needed (related to 2015 GA decisions as appropriate):

- Involving SI General Secretary young person in meaningful SI General Secretary work, and include her where appropriate
- Identifying areas of SI General Secretary work that can be delegated
- ICT periodic lack of responsiveness – difficult to know what to do about it
- Spanish Translation – what and how much to translate – need input from SI Exco
- How to do succession planning – also for SI Exco in general

SI Exco Challenges, and help needed (related to 2015 GA decisions as appropriate):

- Beginning the new SI Exco term with clear roles and understanding of each other, and minimizing overlapping roles
- Management of Servas International social media and internet content – roles and responsibilities
- SI Governance and structure description that will work with ServasOnline
- Transition to ServasOnline, including Key Dolphin, www.servas.org
- Email efficiency and etiquette
- Succession planning

Not planning to do:

- Deal with individual host/traveler issues – will tell countries to work together instead
- Tasks that are part of other SI Exco member roles, unless asked to help
- ServasOnline, except as an ICT member on technical issues
- Communications strategy – delegate this role

V. Peace Secretary:

SI Peace Secretary Report October 2015 to April 2016 face-to-face meeting and to SICOGA 2018

What has been achieved since SICOGA 2015

Building a strong **team of volunteers** as SI Representatives in Geneva, making progress in UN Vienna venue, trying to involve neighboring countries; making progress in UN NYC venue stimulating US Servas.

Organizing meeting in Geneva in March 2015 with former and new SI UN Observers, during my visit to Geneva for the 31st session of the Human Rights Council. Contacts with other NGOs, meeting with local Servas members. Now the team includes 5 members, and 2 helpers. We submitted a written statement on behalf of SI, and also cosigned 2 statements submitted by other NGOs.

SICOGA 2015 SI involvement at the UN presentation has been finalized with Anna Cristina Siracusa, and shared with UN Reps (current and potential), Nat Peace Secs and SI UN working team. Worked with Anna Cristina Siracusa, Jeanne Devine and Fanny Bello to follow up on our presentation at SICOGA, updating material to be used in a near future and shared with Servas community, proposals about how we start with working on SDGs.

UN Representatives Guide has been finalized with Jeanne Devine and sent to relevant people.

Servas 2016 Peace Calendar has been finalized with Alvany Santiago, sent to SICOGA participants, to UN Representatives and to National Peace Secretaries. It was also posted on the UN section of the website servas.org. I prepared and sent a Certificate of appreciation to 2 young Servas Brazil helpers to the project, after valuable help received from the Servas Image & Design Support Team. Done some follow-up on the Peace Calendar, some people asking for advice or making proposals about using it to spread the word about Servas.

Communication: I have regularly published UN related information on Servas Facebook pages, wrote and gathered articles for SI News. Also SI UN page on servas.org: under Who we are, we have now an item called Servas and the UN, with an introductory text and some info in chronological order. It has been agreed with Jean-Marc Eyot that I will provide info to be published in that section of the website.

Solidarity initiative: Alan and Terry Stone with refugees in Greece. I supported the project, giving visibility on social media and sharing with Nat Peace Secretaries network.

International Peace Research Association (IPRA): writing an abstract with Alvany Santiago for the next IPRA international conference, which will be held in Sierra Leone: "Travelling for peace: the case of Servas International"

What I expect to achieve during the remainder of our 3-year term

Clearly identify peace as a Servas key aspect, in all our communication and activities.

Involving the Nat Peace Secs network to be more proactive.

Preparing guidelines for deciding which like-minded organizations, apart from the UN, are appropriate

Short and long term goals

Short term goals:

Give more visibility to Peace activities organized by Servas countries, and work for more activities linked with other NGOs in 2016.

Developing participation in International Peace Day celebrations, and others, as presented in Servas 2016 Peace Calendar.

Long term goals:

Identify next SI Peace Secretary candidate(s), preparing succession.

Set up a permanent SI representation at the UN in Geneva, where most NGOs are based

My individual challenges and what I need help with

Producing a user friendly document summarizing Peace related activities as per annual reports.

Tracking time spent volunteering for Servas

Identifying areas of SI Peace Secretary work that can be delegated.

Our challenges for the group and what the group needs help with

Defining roles clearly

Improving communication

Supporting each other

Decisions taken on October 14 & 15 2015

“A long term strategy will be created for Servas International UN involvement, which includes encouraging national groups and members to actively participate in learning about the UN Sustainable Development Goals (SDGs) and take local actions. To achieve this, a Servas working team with a maximum of five people will be established with a budget of 5000CHF for a three-year period. Funds can be used to support internships as needed, travel expenses, events, publications, etc.”

Comment: After SICOGA 2015, I made a summary of Sustainable Development Goals (SDGs) SICOGA participants interests, and contacted various people, to set up the SI UN Working team (different from the UN Representatives). At the moment, a team of 5 has been set up, Jeanne Devine (US), Adela Segura (Guatemala), Anna Cristina Siracusa (Italy), Keletso Monpati (Botswana) and Nga Vu (Vietnam). I will be meeting Jeanne Devine in Arizona end of April which will help advance the project.

“A budget of 2000 CHF is to be allocated over a three-year period to cover costs where a conflict can only be resolved through face-to-face mediation or when translation is needed.”

Comment: I would be available for help if needed, in cooperation with the Conflict Resolution Committee.

“It is agreed that SI develops a ‘Code of Ethics and Behaviour’ that will be binding on all Servas members including officers. The SI Complaints Resolution Committee (CRC) will work with the Servas International Peace Secretary and other interested parties to develop a draft to be voted by the next GA or sooner by Distant Vote. This draft will include existing materials such as the Report on Handling Complaints written by Marijke Batenburg (New Zealand).”

Comment: Preliminary contacts and discussion with Alvany Santiago and Julie Dotsch, who will end her term as national secretary in April 2016 which will give her more time to dedicate to this project.

“It is agreed that Servas officers are obliged to work with the SI CRC when there is a formal complaint. When SI CRC is asked to mediate in a conflict Servas officers must comply with the decisions reached through mediation. Failure to comply will mean there is follow up action according to the seriousness of the complaint and the lack of a timely response from the officer. The SI CRC will continue to support neutral mediation and positive collaboration.”

Comment: I agree to be the liaison person in Exco for this motion.

VI. Host List Coordinator:

SI HLC 2015-2018 Working Report #06

PABLO H COLANGELO
hostlistcoordinator@servas.org
Skype: Pablo Colangelo
+54 (911) 5569-7446

March 21th to April 08 2016 (Face to face Meeting in Cesseras)

Vacations time

- Assist Key people regarding issues related on how to upload HL and update data on Dolphin. Chili, Korea, Saudi Arabia, Guatemala. There had been quite more requests and Rita was very helpful addressing them.
 - Information for the FtoF meeting had been read
-

Important tasks to be done next

- Create a spreadsheet for SOL migration regarding permits for every field.
 - Get to know how can I access to edit text on SOLSYS website
-

REPORT FOR THE FtoF Meeting

Accomplished since SICOGA 2015:

- Permanent contact with National Groups and Member countries giving them support regarding Host and Key Dolphin.
- Get connected with the previous SI HLC and reach an agreement to co-administrate the official Servas Facebook Group. Im also monitoring Servas Page and open group in Facebook.
- Update list of member countries and national groups.
- Updated list or countries@servas.org emails.
- Send all countries a reminder to keep their host list updated and give support to those in needs.
- Translate documents from english to Spanish and contribute to set up a new role in Dolphin for the Spanish Translator appointed by ExCo so the new appointed person can be in charge of that task.
- Attended and participated at the monthly teleconferences meetings since elected
- Analyzed and proposed an online application to send corporative emails to member countries, national groups and individual members.

Planned Achievements during 3-year term:

- Work with the SI ExCo team and specially with SI president, national secretaries, host list coordinators and SOL team to contribute to Dolphin migration to SOL.
- Identification of areas of Servas Online that can be delegated to other helpers so we can define which new positions to be created which would be advisable to be assigned to young persons.
- Succession planning for next SI HLC
- Address 2015 GA decisions assigned to the SI HLC
- Prompt posting of information about events to www.servas.org, working with the technical team.
- Encourage 6 month updating of SI Host Lists until SOL will be operative. Then update will be diary.

Short Term Priorities:

- Getting deep connected with current status of technical issues and needs where I can be useful for SOL startup.
- Start helping previous SI HLC with membership approval on the official Facebook group.
- Prepare a HL number of members current status and compare with HL from previous years for analysis and strategies proposed.

Tasks during the 3 years – what WILL and won't get done (related to 2015 GA decisions):

SI Host List Coordinator

1. It is agreed that Servas International and the Servas National Groups shall actively work towards a rejuvenation of Servas. To do this, EXCO will appoint a workgroup of at least two people who will have the task of promoting the rejuvenation of Servas. The workgroup will report the results to EXCO by the end of 2016, for distribution. They will also report the results and future strategy to the next GA.

YOUTH TO BE IDENTIFIED, POST IS OPEN FOR INTERESTED COMMITTED YOUTH HLC (if interested write to hostlistcoordinator@servas.org)

2. As a priority the GA supports the promotion of Servas as a family , child, and youthfriendly organization. Exco is encouraged to create a special interest group for those willing to develop ideas and initiate activities for Servas families worldwide. Exco shall direct the ServasOnline team to create a section of the ServasOnline website dedicated to sharing information about, and helping to implement, action plans for family and youth.
TO BE IMPLEMENTED AS SOON AS SOL WILL BE OPERATIVE

Individual Challenges, and help needed (related to 2015 GA decisions as appropriate):

- Involving SI HLC young person in related work.
- Getting involved with current status of SOLsys and tasks needed regarding migration to make system fully operative asap.

SI Exco Challenges, and help needed (related to 2015 GA decisions as appropriate):

- Management of Servas International social media and internet content at the official Facebook group so we can cover all timezones areas with volunteers devoting time 24/7
- Succession planning

Not planning to do:

- Deal with Dolphin training and huge requests, put energy in Servas Online – will tell key persons how to do by themselves instead.
- Tasks that are part of other SI Exco member roles, unless asked to help
- ICT technical issues, due I'm not a technical IT person, pass it to a technical person to solve it instead.