

Annual Report

Servas International (SI)

January 2017

–

December 2017

www.servas.org



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Penny Pattison

*SI General Secretary and Editor
2017 SI Annual Report*

Servas International



www.servas.org

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FOREWORD

A STRENGTHENED SERVAS FOUNDATION

Dear Servas friends around the world,

2017 was a true milestone year for Servas International, SI.

It was a year when we, among many other things, launched a modernized website, diversified our activities, speeded up the process of SI financial reporting and continued to both reinforce existing and build new foundations for our organization.

In this status report Servas International Executive Committee, SI Exco, describes what SI achieved during the year 2017. It was the second year of the current SI Exco's mandate period. We also give you a view of the challenges for the future that the members of SI Exco have been able to envision through our analysis.

During 2017 it has become evident that SI at this point of history is built on a number of foundations that will help the future development of the organization.

The main foundations are:

- * The website servas.org and the so called ServasOnline System, which offers two-way communication between travellers and hosts around the world, geographic search and other functions.

- * A growing variety of activities in the Servas countries, with the two-night hosting in private homes, peace and special activities at the core.

- * Our global graphic design, based on a logo that had by the end of 2017 been adopted and adapted to national needs by the vast majority of Servas countries around the world.

This is the graphic design, which I'm sure you're all familiar with:



- * A growing presence in social media like Facebook, Twitter, Instagram and other communication channels. This is the space where we find many of our existing and prospective new members.

- * The vision and mission statements that provides a firm guidance both internally and externally about our overarching goals. The vision reads "Peace and understanding through hosting and travel" and the mission reads "Building peace and understanding across cultures".

However, it has become obvious that there's need for a few more foundations in order to declare that SI is on solid ground in order to develop further.

* The volunteers of SI and in the member countries must finalise the transition from country specific member administration systems to the ServasOnline System. We must use one single, global system as the core system. Another challenge is to encourage all Servas members around the world to complete their personal accounts/profiles in the ServasOnline system at a faster pace.

* SI needs to increase the organisation's income. The slight downward trend for SI's income during 2017 needs to be turned around, otherwise there will not be enough resources to pay the maintenance and development costs for IT-systems and other expenses needed for running the core activities of the organisation.

* Servas country groups must find ways to handle the increasing number of people who are interested in becoming a Servas traveler and/or host. During 2017 a substantial number of potential members ended up waiting for the informative talk/interview that is a prerequisite for Servas individual membership. If only one out of ten among those who are waiting for an informative talk/interview will become members, it will mean that the Servas community will grow substantially. The good news is that this increasing interest for membership shows that Servas is attractive as an organization and that there's potential for future new income from individual's membership fees.

* SI still doesn't have a formal registration and still isn't formally incorporated as a non-governmental organization. During 2017 it became more and more evident that such registration and incorporation is important for the smooth running of SI.

I have a strong belief that Servas can have a bright future. We're part of a growing movement which has its roots in increased travels. An increasing number of travelers are looking for the kind of genuine and unique experiences that Servas can offer. Equally important, Servas is inviting people of all ages to belong to a global and local movement that has the ambition to give a contribution for a more peaceful world. The interactions can take place during physical meetings in real life as well as through cyberspace connections via social media or on the ServasOnline communication platform.

Jonny Sågänger
President
Servas International



SI EXECUTIVE COMMITTEE (SI EXCO) SUMMARY REPORT

ServasOnline System top priority for SI Exco

“Action chart on SI GA 2015 decisions” is one of the most important internal working documents for the Servas International Executive Committee (SI Exco) to use when prioritizing and making decisions about how to make the best use of the services offered by volunteers and our financial resources.

The action chart document contains all the decisions that were made in New Zealand in October 2015 at the SI General Assembly, SI GA, which is the highest democratic authority in our federative, country based organization.

Other important documents for SI Exco to use when prioritizing our limited resources are the instructions in the SI statutes and working documents that describe ongoing, long term projects. One of those long term projects is the establishment of the ServasOnline System, which is an undertaking that the current SI Exco took over from previous SI ExcOs who have been working on the concept for many years.

SERVASONLINE SYSTEM ESTABLISHED

On February 1st 2017 SI launched the modernized website on www.servas.org. The long-awaited new website offers interactive two way communication between travellers and hosts around the world, geographic searches and other new functions. Its online, up-to-date contents will facilitate the membership administration - through its members database application - and has the capacity to stimulate other Servas' activities. Big efforts have been made by a group of dedicated volunteers to promote, maintain and develop ServasOnline during 2017.

During the year Servas volunteers have, for example, spent many hours in order to help Servas countries to migrate individual member data to ServasOnline. Please go to the chapter “SI Host List Coordinator Pablo Colangelo” for more detailed information about the process of migrating data during 2017.

Data privacy laws have always been important in the choice of location for our computer servers, as well as up-to-date hardware. The European Union privacy policies, along with those in Canada and New Zealand, are acknowledged to be the most highly developed. The ICT is continually monitoring the Servas computer systems and infrastructure. In mid-2017, an ICT plan to move the Servas servers to a single supplier in Germany was developed, and then approved by SI Exco. See the Information and Communications Team (ICT) section for more details. The move was initiated in late 2017 and completed in early 2018.

PREPARATIONS FOR UPCOMING SICOGA 2018

SI Exco decided at its meeting March 30–April 2 to choose Servas Korea as the host of the Servas International Conference and General Assembly 2018 (SICOGA 2018). The event is planned for October 2018 in Seoul. One other Servas country had applied to host SICOGA 2018.

During 2017 the planning and preparations become more and more of a high priority undertaking for SI Exco, and especially for the SI General Secretary (SI GS) who was chosen as SICOGA 2018 Project Manager. The SI GS established a working relationship between SI Exco and Servas Korea as well as a project and communication plan for the cooperation between the two groups. A SICOGA 2018 Organising Team (OT) was established. At the end of the year a structure for monthly SICOGA 2018 Team meetings was planned for the time until October 2018.

FINANCIAL REPORTING AND TRANSPARENCY

During 2017 it was a high priority action to establish prompt, transparent and consistent financial processes. This included activities to achieve timely preparation of financial statements for approval by the Servas Member Groups and for increased transparency and insights for members into SI financial matters.

It can be noted that the SI financial statements for the 12-months period between April 1 2016–March 31 2017 were the first for many years to be completed and audited within six months of the end of the fiscal year. This achievement was made possible thanks to a joint effort by – among others – the Servas bookkeeper, the SI treasurers and the SI Internal Audit Committee (SI IAC).

During 2017 SI further developed the use of online banking with our international bank in Switzerland. The online management was extended to, besides electronic payment approvals etc, also include management of administrative rights. This move has potential to make the upcoming hand-over much easier from current to incoming SI Treasurer and SI signatories after the elections at the Servas International Conference and General Assembly (SICOGA) in Seoul in October 2018.

NEW INITIATIVES TO BROADEN SERVAS EXPERIENCES

Servas International and several Servas countries have embarked on an initiative to further develop the range of activities that exist beside the “two nights stay” Servas experience which is our “core activity”.

Many of the new initiatives are assembled under the umbrella project and development project “Making Connections” which is focusing on connecting individual Servas members and “Servas families” with each other in order to promote intercultural learning, shared interest networks, language learning, longer stays, volunteer work offerings, visits at peace organisations and peace education. During 2017 a number of new initiatives were created in this area. The initiative can, in the future, play an important role in positioning Servas as a peace and hospitality organization that also has a lot to offer families, as well as the age segments children, teenagers and elderly people.

The SI Innovation Project executed, for the second time, an international Servas week in September 2017 (please read more details about development projects below, under the headline SI Vice President Ann Greenhough).

SERVAS PEACE ACTIVITIES

Striving to make a contribution towards a more peaceful world is in the DNA of Servas and should color every aspect of what we do to fulfill our vision and mission. And, it is necessary to single out and highlight certain prioritized areas where SI resources are allocated. This work is executed by the SI Peace Secretary, the Servas Peace secretaries in individual countries and by volunteers who are working for our organization in the collaboration with the United Nations in Geneva, New York and Vienna.

During 2017 special attention was given to the development of the work with the United Nations Sustainable Development Goals (UN SDGs) and the initiative in Servas to raise awareness about the need for increased sustainability in travels and tourism.

One activity that has potential to attract young people to engage with Servas is our potential to arrange for internship at the United Nations and to help find hosts (please read more under the headline Servas International Peace Secretary Danielle Serres).

SERVAS INTERNATIONAL'S LEGAL STATUS

Servas International General Assembly (SI GA) decided on the 15th of October 2015 that SI should be registered as a recognized international non-governmental organisation (INGO) with a domicile. The action should include an international group of legal experts to ensure that SI is registered in a way that works effectively for all countries.

During 2017 a group of Servas volunteers with legal competence was recruited by the SI President.

The SI President has during 2017 worked with a legal expert at a law office in Switzerland. Legal advice on formal registration and incorporation of SI in Switzerland was offered. Based on the legal advice it became evident for SI Exco that it would be preferable for SI to explore the possibility to compare the pros and cons with having registration in Switzerland with registration in other candidate countries.

The research has become so time consuming that it at the end of 2017 it didn't seem possible to execute the original SI Exco plan to present a proposal for formal registration and incorporation of SI at the SI GA 2018.

OTHER PRIORITIZED MATTERS

For SI Exco it has during 2017 also been of high priority to

- * Work on the SI Archives. The SI Archivist worked with her consulting team during the year and made major efforts to rejuvenate the SI archives, for example by gathering at the Hoover Institute which is hosting Servas' global archive.

- * Look at options for the current Servas model. The SI General Secretary Penny Pattison drafted a Vision paper for the future of Servas, working with Michael

Silbert and the SI President Jonny Sångänger. The Vision paper is available for Servas members who would like to read it. It can be ordered via an email to president@servas.org.

- * Distribute regular communications via SI Exco's quarterly publication SI News Bulletin, as well as emails, updates to the web site and social media.

- * Secure smooth running SI administrative processes including Distant Vote, Annual Reports, SI Handbook, SI Exco meeting minutes, documentation on www.servas.org

- * The ongoing need to make decisions about matters on a day-to-day basis, through meeting and emails

OTHER EVENTS

After the summer of 2017 the SI treasurer William D'Souza announced he was going to resign due to increased workload in his professional life. William's decision was final, but he has promised SI Exco he would stay in his position until the board found someone to replace him. At the end of the year SI Exco appointed the three volunteers Radha B. Radhakrishna, Gülşen Elyak and Richard Cabassut to handle Servas financial matters until SICOGA in October 2018.

EXCO MEETINGS

During the period January–December 2017 SI Exco had 11 meetings. The meetings were generally on a fixed day every month via web based video and phone conferences (Skype). During the year Exco held one 4-day face-to-face meeting in March in Spain.

All meetings are minuted. The minutes are available on the www.servas.org website.

In peace,

Servas International EXCO
Jonny Sångänger, President (Sweden)
Ann Greenhough, Vice President (Great Britain)
Radha Radhakrishna, Treasurer (USA)
Pablo Colangelo, Host List Coordinator (Argentina)
Danielle Serres, Peace Secretary (France)
Penny Pattison, General Secretary (Canada)



Left to right: Ann Greenhough, Danielle Serres, Penny Pattison, Gulsen Elyak (SICOGA 2018 Finance Coordinator), Radha B. Radhakrishna, Jonny Sägänger, Pablo Colangelo.



*Top: Danielle Serres, Ann Greenhough, Jonny Sägänger
Bottom: William D'Souza, Pablo Colangelo, Penny Pattison*

William D-Souza was replaced by Radha B. Radhakrishna on January 1, 2018. William told SI Exco that he would be resigning for personal reasons. William is ensuring a smooth transition to Radha.



*Top: Danielle Serres, Penny Pattison, Jonny Sågänger
Bottom: Pablo Colangelo, L V Subramanian, Ann Greenhough*

L V Subramanian was replaced by William D'Souza on February 1st 2017. L V Subramanian told SI Exco in August 2016 that he would be resigning for personal reasons. LV continued as SI Treasurer and was active in the search for a new treasurer and to ensure a smooth handover to the new treasurer.

SI EXECUTIVE COMMITTEE (SI EXCO) - MEMBERS REPORTS

SI PRESIDENT JONNY SÅGÄNGER

Servas International (SI) President Annual Report 2017

1. Name of Committee:

SI president, 2015 – 2018, elected at SICOGA 2015: Jonny Sågänger, Sweden

2. Responsibilities:

According to the Servas International statutes the President of the organisation has the responsibility to:

- a) oversee the general operation of Servas International;
- b) preside over all meetings of Servas International or of the Executive Committee, or delegate this function to a suitable chairperson;
- c) represent Servas on other international bodies or delegate this function to other suitable persons;
- d) keep broadly informed about the work of Servas officers;
- e) represent the interests of Servas International News Editor and Servas Archivist in the Executive Committee;
- f) be responsible for the organisation of the International Conference/General Assembly;
- g) be responsible for the agenda of the Executive Committee and the agenda of the General Assembly; and
- h) perform any other functions directed by the General Assembly.

Source: SI statutes, revised at SIGA2012

For 2015 – 2018, the main tasks and responsibilities are:

1. Participate as one of 6 SI Exco members, dealing with political and legal business, financial and interpersonal matters as they arise
2. Create a strategy together with SI Exco members to prioritise and manage the decisions that were made at the SI General Assembly in October 2015 and that are documented in the Action Chart of SI GA decisions.
3. Communicate (in cooperation with the General Secretary) to and with National Groups and Member Groups, SI committees and other key persons about SI Exco's decisions and work via SI News Bulletin.
4. To be a member of ServasOnline Team.
5. External communication
6. Competitive intelligence (CI)
7. Outreach (connecting with likeminded organisations)

3. Plans: What do you plan to do until the next General Assembly in 2018?

Complete above tasks and responsibilities, and accept other tasks as agreed with SI Exco.

4. Activities: Summarise your activities during 2017.

See President's reports to SI Exco meetings, shown in the Appendices of the minutes posted at <https://servas.org/en/community/board-and-management/si-exco>

5. Outcomes: What do you think you have achieved in your role so far?

Basically, I have managed the tasks and responsibilities as described above.

In particular, I am proud of the following achievements:

1. Development: Groundwork for a formal registration of SI as a recognized international non governmental organisation, iNGO.
2. Development: As Managing Web Editor for the modernized website I have handled my own and others texts, photos and other editorial content that is now presented on

what could be called Servas "show-window to the world". An "event webpage" has been established, and presents Servas activities around the world). I have also made sure that some of the texts have been translated from English to Spanish.

3. Communication: The editing, production and distribution of SI News Bulletin, a newsletter for news from SI Exco to national secretaries and other key persons in the Servas community.
4. Development: Responsible for the following recruitments (among others): New SI treasurer Radha B. Radhakrishna (USA) after William D'Souza (India/Canada) who declared after the summer of 2017 that he was going to leave his position, SI stamp administrator Richard Cabassut (France), SICOGA finance coordinator Gulsen Elyak (Turkey). For SI News Bulletin: graphic designer Alan Stone (Greece), editors Chris Stone (Greece), Itzcóatl Jorge Rendon (Mexico).
5. Development: Convenor of the ServasOnline Team (former ServasOnline Steering Committee Management Team, SOLSYS SCMT) that has lead and being operative in the work to:
 - a) design and develop the modernized website that was launched on February 1 2017 on the internet domain servas.org
 - b) develop the ServasOnline system for content management, communication and member administration on the internet domain servas.org
6. Finance: Increased transparency and faster presentations of SI financial statements/reports. The 2016–17 financial statements were the first for many years to be completed and audited within six months of balance date. This achievement was made possible mainly thanks to a joint effort by the Servas bookkeeper, the current and past SI treasurers and by the SI Internal Audit Committee (SI IAC). In my opinion, this was also an achievement that was possible thanks to – among other factors – a decisive effort to create a working relationship between these parties and SI Exco.
7. Communication: Written and sent speeches to Servas annual general assembly meetings (AGM's) in France, USA, New Zealand, Scotland and at the regional East Africa Servas meeting. Participated in person at Servas Sweden's AGM and via Skype at Servas New Zealands AGM.
8. Outreach activities, which is to create bridges with other organisations which resulted in an invitation from the peace organisation CISV (Childrens International Summer Villages) to participate at their global conference in August 2018.
9. Communication: Continued work to promote Servas via social media like Facebook and Twitter.
10. I try to be available to answer SI officers' and individual Servas members' questions and – when I can't answer them – I try to refer them to the persons who have the relevant knowledge and competence.
11. Development: Work with competitive intelligence (CI)/business intelligence (BI) to be up to date with developments in the universe of peace- and hospitaly organisations.

6. Financial Report. Itemise any expenditures as members of the committee or as an SI officer for which you are requesting reimbursement.

See separate expense form below.

7. Feedback: Do you have any comments? Would you like to highlight any issues or make recommendations?

My work to recruit a new SI Treasurer (the third for SI since 2015), a SI Stamp Administrator, a SICOGA Finance Coordinator and a ServasOnline Transition Manager (who left after only a couple of months) took much more time than I had anticipated during 2017. During 2018 hope to be able to prioritise and have more focus on:

- * Inspiring Servas member groups to leave old membership systems and instead join ServasOnline
- * Growth of individual members and member groups
- * Develop strategies for Servas future, Servas identity and philosophical foundation.
- * Outreach activities together with other organisations.


During the mandate period I have agreed with the SI General Secretary that she's now the main contact for the SI Archivist. We have also agreed that she in her role as SI General Secretary is the project manager for Servas International Conference and General Assembly (SICOGA) 2018, while I instead take a greater responsibility for internal and external Servas communication.

8. Inactive committee members: Do you have any committee members who are no longer involved in the work of the committee or who do not respond to communication from the convenor?

- * The editor of SI News.

EXPENSES CLAIMS

Expense claims 1:



Servas International
ERF-Expenses Claim Request

Officer

Purpose General expenses Jan-June 2017 + Internet 2016 + 1 postage cost Nov 2016

Name Jonny Sägänger

E-Mail jonsag@gmail.com

BUDGET Exco

Advances

Date	Details	Receipt amount

Expenses

id	Date	Reason for expenses	Receipt amount
1	2017-03-01	Postage letter to GS Penny Pattison about Credit Suisse signatory matter	123,00
2	2017-03-29	Airport transfer bus Stockholm-Arlanda airport	102
3	2017-04-03	Airport transfer Arlanda airport-Stockholm Central 170403	280
4	2017-04-04	Postage letter to Maritza Ribeiro Credit Suisse signatory matter	125
5	2017-01-12	Return flight from Stockholm to Valencia and Valencia to Stockholm	2 933,00
6	2017-04-04	Airport transfer Stockholm Central to Reimersholme (home)	202
7	2017-06-07	Monthly broadband connection: Jan-Dec 2016 Jan-June 2017: 75% of 1350SEK	1012
8	2016-11-24	Postage letter to LVS the former SI treasurer	290

Approval | **Notes**

a) Copies of the receipts to the expenses above have been sent via email to William D'Souza on July 26 2017.
b) This Excel file has been sent as an attachment to an email which was sent to William D'Souza on July 26 2017.
c) The reimbursement of 5 067 SEK should be transferred to Swe

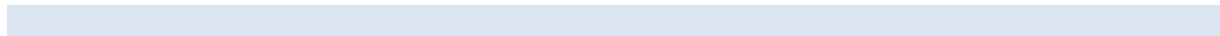
¹ please write a separate financial report for each budget
² Submit separate report for each year
³ Put numbers on the Receipt as reference
⁴ Write numbers on the Receipt as reference as numbered on report
⁵ Please use same Base Currency for all of your expense request
⁶ Internet and cartridges will be funded up to 75%

The total expenses claim amount for the period 2017-03-01 – 2017-06-07 is 4 777 Swedish Crowns (which equals 501 Swiss Francs/CHF)

Expense claims 2:

Internet connection: July-Dec 2017: 338 SEK (35 Swiss Francs/CHF (75% of 450 SEK=47 CHF)

Total expenses claim for 2017: 5 115 SEK (which equals 536 Swiss Francs/CHF)



Annual Report: January to December 2017

Ann Greenhough, SI vice president and member of SI executive committee.

Elected: October 2015. Previously elected: August 2012 to October 2015

Responsibilities:

My main area of responsibility as SI vice president is to encourage all aspects of Servas development at an international, regional and local level, as well as supporting the work of the president in a number of other tasks. I am the SI Exco link person with the Development Committee, the SI Youth Committee Team and the SI Innovation Project.

I have also taken responsibility for leading a number of SI Exco tasks. These include:

- The on-going review of SI committees and roles
- Planning for and putting in place the funding process for delegates and SI officers at SICOGA 2018.
- Making arrangements for the venue and hosting of the 2018 SI Exco face to face meeting.

Activities:

See Vice President reports to SI Exco meetings, shown in the Appendices of the minutes posted at <https://servas.org/en/community/board-and-management/si-exco>

During 2017 I have continued to be active in SI Exco discussions and decision-making at monthly Skype meetings and by email.

I also attended an SI Exco face to face meeting in March 2017. I identified priorities based on decisions made at SICOGA 2015 that focused on various aspects of development.

As in 2016 I have been involved in a number of developmental activities including:

Servas Youth and Families

My work has continued with the SI youth committee to develop youth activities including supporting funding applications for youth meetings in Italy in August 2017 and Hungary in December 2017 as well as discussions about youth participation at SICOGA 2018.

Regional Development

In early 2017 I worked with members of the development committees on plans for an African regional meeting in Rwanda and supported a funding application for the event including help for participants from neighbouring countries. After the success of the meeting there have been discussions about creating a development plan for Africa and possibilities for a future meeting in the region.

Making Connections Project

After bringing together contributions from a number of countries, I distributed a list of extended and in-depth opportunities for Servas members to national groups. This was a first step in establishing the Making Connections project. Without a members' only area it has so far not been possible to post this list on the SI website.

A next step for the project will be to use Making Connections as a hub to bring members together to create shared interest networks on a variety of topics.

Because of the need to work on other SI Exco priorities I have had less time available than I had hoped to establish Making Connections. However I remain committed to the ideas behind the project and would like to continue my involvement in the future.

Innovation project:

The Innovation Project has continued by promoting a second international Servas week in September 2017, again to coincide with the UN Day of Peace on September 21st.

Outcomes:

I have actively worked with others to progress the development activities outlined above in line with SICOGA 2015 decisions as well as contributing to the management of a range of SI Exco responsibilities.

Plans:

In the remaining time until SICOGA 2018 I aim to:

- Attend the SI Exco face to face meeting in March 2018
- Continue work on development projects already in progress.
- As a priority, identify sources of funding for young people to participate as volunteers at SICOGA 2018.
- Plan with the youth committee for a pre-conference meeting in Seoul for the SICOGA 18 youth volunteers.
- Progress the Making Connections project including encouraging shared interest networks.
- Consider options for future funding of youth activities including the feasibility of a permanent Servas youth fund as a UK based trust.

In addition I will take the lead within Exco to conclude the review and consultation on SI committees and roles in readiness for decisions at SICOGA 2018.

As part of preparations for SICOGA 2018 I will take responsibility for managing the SI funding process for delegates and SI officers to attend the conference.

Financial Report.

Expenses claimed as itemised on the claim form below:

Expenses						
Date	Reason for expenses	Receipt amount	Currency	Exch. Rate	Amount claimed	Expense Category
11.3.18	Train from Burley to Liverpool	39.80	£		39.80	
11.3.18	Blue Air flight from Liverpool to Bergamo for Exco face to face meeting	68.18	£		68.13	
20.3.18	Ryannair flight from Bergamo to Manchester	48.57	£		48.57	
20.3.18	Train from Manchester to Burley	34.6	£		34.60	
2017-18	Monthly broadband connection April'17 to February '18 : 5x£6.50 + 3x£8.25 + 4x£10.7	100.25	£		75.18	
22.6.17	Postage	3.9	£		3.90	
26.9.17	Postage	5.15	£		5.15	

Approval	Notes

Total Advance:

Total Expenses **275.33**
BALANCE **275.33**

please write a separate financial report for each budget

Signature : Ann Greenhough
Date of claim : 6/30/2018

SI TREASURER - L. V. SUBRAMANIAN REPORT FOR THE PERIOD JANUARY 1, 2017 TO JANUARY 31, 2017

I was involved with the accounts closing as of 31st March 2016 which was my last assignment prior to handing over to Mr. William D' Souza. I responded to the internal audit report and got the financial statements of 2015-16 signed and approved.

L. V. Subramanian

SI TREASURER - WILLIAM ANTONY D' SOUZA REPORT FOR THE PERIOD FEBRUARY 1, 2017 TO DECEMBER 31, 2017

APPOINTMENT:

I was appointed at SI Treasurer effective February 01, 2017 till SICGOA 2018. My Predecessor Mr. L.V.S. handed over all accounts updated along with all documents and records. He also introduced me to our external auditors, Mr. Vasudev Pai and book keeper Mr. Pramod at Bangalore, India. I sincerely thank Mr. LVS for his guidance and support to me throughout the year. Unfortunately I had to resign effective December 31, 2017 due to high pressure with my business activities which I regret highly and assure SICGOA that, I will continue my support to SI in the years to come.

ACCOUNTS:

I did complete the financial statements duly audited by the internal audit team and by our external auditor for the period ending March 31, 2017. The same were presented to the EXCO and upon approval of the same it was submitted to members. Thereafter to avoid the delay I requested our internal audit team to conduct the audit on quarterly basis and I did send the financial statements with supporting documents to the internal audit for the period ending June 30, 2017, September 30, 2017 and December 31, 2017. On handing over charge to our new SI Treasurer Mr. Radhakrishna effective January 01, 2018, I continued to be the signatory to our bank account since he was not permitted to operate the bank account as per the regulations of the bank. I did help him from time to time to update the accounts and to coordinate between him and our external auditor and book keeper.

SI Asst. Treasurer:

As per the recommendations of internal audit team, EXECO approved the appointment of Mr. Richard Cabassut from France as the Asst. Treasurer. I was in touch with Mr. Richard Cabassut and trained him how to handle the stamp

accounts. I did hand over the stamp account and the stamps with documents to him. He is good at his job and has accurately handled the stamp account till I handed over the charge to Mr. Radhakrishna

Attendance:

As SI Treasurer I have attended EXECO face to face meeting at Valencia Spain and all monthly Skype meetings. I have submitted the monthly financial reports to EXECO and have given my suggestions to improve the financial conditions of SI. I have strongly recommended implementing online stamp sales for better management and increasing revenue of stamps to SI.

Stamps:

The sale of stamps during my period was declined compared to previous year.

Bank Accounts:

The Bank accounts were maintained by me perfectly and all payments were made well in time with all payments being approved by the President or Vice President. At present Mr. Radhakrishna is handling the Bank Accounts along with Mr. Richard Cabassut.

SI Registration:

As at December 31, 2017 the registration of SI was not completed since the law firm took substantial time to get the registration since there were some tax implications.

SICGOA 2018:

EXECO unanimously selected Korea and their quotes were approved after deliberations with their proposal and that of other countries. We did transfer the advance payment for the venue as per the quotation.

Expenses Claimed:

As a Treasurer I have claimed following expenses from SI which has been paid to me through Bank transfer:

January 13, 2017: Cost of flight ticket to Bangalore 8904.00	:	Rs.
---	---	-----

March 18, 2017: Cost of flight ticket to Bangalore 4951.00	:	Rs.
---	---	-----

March 28, 2017: Cost of flight ticket to Spain 86895.00	:	Rs.
--	---	-----

Total amount of Rs. 100,750/-

Appreciation:

I sincerely thank EXECO for their support to me and LVS for his guidance. I wish Mr. Radhakrishna best as the Treasurer of SI and I will continue my support to him and to SI in the days to come.

William Antony D' Souza

Expenses Reimbursements from SI during 2017

L V Subramanian (January 2017)

A handwritten ledger page with a date field at the top left. The title '2018 Serwas Printing Expenses.' is written in the center. Below it, a list of expenses is recorded with their respective amounts in Euros (€). The items are: Stamp printing vide Invoice (1133), Auto-rickshaw charges (140), Stationery items (20), Courier Charges (190), and Short fall of an last expense (709). A horizontal line separates the individual items from the total amount, which is 2192. Below the total, the amount is written in words: '(Two thousand one hundred ninety two only)'. At the bottom right of the page, there are four small icons: a light bulb, a star, a bookmark, and a heart.

2018 Serwas Printing Expenses.	
Stamp printing vide Invoice.	1133 (encl)
Auto-rickshaw charges:	140.
Stationery items:	20.
Courier Charges:	190 (encl)
Short fall of an last expense.	709 (encl)
	<hr/>
	2192
(Two thousand one hundred ninety two only)	

YEAR 2017-18 Treasurer Case # []



Servas International
ERF-Expenses Claim Request Form

Officer

Purpose
Name
E-Mail
BUDGET

Courier charges to Bookkeepers Internet chgs.
L. Y. Subramaniam
SubramaniamL@ gmail.com
BASE

Servas position
Country
BASE

Exp Treasurer
India
Durgam

Advances

Date	Details	Receipt amount	Currency	Exch. Rate	Amount

Total advances:

Expenses

id	Date	Reason for expenses	Receipt amount	Currency	Exch. Rate	Amount claimed	Expense Category
1	10/5/17	Courier charges	138.00	Rs.			
2							
3	"	Internet Exp	3619/-				
4		Apr 1 to July Sept					
5		at 75%	2714.25				
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17			3758/-				
18							
19							
20							

Total Advances:
Total Expenses
BALANCE

Approval Notes

Signature:

Date of claim: 4/2/2016

10/5/17

1. please write a separate financial report for each budget.
2. Submit separate report for each year.
3. Put numbers on the Receipt as reference.
4. Write numbers on the Receipt as reference as numbered on report.
5. Please use same Base Currency for all of your expense request.
6. Internet and cartridges will be funded up to 75%.

William D'Souza (February – December 2017)

YEAR

Treasurer Case #



Servas International ERF-Expenses Claim Request Form

Officer

Purpose Postage
Name MR. WILLIAM ANTONY DSOUZA Servas position TREASURER
E-Mail william@dsouza.com Country INDIA
BUDGET BASE

Advances

Date	Details	Receipt amount	Currency	Exch. Rate	Amount

Total advance:

Expenses

Id	Date	Reason for expenses	Receipt amount	Currency	Exch. Rate	Amount claimed	Expense Category
1	19/10/2017	Post to China- Bill 188/ 2017		INR		96.00	postage
2	06/11/2017	Post to Pakistan- Bill 189/2017		INR		578.00	postage
3	29/11/2017	Post to Latvia- Bill 190 & 001		INR		118.00	postage
4	29/11/2017	Post to Taiwan- Bill 002		INR		118.00	postage
5	29/11/2017	Post to Italy- Bill 003		INR		160.00	postage
6	30/11/2017	Post to Australia- Bill 004		INR		158.00	postage
7	30/11/2018	Post to France- Bill 005		INR		202.00	postage
8	30/11/2017	Post to USA- Bill 006		INR		260.00	postage
9	01/12/2017	Post to Venezuela- Bill 007		INR		128.00	postage
10	01/12/2017	Post to Brazil- Bill 008		INR		128.00	postage
11	01/12/2017	Post to Israel- Bill 009		INR		116.00	postage
12	01/12/2017	Post to Mexico- Bill 010		INR		128.00	postage
13	01/12/2017	Post to South Korea- Bill 011		INR		118.00	postage
14	01/12/2017	Post to Spain- Bill 012		INR		118.00	postage
15	01/12/2017	Post to Australia- Bill 013		INR		118.00	postage
16	04/12/2017	Post to Sweden- Bill 014		INR		118.00	postage
17	04/12/2017	Post to Japan- Bill 015		INR		118.00	postage
18	04/12/2017	Post to Poland- Bill 016		INR		108.00	postage
19	07/12/2017	Post to Czech Republic- Bill 017		INR		118.00	postage
20	04/12/2017	Post to Kazakhstan- Bill 018		INR		94.00	postage
21	04/12/2017	Post to UK- Bill 019		INR		146.00	postage
22	07/12/2017	Post to Cameroon- Bill 020		INR		105.00	postage
23	04/12/2017	Post to China- Bill 021		INR		104.00	postage
24	07/12/2017	Post to Kyrgyzstan- Bill 022		INR		104.00	postage
25	07/12/2017	Post to Portugal- Bill 023		INR		104.00	postage
26	04/12/2017	Post to Georgia- Bill 024		INR		104.00	postage
27	07/12/2017	Post to Colombia- Bill 025		INR		109.00	postage
28	07/12/2017	Post to Botswana- Bill 026		INR		105.00	postage
29	07/12/2017	Post to Finland- Bill 027		INR		104.00	postage
30	07/12/2017	Post to Thailand- Bill 028		INR		104.00	postage
31	08/12/2017	Post to India- Bill 029		INR		25.00	postage
32	08/12/2017	Post to USA- Bill 030		INR		107.00	postage
33	08/12/2017	Post to Pakistan- Bill 031		INR		102.00	postage
34	11/12/2017	Post to USA- Bill 032		INR		107.00	postage
35	11/12/2017	Post to Hong Kong- Bill 033		INR		104.00	postage

ERF-200509

7/25/2018

36	13/12/2017	Post to Argentina- Bill 034	INR		128.00	postage
37	13/12/2017	Post to Jordan- Bill 035	INR		103.00	postage
38	14/12/2017	Post to Ireland- Bill 036	INR		104.00	postage
39	14/12/2017	Post to Chile- Bill 037	INR		109.00	postage
40	16/12/2017	Post to Germany- Bill 038	INR		176.00	postage

Total Advance: 0.00
Total Expenses 5,254.00
BALANCE INR 5,254.00

Approval | **Notes**

Exco approval for payment _____

Intermediary Bank name (If i _____) / BSB Code _____ CNRBINBBRFM

Beneficiary (your) Bank name CANNARA BANK IBAN _____

Beneficiary (your) Bank address Balmatta Road Branch, Mangalore, Karnataka 575 001, India

Beneficiary Account holder name Globe Travels Account No 1333 285 000009

Beneficiary Account holder address G06, Souza Arcade, Balmatta Road, Mangalore, Karnataka 575 001 India

Payable currency INR

Bill Ref No _____

dated _____ with short description so that it will come in the bank statement to facilitate the bank reconciliation.

Signature :

Date of claim : 7/25/2018

¹ please write a separate financial report for each budget

² Submit separate report for each year

³ Put numbers on the Receipt as reference

⁴ Write numbers on the Receipt as reference as numbered

⁵ Please use same Base Currency for all of your expense request

⁶ Internet and cartridges will be funded up to 75%

Reimbursement

YEAR

Treasurer Case # []



Servas International

ERF-Expenses Claim Request Form

Officer

Purpose Meeting with Auditor

Name MR. WILLIAM ANTONY DSOUZA

Servas position

TREASURER

E-Mail william@dsoouza.com

Country

INDIA

BUDGET

BASE

Advances

Date	Details	Receipt amount	Currency	Exch. Rate	Amount

Total advances:

Expenses

Id	Date	Reason for expenses	Receipt amount	Currency	Exch. Rate	Amount claimed	Expense Category
1	30/11/2017	Bill Book Printing charges		INR		531.00	copy&printing
2	04/01/2018	Printing & Stationary used for the year 2016 and 2017		INR		1,281.00	stationery
3	26/01/2018	Courier Sent to Mr Richard Cabassut , France		INR		1,109.80	postage
4	26/01/2018	Courier sent to Mr Radhakrishna, USA		INR		1,225.40	postage
3	16/05/2017	Short fall amount(Claim Amount Rs 100750- Received Amount 100050)		INR		700.00	bank fees
4	30/10/2017	Short fall amount (Claim Amount 16381.67- 15555.67		INR		826.00	bank fees
5							
6							
7							
8							
9							
10							

Total Advances:

Total Expenses 5,673.20

BALANCE 5,673.20

Approval**Notes**

Exco approval for payment

Intermediary Bank name (if any)

Beneficiary (your) Bank name

Beneficiary (your) Bank address

Beneficiary Account holder name

Beneficiary Account holder address

Payable currency

Swift /BSB Code

CNRBINBBRPM

IBAN

CANARA BANK

Balmatta Road Branch, Mangalore, Karnataka 575 001, India

Globe Travels

Account No 1333 285 000009

G06, Souza Arcade, Balmatta Road, Mangalore, Karnataka 575 001 India

INR

Bill Ref No

dated

with short descriptor

so that it will come in the bank statement to facilitate the bank reconciliation.

Signature:

Date of claim: 7/25/2018

¹ please write a separate financial report for each budget² Submit separate report for each year³ Put numbers on the Receipt as reference⁴ Write numbers on the Receipt as reference as numbered on report

Reimbursement

YEAR

Treasurer Case # []



Servas International

ERF-Expenses Claim Request Form

Officer

Purpose EXCO face to face meeting at Valencia, Spain

Name MR. WILLIAM ANTONY DSOUZA Servas position TREASURER

E-Mail william@dsouza.com Country INDIA

BUDGET BASE

Advances

Date	Details	Receipt amount	Currency	Exch. Rate	Amount

Total advance:

Expenses

Id	Date	Reason for expenses	Receipt amount	Currency	Exch. Rate	Amount claimed	Expense Category
1	13/01/2017	Flight to IXE/BLR/IXE	8,904.00	INR		8,904.00	travel
2	18/03/2017	Flight to IXE/BLR	4,951.00	INR		4,951.00	travel
3	28/03/2017	Flight to Spain	86,895.00	INR		86,895.00	travel
4							
5							
6							
7							
8							
9							
10							

Approval _____ Notes _____

Total Advances:

Total Expenses **100,750.00****BALANCE 100,750.00**

Exco approval for payment

Intermediary Bank name (if any) _____

Swift /BSB Code CNREINBBRFMBeneficiary (your) Bank name CANARA BANK

IBAN _____

Beneficiary (your) Bank address Balmatta Road Branch, Mangalore, Karnataka 575 001, IndiaBeneficiary Account holder name Globe TravelsAccount No 1333 285 000009Beneficiary Account holder address G06, Souza Arcade, Balmatta Road, Mangalore, Karnataka 575 001 IndiaPayable currency INR

Bill Ref No D16000703 , D1600845 , I1600660 dated 13/01, 18/3 & 27/01 of 2017 with short descriptor so that it will come in the bank statement to facilitate the bank reconciliation.

Signature :**Date of claim :** 7/25/2018¹ please write a separate financial report for each budget² Submit separate report for each year³ Put numbers on the Receipt as reference⁴ Write numbers on the Receipt as reference as numbered on report⁵ Please use same Base Currency for all of your expense request⁶ Internet and cartridges will be funded up to 75%

Reimbursement

Servas International Peace Secretary 2017 Annual Report

In 2017, in my capacity of Servas International Peace Secretary, I have been doing my best to fulfill my tasks, as described in SI Peace Secretary Job Description. Also as a member of EXCO, I have collaborated with my colleagues to address specific issues. As a reminder, this is the SI Peace Secretary Job description¹:

The Peace Secretary shall:

- a) Promote the peace aspect of Servas International in national groups and internationally;
- b) Coordinate the work of national Peace Secretaries;
- c) Represent the interests of the UN delegates and national Peace Secretaries in the Executive Committee; and
- d) Encourage liaison with other peace organizations, and arrange representation in such organizations when appropriate.

As a member of SI EXCO, I participated in the Spring face-to-face meeting in Spain, and in all monthly SI EXCO Skype meetings, including as the time keeper. I also participated in the regular SI EXCO process of email decisions.

I have encouraged Servas National Groups to nominate National Peace Secretaries and share peace activities with all Servas members. I updated National Peace Secretaries list, checking reliability with some countries. Through the Peace Calendar project², I have been able to collect contribution from Peace Secretaries and others. Thanks to Alan Stone's³ great help, the 2018 Servas Peace Calendar was completed and published beginning of December.

I have encouraged National Groups to inform on the work of Servas UN representatives and on UN activities generally, be on their websites, newsletters, and at meetings.

I have tracked information to be published on Servas Facebook pages, on UN peace related issues and more generally to raise awareness about the peace aspects of Servas. I have written and/or translated articles for SI News Bulletin, Servas International website, and other media.

I have registered former and new representatives in three UN venues, updated information on Dolphin and on the UN database, and set up arrangements for communicating via Skype with team members in NYC UN venue and Geneva UN venue.

On June 17, I participated in a distribution of information about Servas with Servas Switzerland and Servas France members in Geneva and Lausanne.

I arranged for Skype meeting with SI UN Reps in NYC to prepare for further participation in UN meetings and for attending US Servas AGM in July in Washington DC. I sent a message to Servas US AGM.

I was instrumental in organizing a young Servas France member internship at the UN, during 5 weeks in September, helping her finding hosting with Servas members, contacting Servas Switzerland about possible SYLE program, etc.

¹ Also detailed in the 2014 Handbook, under HANDBOOK 2014 Peace Activities.

² Servas International Peace Calendar focuses on peace activities developed by Servas members around the world.

³ From the Servas Image and Design Support Team.

On March 8, during the Human Rights Council session, I organized a side event at the UNOG, on Sustainable travel for peace, within the International Year of Sustainable Tourism, where we asked ourselves and the attendees: “*How can we contribute to the Sustainable Development Goals*”.

On September 20th, I was instrumental in organizing another side event on the theme of Migration at the UNOG, with the title: “*To what extent does migration threaten peace, and what solutions exist to respond to the crisis?* “. We submitted a written statement in English and in French with the title “*Migration: A challenge to peace?*” which was published and distributed during HRC 36th Session.

I collected contributions to the working group “*Ethical chart for Servas travelers*”.

During the year, on behalf of Servas International, several written and oral statements were submitted, where we reiterated that racism and anti-migrant sentiments are in dire opposition with our goal to facilitate dialogue between nations and promote international understanding.

All through 2017, I organized team meetings, submitted written and oral statements, co-signed such statements with other NGOs and arranged translation of such documents when appropriate.

Meeting with Emmaus International in Paris October 18

In view of strengthening links with Emmaus International (EI) NGO, I met with EI members to consider a possible partnership. I shared the minutes with SI EXCO and added Emmaüs to the list of the websites links on servas.org

Servas France AGM in June

I prepared a Power Point presentation and workshop on “*Servas International and Peace*”.

Servas Italy AGM in November

I prepared a Power point presentation on Servas and Peace. I was involved in discussions with young Servas Italy members about UN internship opportunities in Geneva.

Projects/Short and long term goals

Develop an Ethical chart for travelers, to be published on Servas website.

Give more visibility to Peace activities organized by Servas countries, including through the Peace Calendar and Servas International website. Servas countries should support more our work giving visibility to it on their websites/newsletters, blogs... We also need some communication support as SI leaflets to distribute.

Develop guidelines for deciding which peace organizations, apart from the UN, are appropriate.

Recruit more people locally to strengthen our work at the UN, including young members for internships.

Having a representation on the ground, particularly in Geneva, where most NGOs are based, would be very helpful.

Challenges

As always, achieving my goals being a volunteer is quite challenging. It is not easy working most of the time by myself, managing issues spread worldwide and requiring multiple skills. Even if I have been able to get help and collaboration on some specific tasks, my conclusion is that the SI Peace Secretary Job would require 2 persons working full time, so it is sometimes frustrating.⁴ I have drafted a proposal for a review of the SI Peace Secretary Job description.

I still hope to be able to identify future candidates for next election at SICOGA 2018.

⁴ Working Hours devoted to the position during 2017: average about 80 hours/per month.

Expenses for year 2017

YEAR 2017 First trimester

Treasurer

Case # []



Servas International

ERF-Expenses Claim Request Form

Officer			
Purpose	EXCO meeting in Spain		
Name	DANIELLE SERRES	Servas position	SI Peace Secretary
E-Mail	danielleserres@hotmail.com	Country	France
BUDGET	EXCO	BASE CURRENCY	

Advances

Date	Details	Receipt amount	Currency	Exch. Rate	Amount

Total advance:

Expenses

Date	Reason for expenses	Receipt amount	Currency	Exch. Rate	Amount claimed	Expense Category
March 25	flight to Madrid	187,33	euros		187,33	travel
March 25	train to Valencia	61,45	euros		61,45	travel
March 25	bus to airport x 2	8 x 2	euros		16,00	travel

Approval	Notes

Total Advance:
Total 264,78
Expenses
BALANCE 264,78

Signature :

Date of

claim : 12/03/2017

please write a separate financial report for each budget
Submit separate report for each year
Put numbers on the Receipt as reference
Write numbers on the Receipt as reference as numbered on report
Please use same Base Currency for all of your expense request
Internet and cartridges will be funded up to 75%

-	Reimbursement
---	----------------------

YEAR 2017 First trimester

Treasurer
Case # []

Servas International

ERF-Expenses Claim Request Form

Officer**Purpose** March 8 Panel at the UNOG**Name** DANIELLE SERRES**Servas position**SI Peace
Secretary**E-Mail** danielleserres@hotmail.com**Country**

France

BUDGET UN Peace Representation**BASE
CURRENCY****Advances**

Date	Details	Receipt amount	Currency	Exch. Rate	Amount

Total
advance:**Expenses**

Date	Reason for expenses	Receipt amount	Currency	Exch. Rate	Amount claimed	Expense Category
March 6	Flying to Geneva & back	127,17	euros		127,17	travel
March 6	Bus to airport	8	euros		8,00	travel
March 10	Bus from airport	8	euros		8,00	travel
March 8 to 10 Local buses		2,20x4	euros		8,80	travel

**Total
Advance:**

Total Expenses 151,97

BALANCE 151,97

Approval **Notes****Signature****Date of
claim :**

01/04/2017

please write a separate financial report for each budget
Submit separate report for each year
Put numbers on the Receipt as reference
Write numbers on the Receipt as reference as numbered on report
Please use same Base Currency for all of your expense request
Internet and cartridges will be funded up to 75%

Reimbursement

Expenses 2nd trimester⁵

YEAR

Treasurer Case # []



Servas International ERF-Expenses Claim Request Form

Officer

Purpose
Name **SERRES DANIELLE** Servas position SI PEACE SECRETARY
E-Mail danielleserres@hotmail.com Country France
BUDGET EXCO & UN BASE

Advances

Date	Details	Receipt amount	Currency	Exch. Rate	Amount

Total advance:

Expenses

id	Date	Reason for expenses	Receipt amount	Currency	Exch. Rate	Amount claimed	Expense Category
1	April 4, 2017	Sending cards to SI UN Vie	7,50	euros		7,50	postage
2	May 14, 2017	Flight to Geneva	133,24	euros		133,24	travel
3	June 12, 2017	Navette to airport	8	euros		8,00	travel
4	June 13, 2017	Bus Geneva	2,2	euros		2,20	travel
5	June 18, 2017	Toll fee Annecy	8,2	euros		8,20	travel
6	June 13, 2017	Bus Geneva	2,4	CHF	0,87 Euro	2,10	travel
7	June 15	Bus Geneva	2,4	CHF	0,87 euro	2,10	travel
8	June 14	Bus Geneva	3,00 x2	CHF	0,87 euro	5,24	travel
9	June 16	Bus Geneva	2,4	CHF	0,87 euro	2,10	travel
10	June 16	Parking Geneva	11	CHF	0,87 euro	9,60	travel
11	June 17	Parking Lausanne	16	CHF	0,87 euro	13,97	travel
12	June 16	Parking Geneva Agnès No	24	CHF	0,87 euro	20,95	travel
13	June 16	Toll fee Annecy Agnès No	7,6	euros		7,60	travel
14	Internet	April, May & June 2017	151,11	euros		52,88	
15							
16							
17							
18							
19							
20							

Total Advance:

Total Expenses 275,68
BALANCE 275,68

Approval Notes

Internet claimed is 70% of 50% of the actual bills

Signature :

Date of claim : 01/03/2018

- ¹ please write a separate financial report for each budget
- ² Submit separate report for each year
- ³ Put numbers on the Receipt as reference
- ⁴ Write numbers on the Receipt as reference as numbered on report
- ⁵ Please use same Base Currency for all of your expense request
- ⁶ Internet and cartridges will be funded up to 75%

Reimbursement

⁵ EXCO budget Internet = 52.88. UN budget = 222.80€

YEAR 2017Treasurer Case # **[]**

Servas International ERF-Expenses Claim Request Form

Officer**Purpose** Side-event in Geneva**Name** **Danielle SERRES****Servas position**SI Peace
Secretary**E-Mail** danielleserres@hotmail.com**Country**

France

BUDGET UN Budget**BASE
CURRENCY****Advances**

Date	Details	Receipt amount	Currency	Exch. Rate	Amount

**Total
advance:**
Expenses

id	Date	Reason for expenses	Receipt amount	Currency	Exch. Rate	Amount claimed	Expense Category
1	25/08/2017	ticket D. Serres TLSE to Geneva	136,98	euros		136,98	travel
2	13/09/2017	ticket J. Devine TLSE to Geneva	130,61	euros		130,61	travel
3	12/09/2017	parking airport TLSE	44,1	euros		44,10	travel
4	18/09/2014	local transport UNOG	2,20x3	euros		6,60	travel
5	19/09/2017	local transport UNOG	2,40x2	CHF	0,87000	4,40	travel
6	20/09/2017	local transport UNOG	4,8	CHF	0,87000	4,40	travel
7	21/09/2017	local transport UNOG	2,40x4	CHF	0,87000	8,80	travel
8	21/09/2017	local transport UNOG	3,4	CHF	0,87000	3,00	travel
9	22/09/2017	local transport UNOG	2,40x2	CHF	0,87000	4,40	travel
10	20/09/2017	Parking Geneva L. Dubout	25	CHF	0,87000	21,75	travel
11	20/09/2017	Catering side-event	22,91	euros		22,91	meals
12	18/09/2017	Side-event flyer copies	38,98	euros		38,98	copy&printing
13	19/09/2017	fuel costs	62,49	euros		62,49	travel

Approval **Notes**

**Total
Advance:**
Total **489,42**
Expenses
BALANCE **489,42**

Signature
**Date of
claim:**

06/10/2017

¹ please write a separate financial report for each budget

⁶ Side-event in Geneva, including Jeanne Devile ticket.

YEAR

Treasurer Case # []



Servas International

ERF-Expenses Claim Request Form

Officer

Purpose
Name Danielle SERRES **Servas position** SI Peace Secretary
E-Mail danielleserres@email.com **Country** France
BUDGET SI EXCO **BASE**

Advances

Date	Details	Receipt amount	Currency	Exch. Rate	Amount

Total advance:

Expenses

id	Date	Reason for expenses	Receipt amount	Currency	Exch. Rate	Amount claimed	Expense Category
1	17-10-2017	Meeting with Emmaüs	108,00	euros		108,00	travel
2	07 to 12/2017	Internet July to December	300,23	euros		105,08	Internet
3							
4							
5							
6							
7							
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10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							

Approval _____
Notes _____

Total Advance:
 Total Expenses 213,08
BALANCE 213,08

Signature :Date of claim : 01/03/2018¹ please write a separate financial report for each budget² Submit separate report for each year³ Put numbers on the Receipt as reference⁴ Write numbers on the Receipt as reference as numbered on report⁵ Please use same Base Currency for all of your expense request⁶ Internet and cartridges will be funded up to 75%

Reimbursement

⁷ Emmaüs meeting = 108€ Outreach budget

**Servas International Host List Coordinator
Annual Report
March to December 2017**

1. Name of Position: SI Host List Coordinator:

a. Pablo Colangelo, Argentina, since Oct. 2015 (servasonlinehlc@gmail.com)

2. Responsibilities:

The committee's responsibilities according to the Servas Job Descriptions and Servas Statutes are:

a) manage the standard presentation of traveller (Letter of Introduction) and host (host listing) information

b) manage the process of host list exchange, based on each country's rules;

c) monitor the publication dates of host lists and encourage regular updates;

d) work with the Vice President and Development Committee to help with the host list issues; and

e) represent the interests of the national Host List Coordinators in the Executive Committee

The term of office for the Host List Coordinator ends no later than three months after a General Assembly.

The committee was also tasked at SICOGA 2015 to:

SICOGA Decision N°19 on 15 October 2015:

Servas encourages stays of two nights, but recognizes that one night and/or longer stays can also be of considerable value, upon mutual agreement. It is agreed that a 'one night stay' field should be added to the host listing, and hosts must specify that they accept this option. One night and longer stays should be highly recommended for hosts who specify WMT.

IMPLEMENTED IN SERVASONLINE

SICOGA Decision N°16 on 15 October 2015:

· In his/her LOI it must be informed the letter was issued "in-transit", since he/she is not a current Servas member of that country;

· The National Secretary and Host List Coordinator of the traveller's country of birth or residence have to be informed before the traveller has been interviewed, and a copy of his/her LOI sent to them;

· The interviewer commits to provide all necessary info about Servas procedures for the traveller;

· It is desirable that the traveller meets an interviewer in his/her country of birth or residence once he/she is back, in order to create a bond between him/her and Servas;

· Every time this "in-transit issued LOI" is used again, during its valid period, the traveller should inform both his/her interviewer and the person-in-charge in his/her country of birth or residence.

· By the end of the validity of his/her "in-transit issued LOI", the person can renovate it ONLY in his/her country of birth or residence.

The issue of Letters of Introduction (LOIs) for foreign travellers in passing by another country has already been occurring for a while. However, specific procedures must be established officially to make sure this practice is done in accordance to Servas statutes. In this way, here are the suggested steps for issuing a LOI for a foreigner:

- Traveller must not have any previous problems with Servas in his/her country of birth or residence. If he/she had belonged to Servas in the past and quit it for some reason, this information needs to be reported to the interviewer;
- Traveller has to be interviewed by a local interviewer, but in case of impossibility due to language barrier, the local interviewer becomes responsible for making contact with an interviewer from the traveller's country of origin and set up a Skype interview;
- The traveller must fill out the letter of introduction and pay for a valid one-year stamp. If the host country has no paper stamp to issue, an e-stamp should be issued by Servas Online;

IN PROCESS THEN TO BE DONE WITH SERVASONLINE WHEN FULLY IMPLEMENTED

SICOGA Decision N°14 on 15 October 2015:

The GA approves the promotion of opportunities for in-depth and longer-stay experiences along side the more usual encounters between hosts and travelers during a two night stay. Such opportunities will be coordinated on the new SI website under one 'umbrella', a resource to be known as Making Connections. Information will be posted on the Making Connections page, creating links and bringing together interested travelers with those hosts who can offer a variety of opportunities for extended stays or more in-depth visits. Volunteering, work experience, language learning, sharing skills and knowledge and connecting with local peace organizations are examples of potential activities that could be arranged in this way. The aim is to encourage the exchange of ideas and experiences between a traveller and their host family and community with the emphasis on informal local networks known personally to the host. Guidelines for the project: 1. As well as information from individual hosts and travelers being posted the Making Connections page will also link to websites of countries where specific in-depth or longer stay opportunities are listed. 2. The idea of language learning with a purpose will be encouraged for all ages ideally through a specific activity, for example, a traveller exploring a special interest, acquiring new skills or volunteering. 3. Given the particular needs of young people, SYLE will continue to be about language learning for those under 30 although it will be possible to publicize the scheme under the Making Connections umbrella as well as it being part of youth activities. 4. Members of all ages will be able to take up the opportunities offered through the resource unless there is a specific reason to restrict to one age group. 5. Local groups of hosts will be able to connect with similar groups elsewhere with a view to exchange visits. 6. National groups will be encouraged to identify a lead person to promote opportunities in their country and to be a link to SI resources and information. 7. When going beyond a two nights stay, advanced planning for visits will be essential as it is likely to involve hosts making specific arrangements. As with SYLE, both host and traveller should make sure there is a clear understanding about expectations for the visit. 8. Those managing the resource will develop guidelines for hosts and travelers planning such extended visits. 9. Individual host entries online will in the future be able to give travelers more detailed information about a host's interests and community than has been possible in printed host lists. This could include links to websites of local organizations or projects known to the host. The proposed special interest network could be developed alongside this project with the possibility of sharing the same page on the SI website or being linked to it. **IN PROCESS**

SICOGA Decision N°10 on 15 October 2015:

It is agreed that Servas national groups around the world will use the new SI logo. **DONE**

3. Activities:

- a. Countries are being transferred to servasonline
- b. Working with ServasOnline IT Experts towards ServasOnline development and improvements
- c. Working with the Dolphin team supporting HL and key list issues

4. Outcomes:

- a. The following countries are Operative in ServasOnline:

COUNTRY	Number of profiles on SOL
Austria	236
Belarus	20
Cambodia	4
Cuba	8
Denmark	311
France	2305
Gambia	17
Guatemala	29
Iceland	3
Jordan	1
Lebanon	2
Mali	10
Malta	3
Moldova	1
Mongolia	2
Nicaragua	1
Saudi Arabia	10
Singapore	12
Spain	731
Sweden	339
Switzerland	281
Taiwan	74
Tanzania	8
Turkey	212

b. The following countries are in progress with the transition (completing extended the data) and available in ServasOnline:

COUNTRY	Number of profiles on SOL
Albania	4
Argentina	173
Australia	626
Brazil	191
Belgium	390
Britain (UK)	714
Bolivia	4
Cameroon	16
Canada	835
Chile	23
Colombia	97
Congo (Kinshasa)	8
Costa Rica	55
Czech Rep.	127
Ecuador	6
Egypt	5
Ethiopia	7
Finland	51
Georgia	17
Germany	12
Greece	12
Hungary	119
Hong Kong	5
Israel	15
India	235
Indonesia	24
Iran	12
Ireland	69
Italy	14
Japan	221
Kenya	20
Korea	155
Latvia	6
Lithuania	2
Luxemburg	20
Mexico	46

Nepal	29
Malaysia	23
Myanmar	3
Netherlands	32
New Zealand	342
Panama	16
Paraguay	25
Philippines	2
Poland	15
Portugal	25
Russia	73
Rwanda	43
Slovakia	36
South Africa	70
Thailand	17
Uganda	26
Ukraine	9
Uruguay	30
USA	6
Uzbekistan	3

Venezuela	28
Vietnam	13

5. Plans for 2018:

a. Assist the following countries to transfer their database to ServasOnline:

COUNTRY	Number of profiles on SOL
Armenia	0
Bangladesh	0
Benin	0
Botswana	1
Bulgaria	0
Burundi	1
China	0
Congo Brazz	0
Croatia	1
Cyprus	1
Dominican Rp	0
Estonia	0
Honduras	0

Kazakhstan	0
Kyrgyzstan	0
Liberia	0
Madagascar	0
Malawi	1
Mauritius	1
Moldova	0
Morocco	0
Nigeria	1
Norway	1
Pakistan	0
Palestine	0
Peru	0
Romania	0
Saudi Arabia	0
Serbia	0
Sierra Leone	0
Slovenia	0
Sri Lanka	0
Suriname	1
Togo	0
UAE Emirates	0
Zambia	0
Zimbabwe	1

6. Financial Report: Paid on March 2018. See next page.

7. Feedback:

Nothing at this time

YEAR 2017

Treasurer Case # []

Servus International
ERF-Expenses Claim Request Form

REGULAR EXPENSES

25/3/2017 to 31/12/2017

Officer

Personnel
Name: Pablo Colangelo
E-Mail: pcolangelo@gmail.com
BUDGET: EXCO

Service position: HLC
Country: Argentina
BASE CURRENCY: ARS

Advances

Name	Amount	Receipt amount	Currency	Exch. Rate	Amount
		€	EUR	3.0000	0.00

Total advance: 0.00

Expenses

id	Date	Reason for expenses	Receipt amount	Currency	Exch. Rate	Amount claimed	Expense Category	
4	13/04/2017	Internet	585,93 ARS		0.0615	27.8264	Internet	75 %
5	10/04/2017	Travel	210,00 ARS		0.0621	13.0410	Travel	100 %
6	10/04/2017	Internet	585,93 ARS		0.0592	26.8862	Internet	75 %
7	12/04/2017	Internet	644,63 ARS		0.0595	28.7966	Internet	75 %
8	11/07/2017	Internet	644,63 ARS		0.0560	27.6745	Internet	75 %
9	12/06/2017	Internet	644,32 ARS		0.0516	24.3356	Internet	75 %
10	10/04/2017	Internet	760,00 ARS		0.0487	28.4885	Internet	75 %
11	10/10/2017	Internet	760,00 ARS		0.0486	28.4310	Internet	75 %
12	09/11/2017	Internet	760,00 ARS		0.0490	28.6000	Internet	75 %
13	09/12/2017	Internet	760,00 ARS		0.0491	28.7235	Internet	75 %

Approval

Notes

Total Advance: 0.00 EUR
Total Expenses: 261.17 EUR
BALANCE: 261.17 EUR

Signature: _____
Date of claim: 18/10/2018

- 1 please write a separate financial report for each budget
2 Submit separate report for each year
3 Put numbers on the Receipt as reference
4 Write numbers on the Receipt as reference as numbered on report
5 please use same Base Currency for all of your expense request
6 Internet and cartridges will be funded up to 75%

Reimbursement

SI General Secretary Annual Report January 2017 – December 2017

1. Name of Committee:

SI General Secretary, 2015 – 2018, elected at SICOGA 2015. Penny Pattison, Canada

2. Responsibilities:

From the SI Statutes:

The General Secretary shall:

- a) handle the correspondence of Servas International;
- b) collect information from national groups;
- c) send communications to national groups and maintain their contact information;
- d) be responsible for the recording of the minutes of meetings and conferences, including the minutes of the General Assembly at the end of the term of office; and
- e) represent the interests of her/his assistants, National Secretaries and Main Contacts in the Executive Committee.

In the case of an assistant or assistants being elected by the General Assembly or appointed by the Executive Committee, the General Secretary nevertheless carries the final responsibility for the duties of General Secretary.

For 2015 – 2018, the main tasks and responsibilities are:

1. Participate as one of 6 SI Exco members, dealing with issues as they arise and financial matters
2. Communications with National Groups and Member Groups about SI processes and handling to individual communications
3. Prepare and distribute minutes for SI Exco meetings and the next General Assembly in 2018, including posting online
4. Distribute minutes for the 2015 General Assembly
5. Manage the Action Chart of 2015 GA decisions, to guide SI Exco 2015-2018 in their work
6. Manage SI Exco decision-making between meetings through an email voting process
7. Manage and communicate, working with the Distant Vote Administrator, the SI Member Group Distant Vote process
8. Design, request and compile the SI Member Group Annual Reports
9. Design, request and compile the SI Committee and Officer Annual Reports
10. Take the lead for planning for SICOGA 2018, including organizing the host country selection process, coordinating the registration process with the main volunteer, taking a lead role in calling for motions for the GA and managing the preparation of the GA agenda, active role in communications for SICOGA 2018
11. SI Exco liaison with the ICT, as a member if the ICT; reply to webmaster@servas.org queries
12. SI Exco liaison with the SI Archivist, and support her work
13. SI Exco liaison with the SI Job Descriptions and Statutes Committee, and support their work
14. Recruit and liaison with Spanish Translation Coordinator and her team

15. Work with the SI General Secretary assistant and involve her in SI Exco activities as appropriate
16. Update SI Handbook and post online
17. Manage the transition of SI administrative pages and documents from the old www.servas.org to ServasOnline

3. Plans: What do you plan to do until the next General Assembly in 2018?

Complete above tasks and responsibilities, and accept other tasks as agreed with SI Exco.

4. Activities: Summarise your activities from January 2017 to December 2017.

See General Secretary reports to SI Exco meetings, shown in the Appendices of the minutes posted at <https://servas.org/en/community/board-and-management/si-exco>

5. Outcomes: What do you think you have achieved in your role so far?

Basically, I have managed the tasks and responsibilities as described above.

In particular, I am proud of the following 2017 achievements:

1. Management, with the Distant Vote Administrator, of DV May 2017 and DV Nov 2017
2. Selection of the SICOGA 2018 host country and establishment of a timeline, roles, responsibilities and a communication framework for the conference and General Assembly
3. Compilation of 2016 Annual Reports, including coordination of reports from SI Committees and Officers and summarizing of SI Member Group reports
4. Working with the SI Archivist and Mary Jane Mikuriya, successful SI Archives planning weekend, and working session at the Hoover Institute
5. Drafted a Vision paper for the future of Servas, working with Michael Silbert and SI President
6. SI Exco meeting minutes and publishing them, active role in preparing agendas, management of SI Exco email votes, daily minutes during the 2017 face-to-face meeting
7. ICT membership, and participation in move to new server and other decisions
8. Support to Servas Canada in setting up 2018 pilot of ServasOnline e-stamps
9. Regularly updated servas.org

6. Financial Report. Itemise any expenditures as members of the committee or as an SI officer for which you are requesting reimbursement.

See separate expense forms below.

**Expenses Apr 1 2016 –
Mar 31, 2017**

id	Date	Reason for expenses	Receipt amount	Currency	Exch. Rate	Amount claimed	Expense Category
1	2016/5/27	Serverloft - AR-0914694 - Server loft11247	99	USD	1.34490	133.15	
2	2016/6/30	Serverloft - AR-0929794 - Server loft11247	99	USD	1.33270	131.94	
3	2016/7/30	Serverloft - AR-0945013 - Server loft11247	99	USD	1.34140	132.80	
4	2016/8/30	Serverloft - AR-0960147 - Server loft11247	99	USD	1.35140	133.79	
5	2016/9/30	Serverloft - AR-0974870 - Server loft11247	99	USD	1.34700	133.36	
6	2016/10/30	Serverloft - AR-0989519 - Server loft11247	99	USD	1.37212	135.84	
7	2016/11/30	Serverloft - AR-1004064 - Server loft11247	99	USD	1.37585	136.21	
8	2016/12/6	iWeb payment PA1871315	12.02	CAD	1.00000	12.02	
9	2016/12/24	GeoTrust (RapidSSL) invoice # 2310086922 3 yrs.	649	USD	1.38781	900.69	
10							
11	Apr 2016 - Jul 2016	Internet (.75*\$53CAD) * 4	159.00	CAD	1.00000	159.00	internet
12	Aug 2016 - Mar 2017	Internet (.75*\$55CAD) * 8	330.00	CAD	1.00000	330.00	internet
13	2017/1/10	2017 ftf travel equivalent	1,235.83	CAD	1.00000	1,235.83	
14	2016/2/15	postage (missed from 2015 expense claim, carried forward as per LVS email)	27.8	CAD	1.00000	27.80	
15	2017/3/9	postage (2015016 fin stmts)	26.68	CAD	1.00000	26.68	

Approval	Notes

Total Advance:
Total Expenses **3,629.11**
BALANCE **3,629.11**

Signature :
Date of claim : 2017/3/9

**GS Expenses
Apr-Sept 2017**

id	Date	Reason for expenses	Receipt amount	Currency	Exch. Rate	Amount claimed	Expense Category
1	Apr 2017 - Jul 2017	Internet (.75*\$55CAD) * 4	220.00	CAD	1.00000	165.00	internet
2	Aug 2017 - Sep 2017	Internet (.75*\$60CAD) * 2	120.00	CAD	1.00000	90.00	internet

Approval	Notes

Total
Advance:
Total
Expenses
BALANCE 255.00

Signature :
Date of
claim : 2018/12/8

ICT Expenses Apr – Sept 2017

id	Date	Reason for expenses	Receipt amount	Currency	Exch. Rate	Amount claimed	Expense Category
1	2017/8/28	Serverloft - AR-1131637; contract-2053529; Server loft11247	99	USD	1.28444	127.16	
2	2017/9/28	Serverloft - AR-1145571; contract-2053529; Server loft11247	99	USD	1.28283	127.00	

Approval	Notes

Total
Advance:
Total
Expenses
BALANCE 254.16

Signature :
Date of
claim : 2017/12/8

GS Expenses Apr-Sept 2017 #2

id	Date	Reason for expenses	Receipt amount	Currency	Exch. Rate	Amount claimed	Expense Category
1	May 6 2017	SI GS Asst Internet	372.60	CAD	1.00000	372.60	SI Exco

Approval	Notes

Total
Advance:
Total
Expenses
BALANCE 372.60

Signature :
Date of
claim : 2017/5/6

SERVAS ACTIVITIES DONE BY THE ASSISTANT GENERAL SECRETARY

Summary of 2017 Activities

- Reviewing of annual reports from 2015, 2016
- Worked on approach and summarizing of Member Group Annual Reports for the 2016 SI Annual Report, as well as analyzing what specific information might be useful to encourage Member Groups in their Servas work (for example, peace activities or youth activities)
- Experimented with reformatting the Member Group Annual Report summary
- Recommended formatting and structural improvements for the 2016 SI Annual Report
- Participating in preparations for SICOGA 2018, including discussion of theme for the conference,
- Reviewed an early draft of the Vision paper prepared by the General Secretary and others

Plan for 2018:

- Support work on the 2017 SI Annual Report
- Support the General Secretary in whatever I am asked to help with

Specifically, support the minute taking at SICOGA 2018 and other logistical needs



SI COMMITTEE AND TEAM REPORTS

SI ARCHIVIST

SI ARCHIVIST 2017 ANNUAL REPORT

By Anna Koster, Servas International Archivist

Submitted April 3, 2018 for the Servas International 2018 General Assembly

I was elected Servas International Archivist in October 2015. In 2016, I enrolled in an online course in order to learn about archive management in general, and I investigated the SI Collection, which is held on the Stanford University campus at the Hoover Institution on War, Revolution, and Peace. That created a foundation for my SI Archivist work in 2017.

For three full days, May 20-22, 2017, I (AK) met with Penny Pattison (PP), SI General Secretary, and Mary Jane Mikuriya (MJM), US Servas International Representative. May 20 and 21 we met at the home of Mary Jane Mikuriya. On May 22, we three went to Stanford University to meet with staff from the Hoover Institution (HI). Those staff members were Danielle Scott Taylor, Curator- North American Collection/Collections Manager, and Lisa Miller, Senior Archivist).

We discussed the archives, defined terms, clarified roles, and agreed on goals. These notes from the meeting are based on Penny Pattison's report of our meeting:

Definitions:

- SI Archives – physical objects in secure storage, protected and under the responsibility of the storage location, for all time, related to SI
- SI Online historical documents – items of interest to the SI community available on the internet, with no guarantee of being for all time, to be maintained by SI volunteers (ICT, Archivist, General Secretary...)
- Items can be in one, the other or both
- HI – Hoover Institution on War, Revolution and Peace, Archives (official name)

Objective of the SI HI Archives: to facilitate any researcher or interested person to access the HI Archives. Possible uses – research for a book (novel, biography), represent peace component of the HI name for general researchers, information on important Servas people (e.g. Bob Luitweiler). The SI HI Archives are not designed for day-to-day use or casual interest.

- What goes in the SI Archives: things that we would like to be sure are around in another 70 years, even 270 years
- HI Archives include both SI and US Servas material. US Servas will take responsibility for the US material.
- It is important to retain, in both the SI Archives (if possible) and the online historical documents, stories from Servas – e.g. Antonie Fried's role, experiences from East Germany, Russia, how Servas has changed lives, how it has affected peace
- It is important to retain a good relationship with HI. For example, respect the rule that duplicates are not acceptable
- Copyright is an issue for the online historical documents – need to be aware of copyright issues and encourage people to be sure of obtaining full legal permission to use interviews, videos, etc.
- Not feasible to digitize our boxes of material at HI
- Copies of select items can be made by photographs or photocopies, which can then be digitized.
- Do need a more detailed list of the contents of selected boxes, and will add it to the Inventory as a searchable pdf
- Drafted format for the more detailed list and piloted the draft format on May 22, 2017 at HI:

BOX	FOLDER	CATEGORY	DESCRIPTION	Put Online?
		SI, US, non-US, Bob L, other	if possible include what it is, date, author, subject	

- After the pilot, the work to complete the detailed list will be coordinated by MJM
- Part of the detailed list is an indication of what items might be wanted in the online historical documents (Online). Those items would be photographed (or photocopied) by volunteers under MJM
- Categories to use in reviewing HI archives: SI, US, non-US, Bob L, Other

- Additions to the HI Archives will be every 3 years, details to be determined, probably related to term of office of SI Archivist
- Items for the HI Archives will be accumulated in the cloud to be managed by the SI Archivist until they go to HI

DOCUMENTS TO ADD to SI ARCHIVES at HOOVER
2008 to 2017 – to be added in 2018 as electronic documents

Servas International

- Statutes 1998 to now
- Swiss Civil Code used to create SI statutes (anything not stated in SI statutes means Swiss Civil Code applies)
- SI financial statements
- SI Handbook (closest thing to procedures): 2000 version and 2015 version at https://www.servas.org/sites/default/files/uploads/handbook/2017/SI_Handbook_20170215.pdf
- Financial Operating Procedures, (begun about 15 years ago) 2015 version at https://www.servas.org/sites/default/files/uploads/who_we_are/FOP_VERSION_3.1_20160624.pdf
- General Assembly minutes*: see Appendix C at https://www.servas.org/sites/default/files/uploads/handbook/2017/SI_Handbook_20170215.pdf which includes “Distant Vote”
- SI Executive Committee (SI Exco) minutes
- Annual reports – SI Member Groups and SI Officers and Committees
- List of SI Member Groups at https://www.servas.org/sites/default/files/uploads/who_we_are/Member_Countries_with_voting_rights_after_GA_2015_revised.pdf
- SI Newsletters and Bulletins at <https://www.servas.org/en/newsletters-bulletins>, newsletters going back to 2008
- General Assembly Conference original prints of photos with captions
- SI International Meetings other than the General Assemblies, including
- Annual Youth Meetings: agendas, minutes, flyers
- Multi-national regional meetings: agendas, minutes, flyers
- Multi-national social events

United States Servas – to be completed by US Servas

Non-US Servas countries info (e.g. brochures)

Papers of and interviews with individuals: Bob Liutweiler, S J Tomioka, etc.

Actions:

- PP ask ICT about online historical documents infrastructure
- PP store doc versions of pdf items on servas.org and in online historical documents
- MJM arrange for volunteers to go to HI
- AK set up archive cloud location

Hoover Institute visit May 22, 2017

New documents in electronic form will be submitted on a flash drive or disk, not through the cloud for download.

If we want to add electronic files from the internet, for example, Youtube videos of Bob Luitweiler, a URL link must be provided.

Researchers will get access to electronic files in the HI reading room, not through the internet.

- The SI Archivist can get HI to change words in the first pages before the index in the Preliminary Inventory in order to correct errors, make brief additions – e.g. history, inconsistent spelling of Bob Luitweiler. Only the SI Archivist will be permitted ask HI staff to make these changes.
- We cannot reorganize the boxes — e.g. separated into SI and US Servas (boxes are arranged in large part as material was submitted)
- Adding new items – we can use different boxes for different categories but cannot dictate which boxes will receive future increments. Electronic files must be organized into folders that are labeled to explain their contents.

- SI volunteers or staff members, as well as independent researchers, can photograph or photocopy items from the boxes and take them away to put online.
- Can we add interviews, stories about Servas?
- HI will take larger items, such as a poster of 24" X 36". Larger items like banners should be documented in photographs.
- Pins and other HI ephemera can be added to the SI archives at HI.
- We can arrange to have a team of volunteers come in to go through the boxes and catalog them more completely. MJM agreed to organize and oversee that project; MJM and PP piloted the use the headings listed above.
- HI will accept laminated items – e.g. SI conference photo
- Copyright is an issue for the online historical documents. We need to be sure of obtaining full legal permission to use video and audio interviews, etc. online. Written permissions from everyone involved — including the interviewer, interviewee, AND the videographer or recorder — should go to HI with the recording in order to have a chance of getting the recording shared online.

MJM and I had a further meeting with HI staff (Liz Phillips, Associate Archivist – Processing, and Lisa Miller) on Dec. 5, 2017 to ask about: 1. removing or closing to public view personal host information in and 2. how they want to receive the electronic documents and how those should be organized.

The various meetings described above helped me clarify my goals as SI Archivist:

1. to get essential documents to HI to fill the gap over the years since the first documents were sent, from 2008 through 2017.
2. to communicate SI's desires (once they have been determined) to HI regarding removing or sealing countries' host lists for a number of years.

In Nov. and Dec. 2017, I began compiling electronic documents from the years 2008 through 2017 with the intention to add them as a new increment to the SI collection. I was able to obtain PDF documents at the URLs listed above. I anticipate getting assistance from Penny Pattison in finding the remaining documents and plan to return to this task in summer 2018. I hope to take all the SI documents on a flash drive to HI staff in fall or winter 2018 to submit the new increment.

Eventually the new increment (2008-2017) will be reflected in "The Preliminary Inventory to the Servas International records," including preliminary finding aids, that are available to the public at http://www.oac.cdlib.org/findaid/ark:/13030/kt7870361q/entire_text/.

I am asking for a volunteer to review the text at the link above and document errors that need correcting. First on such a list should be correcting the spelling of Bob Luitweiler's name. This will help me ask HI staff to make the corrections.

2017 Expenses from SI Archivist budget:

2017 May 19-23

P Pattison attended a meeting in San Francisco to develop an action plan for the SI Archives and visit the Hoover Institute to assess the status of the current archives.

Flight costs: CAD\$641.96, which were pre-approved by SI Exco

Servas International Conflict Resolution Committee
Annual Report
January to December 2017

1. Name of Committee: Conflict Resolution Committee:

Members:

- a. Clare Mateke, Zambia, since Aug. 2012 (cmateke@gmail.com) convener
- b. Martin Henner, U.S.A., since Oct. 2016 (martyhenner@gmail.com)
- c. Alvany Santiago, Brazil, since Oct. 2016 (alvanysantiago@gmail.com)

2. Responsibilities:

The committee's responsibilities according to the Servas Job Descriptions and Servas Statutes are:

- To try to resolve conflicts within Servas
- To offer advice to Servas members about conflict;
- To offer advice to SI EXCO about conflicts;
- When appropriate, engage conflicting parties in conflict resolution
- Publicize strategies for conflict resolution
- Submit annual activity and financial reports

The committee was also tasked at SICOGA 2015 to:

- Develop a draft Code of Ethics and Behaviour for Servas together with the International Peace Secretary and other interested parties:

SICOGA Decision N°10 on 15 October 2015:

"It is agreed that SI develops a 'Code of Ethics and Behaviour' that will be binding on all Servas members including officers. Conflict 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)."

3. Activities:

- a. During the year the committee only received and attended to one formal complaint
- b. The committee started discussion on the draft Code of Ethics and Behaviour for Servas
- c. The committee improved its communication between members during the year

4. Outcomes:

- a. Have improved in communication among committee members
- b. Have initiated preparation of a draft Code of Ethics and Behaviour for Servas

5. Plans for 2018:

- a. Publicise strategies for conflict resolution
- b. Finish preparing the Servas draft Code of Ethics and Behaviour

- c. Appoint a young member as an assistant (as per SIGA 2012 Decision No 8:
Each member, every committee, when possible, should appoint a young member as an assistant.")

6. Financial Report:

- a. The Committee did not request or receive any funding during the year

7. Feedback:

Nothing at this time

8. Inactive Committee Members

None

SI Development Committee 2017 Annual Report

The team:

Ewa Dzierżawska (Poland)

Christina Buynova (Russia)

Kiat Yun Tan (Malaysia)

Fidele Rutaysire (Rwanda)

The philosophy

As in previous years, we have kept to the same philosophy – firstly - help, encourage and develop and secondly - fund.

The meetings

During 2017 DC we have only had two meetings with all the members present but have had frequent consultations via e-mails or Skype.

The activities

Between the meetings we have concentrated on our regions. Together we've discussed what's been happening, sought each other's advice, looked for solutions, decided on funding. The fact that we come from different parts of the world (Christina and me are close) does help to deal with problems. However, the absence of a representative of South/Central America makes it difficult to talk about the problems of the region and take an action. Maria Fernanda sent her resignation at the beginning of the year.

South/Central America and the Caribbean

With the help of several people, mainly Helga Merkelbach of Servas Germany we managed to establish a Servas branch in Cuba. Considering the political and economic situation in Cuba and their problems with the access to the internet it is quite a success.

With the help of Jean Seymour we established Servas in Nicaragua. Central America is not an easy place to start Servas. We're glad to have an active national secretary there.

We have been in touch with Servas Bolivia and have helped with their national meeting.

We were planning a common action with Anna Manghi (Argentina) aimed at winding up Servas in South America but finally we gave up. It'd be great to have an active South or Central American in the future DC team.

South East Asia

Members of Servas SEA have been holding regional meetings since 2013. They have taken place in: Malaysia, Thailand, Vietnam, Indonesia and this year in the Philippines. The country was chosen with the hope of developing Servas Philippines. They have been inactive for many years but recently Shavi Cortez agreed to be country representative.

Kiat helped to organise the meeting. She has also been active in the area contacting people in Laos, Myanmar, Sri Lanka.

Africa


With the great help of Fidele, Servas Africa is growing although it goes slowly. Fidele says we've got to be patient. He is in constant touch with all Servas countries in Africa. In August last year Fidele organised a regional meeting in Rwanda. It was second regional meeting in Africa (the first one was held in Uganda in 2011) and this time organised by the Africans only.

Eastern Europe and Central Asia

We have a solid Servas branch in Belarus and, hopefully, they will become a member country at the nearest GA. The Ukrainian branch is growing slowly which is a success considering the country is at war. We haven't been successful trying to revive Servas in Lithuania and Estonia. Servas Kyrgyzstan has been active since the regional meeting there in 2014. Servas Kazakhstan has been a place of never ending fight between Zhandos, NS since the start of Servas there, and Karlygash Ishanova, the most active member in Kazakhstan. We have been in constant touch with Karlygash, she is now a coordinator for Almaty. She is hoping to organise a national meeting soon.

Funds

All funds have been allocated by common consent. We have supported the SEA Asia meeting in the Philippines, the regional meeting in Africa, the youth meeting in Budapest. Apart from this we have allocated start up money to Servas Cuba. All the necessary documents have been sent to SI treasurer. To sum up the three years of DC's activity I must say that they have been very good years and the team has cooperated extremely well.



Servas International – Distant Vote Administrator Annual Activity and Financial Report for 2017

Report Submitted by:

Chris Patterson, SI Distant Vote Administrator, New Zealand
Re-elected at GA in October 2015. First elected at GA in 2009.

Responsibilities:

To be responsible for the organization of the Distant Voting process while working with SI General Secretary and EXCO.

Planned Activities:

To conduct one or two Distant Votes per year, if required:

No Distant Vote has been scheduled in 2018 before the GA in October. The SI Statutes require voting to close more than six months before the GA, preventing a DV May2018.

To be available to conduct election of SI Officers by Distant Vote, as required.

I am prepared to be nominated again as SI Distant Vote Administrator for election at the 2018 General Assembly. I will also be looking to identify potential successors and if reelected I would look to engage them in building their understanding of the Distant Vote Statute, Regulations and the process followed over the last few years.

Activities and Outcomes:

Two Distant Votes were scheduled for 2017, DVMay2017 and DVNov2017.

DVNov2017 had one motion, that achieved the “double majority” needed for it to be passed:

"as if it has been passed by a meeting of the General Assembly".

My report on DVMay2017 and the voting results was sent to EXCO on 9th July 2017.

DVMay2017 had two motions, both achieved the “double majority” needed for them to be passed as if they were passed at a General Assembly meeting.

My report on DVNov2017 and the voting results was sent to EXCO on 18th January 2018.

No elections of SI Officers by Distant Vote were required.

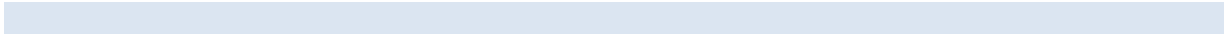
Financial Report / Expenditures:

Distant Votes are conducted by email using one of the email accounts available as part of our internet subscription. Limited amounts of printing are done during the conduct of the voting process. No refund of these expenses has been claimed from Servas International.

Comments / Issues / Recommendations:

Reflecting on DVs May2017 and Nov2017 and comments from my earlier reports, I note:

1. With motions notified close to the deadline there is limited opportunity to comment on the wording of the motions, before they are voted on. Also the supporting information provided with the motions to explain their intent and the reasoning behind them is limited.
2. To address this concern I believe EXCO, Committees, National Secretaries and others who may want to put motions on a Distant Vote need to start work on the motion several months before the deadline for submitting motions. This need is probably also relevant to the submitting of motions for the GA agenda.
3. While there were a few postings on the Google DV Group for DV May2017, there were far more postings for DV Nov2017 leading to an active discussion of one of the motions.
4. For DV Nov2017 an invitation to join the discussion group was sent to all those who responded to Mailout #1, that requested confirmation of the voter's email address. This appears to have contributed to increased use of the discussion group.
5. I have the impression that the use of mobile phones and tablets to read and respond to Distant Vote emails is a potential issue. The DV is a formal process and mailouts need to be clear and comprehensive – and thus may not be suited to easy consideration on mobile devices. One hopes that posting DV information and mailouts on the SI website, as has been the practice for recent DVs, will go some way to addressing this issue.
6. The process for finalising the list of eligible voters worked well. Thanks to all involved and to EXCO for their timely confirmation of the voter countries.
7. As noted in my Distant Vote reports: **the DV process as currently operated is highly dependent on up to date email addresses in the Dolphin Key List. With ServasOnline ramping up for Hosts and thus Travellers, I am concerned that the facilities provided by the Dolphin Key List continue to be available. In particular the ability to access and download emailing lists for key officeholders in Servas Member Groups.**



SI Committee Annual Report Dolphin Team 2017, sent April 2018

Name: Dolphin Team dolphin.team@servas.org

Members

Rita Dessauvage, Belgium, involved in Dolphin since the start in 2006
Pablo Colangelo, Argentina

Task

- Main task of Dolphin team is updating the **key list**, data of National Servas Groups, Committees, Teams and Groups
- We give support to key persons needing assistance, explaining how to use the Dolphin System.
- Dolphin Team is looking for a solution when key people encounter a problem using the system (user/password/download/upload host list etc)
- National Servas Groups are supposed to manage themselves the data of their board but only few of them are doing it. They send the data of the new board members to Dolphin and our team is updating the key list accordingly, adding new members, removing ex-members

Activity after GA of 2015

- In 2017 the Dolphin team updated constantly the key list, entering, completing, correcting the data of **key persons**
- We update asap the key list when we are informed that some data are no longer correct and/or when email addresses are invalid
- When National Groups have new board members we make the changes in Dolphin (on request) although National Secretary/President can manage the key people of their group themselves
- We update the country details in the key list if needed.
- We send extracts of the key list to key people requesting them e.g. a list of all national secretaries (Excel file with names and email addresses) etc
- We verify if the websites that are listed are still functioning
- We worked with the organizing team of SICOGA2018 verifying all aliases registered in the Dolphin system
- We cooperate with ICT if problems occurring in Dolphin can't be solved by the Dolphin team
- We uploaded host lists of some National Servas Groups that didn't yet join ServasOnline

Plans until the next General Assembly in 2018

- We will continue responding the various requests related to Host and Key Dolphin.
- We will go on updating the key list as soon as we receive the needed information
- We will continue looking for correct email addresses of key persons if messages are not delivered (by contacting other board members, using Facebook etc)

Feedback/Comment

In the future the HLSA of Dolphin will become less important although there are still a lot of National Servas Groups that only have a Pdf list in Dolphin.

We recommend these national Groups to join ServasOnline.

There are complaints because there is no longer an updated host list in Dolphin and Profiles of the members in ServasOnline are not completed. This is not effective for travelers.

In my opinion the Host List Storage Area with updated host lists has to be maintained until all national groups joined ServasOnline, eventually with the 'member list' of ServasOnline.

Report submitted April 2018

Rita Dessauvage

Dolphin Team

Convenor Dolphin Team



SI HELP DESK

SI Committee or SI Officer Annual Report:

1. Name of Committee: Servas International Helpdesk (one person job)

- a. Committee convenor and other member names, with country, dates in office, or
- b. SI officer role: name of officer, with country, dates in office.

2. Responsibilities: What do you see as the key tasks and responsibilities for your committee or officer role?

Answering e-mails sent to helpdesk@servas.org or to countries that do not have their own e-mail address and are then forwarded to the Helpdesk

3. Plans: What do you plan to do until the next General Assembly in 2018? To continue performing this task.

4. Activities: Summarise your activities from October 2015 to December 2016. The number of e-mails sent to the Helpdesk have been steadily decreasing and are down to less than one per month on average.

5. Outcomes: What do you think you have achieved in your role so far? I don't see any necessity beyond answering the mentioned e-mails.

6. Financial Report. Itemise any expenditures as members of the committee or as an SI officer for which you are requesting reimbursement. No expenses.

7. Feedback: Do you have any comments? Would you like to highlight any issues or make recommendations? It seems the committee is practically unnecessary but I agree in continuing performing this minimal task.

8. Inactive committee members: Do you have any committee members who are no longer involved in the work of the committee or who do not respond to communication from the convenor? No

Lisete MURIK

Servas International Helpdesk

IMAGE & DESIGN SUPPORT TEAM

ANNUAL REPORT – 2017

CURRENT TEAM MEMBERS:

Alan Stone, Servas Greece • Stefan Fagerström, Servas Sweden

The SIIDST was created in October of 2014 by the above members.

- Future Plans:** To continue to provide design support, services and advice to the Servas organization and member countries as requested. To assist Servas Exco with promotional ideas and options for continued awareness and growth.
- Activities - 2017:**
- 53 Servas logos were made for 13 member countries as follows: Benin (3), China (2), Britain (1), Brasil (1), Bangladesh (3), Croatia (4), Iran (4), Korea (1), Moldova (3), Albania (3), Myanmar (24), Russia (3), Turkey (3).
 - Special Servas logos: Servas United Nations (3), Servas 70-Year Banner (2).
 - Facebook Group Cover Images with 70-year banner (2).
 - Servas Exco News Bulletins: (2).
 - Exco Powerpoint Presentation modifications and recommendations.
 - Design prototype created for Servas Sweden Brochure (actually done and submitted on December 24, 2016), project was apparently withdrawn by applicant with no follow-up communication.
- Financial Report:** Expenses incurred for 2017: 1/3 cost of Adobe Creative Cloud Annual Subscription for access to suite of design & production applications and fonts: \$200.00 U.S.
- Feedback:** The Servas Image & Design Support Team would appreciate the additions of any Servas member who have the ability, experience, capability and time to participate our group. Applicants should send their resumé/C.V. to “designhelp@servas.org” with their request to be part of time.
- Inactive Members:** None

Report Submitted by:
Alan Stone, Servas Greece
23 April 2018

The ICT manages the Servas computer servers (also known as System Administration), including infrastructure monitoring and upgrades, and security management. The ICT also advises SI on technical matters.

The Servas computer servers host the servas.org website and the ServasOnline System, as well as the Dolphin systems, *.servas.org forwarding, the historic SI website siexco and several National Group websites.

In mid 2017, the ICT initiated a plan, with SI Exco approval, to move to a single site in Europe.

Rationale:

This is a plan to transition SI online resources with the following benefits:

- Simpler billing: by dealing with a single company located in EU, rather than two separate companies located in different countries.
- Improved privacy-transparency. Currently, ServasOnline runs on a server located in FR, but provided by an American company. Servas mail and backup uses a server located in Canada. In both cases, we should be covered by Servas-appropriate privacy laws, but the new setup will be clearer.
- Updated hardware: we can transition to updated hardware - at actually lower prices. This will improve the "feel" of ServasOnline.

The current resources consist of a primary server that runs the ServasOnline website, and a secondary server which handles email and provides some other/older websites. We wouldn't change this division, since having two servers provides several advantages. (The secondary can act as backup for the primary, and their hardware can be adapted to their function - for instance, ServasOnline will benefit from faster CPU+storage (SSD), but the secondary can be somewhat slower/cheaper, with high-capacity conventional disks.)

Current details:

Primary server is from Serverloft:

located at "Datadock", in Strasbourg, FR. It's a "Perfect Server L" Xeon(R) CPU E5-2620 v3 @ 2.40GHz with 32G ram and 2x1TB raid1. \$US 99/month.

Secondary is a Xen based VM provided by iWeb Montreal, Canada. ~3GB ram, Core(TM) i3 CPU 540 @ 3.07GHz, 2x1TB raid1 cost is \$Cdn 148.10/month

New Provider:

Single provider, Hetzner, in German. They offer comparable servers, but more appropriately configured.

Primary server: PX61-NVMe: <https://www.hetzner.com/dedicated-rootserver/px61-nvme> Significantly faster than the current primary. 3.6GHz, quad-core, 64G memory and low-latency storage. Eur 59/month + 119 setup

Secondary server: <https://www.hetzner.com/dedicated-rootserver/px61> same server, different storage configuration: 3x4TB disks, rather than 2x500G SSD. Cost goes from about 84+99=183 to 2*59=118 eur/month

Michael Silbert, Mark Hahn, Penny Pattison

1. Name of Committee: This is not a Committee yet, we are the Innovation Group. This is our description:

Email contact: innovation@servas.org

The Innovation Group: initiated by Aneris Cao (Servas Chile), María Fernanda Vomero (Servas Brazil), Susana Martínez Duro (Servas Spain), Christina Buynova (Servas Russia) and Michael Wechsler (Servas Norway).

Promoters of the project: organisers of a workshop during SICOGA 2015 in New Zealand 2015, together with others who attended and facilitated the discussions.

This group is intended to put into action the ideas debated during the workshop.

2. Responsibilities: What do you see as the key tasks and responsibilities for your committee or officer role?

"Promoters of the project: organisers of a workshop during SICOGA 2015 in New Zealand 2015, together with others who attended and facilitated the discussions.

This group is intended to put into action the ideas debated during the workshop."

3. Plans: What do you plan to do until the next General Assembly in 2018?

We plan to repeat this project this September, with more time for countries to prepare the activities, we also want to generate some workshops in SICOGA, so we can get out with more practical ideas to put into action after SICOGA.

4. Activities: Summarise your activities from January 1 to December 2017.

Please see Report attached to this mail, we hope to make a resume as we did last year so it can be published. This is a report with all the reports received in the format and language we received them.

5. Outcomes: What do you think you have achieved in your role so far?

We could wake up some interest from Servas Countries to make activities related to servas values. And we could establish an international activity to be done by every country in Servas at the same time. We think this is very good to visibilize Servas and to strength our ties and our values.

6. Financial Report. Itemise any expenditures as members of the committee or as an SI officer for which you are requesting reimbursement.

Nothing


7. Feedback: Do you have any comments? Would you like to highlight any issues or make recommendations?

I think we would like to continue with this type of activities. We hope that at SICOGA we can reinforce the group to think about new activities to innovate in Servas

8. Inactive committee members: Do you have any committee members who are no longer involved in the work of the committee or who do not respond to communication from the convenor?

Yes, we've lost María Fernanda Vomero and Christina Buynova, it's a pity because they are very valuable servas members. We hope they will come back to Servas activities in the future. About Michael, after his health problems, we tried not to bother him. So for last year the original group active members are Susana and me.

We have new interested in the group that we are welcoming, Francis Meuley (France) and Bogi Kovacs (Hungary).



Servas International - Internal Audit Committee Plan Version

3

Annual Report to EXCO

Committee

Convener: Graham Robertson (Servas Australia) elected SICOGA 2015

Members: Emanuel Kakinda (Servas Uganda) Re-elected SICOGA 2015
Ashley Burrowes (Servas New Zealand) elected SICOGA 2015

A. Internal Audit Function:

Internal Audit is considered an established and integral part of the accountability of SERVAS International, as specified by the Servas International Statutes Rules II (2) and IV 3(c) and Financial Operating Procedures (FOP) Rules 2 and 3. Its function is to assist EXCO in fulfilling their management responsibilities by conducting an independent risk-based program of internal audits to provide assurance that governance, risk and control processes are operating effectively and efficiently, and to offer advice for improvement. Internal Audit also plays a role in satisfying member countries in the discharge of their oversight duties.

Limiting the term of the Convener of Internal Audit is recommended as a way to ensure independence and objectivity of the function and avoid conflicts of interest.

The practice of preparing an annual report on internal audit activities and results thereof is recommended as good practice.⁸

B. Plan to the 2018 General Assembly

Having due regard to our above identified function the internal audit team plans to:-

- a. Make haste on the completion of the internal audit for the year ending 31st March 2018, so it will be available to Servas Member countries at SICOGA2018. Ideally the internal audit should occur throughout the year under review NOT post the event. This was done in the 2017/18 year. This includes the Treasurer publishing a year end close off timetable after consulting with the Internal audit Committee.

After intense working with the treasurers and EXCO on the recent financial fiasco we did implement concurrent internal auditing procedures throughout the year ending 31st March 2018.

- b. This means the completed approved audited financial statements including the IAC report and the External Auditors report should have to be completed by July 14. This is very difficult to achieve as the SICOGA Agenda would have to be distributed to member groups at least 3 months before the General Assembly. (Refer Servas International Statute 2012 Clause IV, General Assembly, Section 4) The statute was written in 2012 when the Servas International financial year ended December 31. We note that Motion GA 2018 EXCO 010 "to approve the 2017-18 audited accounts and the auditors' reports" is already on the agenda.

⁸ Source: United Nations State of Internal Audit Function 2016.

C. Activities and Outcomes from Oct 2015 to March 2018:

1. EXCO members should reread the internal audit reports previously distributed for the year ended 31st December 2014, the 15 month period ending 31st March 2016 and the internal audit report for the year ended March 31, 2017. The Internal Audit Report for the year ended March 31, 2018 is currently being prepared and will be available shortly.
2. Assisting the Treasurer to revise the Servas International Budgets approved at the SICOGA for the years 2016 to 2018 to reduce the annual income from stamps (after returns) from CHF80,000 to CHF60,000 per year and reduce the expenses.
3. Recommending to the treasurer a revised format draft budget for the years 2019/20 to 2021 /2022 to include the actual comparable financial amounts for the financial year 2017/18
4. Recommending to the treasurer a revised format draft budget for SICOGA2018 to include budgeted income based on approximately 167 participants, venue costs, and subsidized travel costs for approximately 70 participants as well as comparative actual amounts from SICOGA 2015.
5. Recommending to the treasurer to update the 2017/18 financial statements with proper accounting terms and revised layouts in accordance with latest International Accounting Standards.
6. Assisting the Treasurer and President with documents to submit promptly to Credit Suisse for the change-over to the officers elected at SICOGA. The president now has access to an online system to change banking rights, which minimizes changeover delays.
7. Assisting the Treasurer and General Secretary to update the Financial Operating Procedures (FOPs) in 2016
8. Assisting the Treasurer through the Internal Audit – Audit Confirmation process to collect over 95% in value of the overdue Stamp and SOL Receivables.
9. Assisting EXCO review the agreement with various agreements.
10. Assisting Exco in the recruitment of new treasurers and assistant treasurers.
11. Assisting the president with advice on Servas International registration and incorporation.
12. Management Representation Letter - The IAC are very concerned that at a recent EXCO meeting, EXCO have resolved (after a proposal by the president was rejected) not to sign the annual Management Representation Letter, for the 2017/18 Financial Year, confirming they have met their legal obligations, have sufficient financial internal controls in place to minimize fraud and have prepared the Financial

Statements in accordance with the International Accounting Standards. A similar document has been signed for the last two financial years. Is there some matter that has not been disclosed to the IAC?

D. Feedback:

- 1) The use of personal bank accounts by a previous treasurer for Servas income and expenditure is absolutely NOT acceptable. This practice has now ceased. The Internal Audit Committee has strongly recommended that the treasurer, be given a Servas International Credit card to avoid using personal bank accounts and minimize the amount of cash the treasurer is expected to carry.
- 2) All expense claims are now paid by Servas International by funds transfer directly into the claimant's bank account.
- 3) Unfortunately the expense claims submitted by EXCO members are still not being approved by the President prior to be processed and paid.
- 4) The treasurer of SI is responsible for timely reimbursements to officers.
- 5) The treasurer of Servas International is the responsible officer for the yearly issuing and billing of SI Stamps to member countries, accounting for the returns of unused stamps and payments received in terms of Servas International Statutes Rule II (2) and Rule IV (3). Any stamp account over 6 months after the due date of March 1 should be reported as delinquent to EXCO each month, together with details of any follow up he has done to collect the overdue amount. Where the Treasurer is having difficulty with these collections he should seek EXCO's help.
- 6) In this regard we are pleased that EXCO has appointed an **ASSISTANT TREASURER** to assist with the stamp collection work.
- 7) With the start of the ServasOnline pilot host system in January 2018 and the forthcoming abolition of paper stamps, the IAC is concerned that the financial system for collecting stamp fees depends on the Servas National Organizations reporting to the Servas International treasurer the number issued to their organisation for the previous year at the start of each year. We have recommended in our 2018 Internal Audit Report that the ServasOnline system provide the treasurer /assistant treasurer with a report in electronic stamp number order showing all the electronic stamps issued for the selected period. This report should also include the name of the traveller, their Servas membership organisation and preferably be in an excel format.
This will mean there will be a proper financial audit trail to ensure all the stamp dues are collected and not relying 80 national organisations to report to him.
- 8) The Internal Audit Committee has noted that EXCO has received advice from a Swiss legal person clarifying the issues for registering and incorporating in Switzerland. The concerns with income tax penalties and banking issues suggest EXCO should look elsewhere. The IAC has recommended they investigate USA for the Servas

International domicile. In the meantime its officers are exposed to personal liability on Servas International debts.

- 9) Alongside this is the lack of public liability and directors and officers insurance for possible personal injury and sexual harassment claims.
The cost even to defend a malicious claim could be many thousands of Swiss Francs.

10) Year End Review Write Off Procedures FOP 2.23 e iii Authorisations

This procedure need to be revised to include levels of write off authority. We recommend:

- Up to CHF500 the treasurer can approve and notify EXCO
- From CHF501 to CHF5000 EXCO can approve.
- Over CHF5000 EXCO recommends to GA or Distant Vote for Approval

11) Payment Authorisation Levels FOP 2.1

This procedure should also be revised to include levels of payment authority. We recommend:

- Payments up to CHF2000 by treasurer and on authorized bank signatory
- Payments from CHF2001 to CHF10,000 by EXCO
- Payments over CHF10,000 recommended by EXCO for approval by Distant Vote or GA

12) Agreement Authorisation Levels FOP2.1

This procedure should also be revised to include levels of agreement authority. We recommend:

- agreements up to CHF5000 by treasurer and an authorized bank signatory
- Agreements from CHF5001 to CHF20,000 by EXCO
- Payments over CHF20,000 recommended by EXCO for approval by Distant Vote or GA

13) Quarterly Financial Reporting to EXCO FOP2.15 e FOP 2.23

The treasurer shall submit a brief financial report to the next EXCO meeting after the end of each quarter. We recommend:

- Showing the bank account balances at the end of the quarter.
- Showing the payments made over CHF1000 in the previous quarter.
- Showing the payments to all EXCO members in the previous quarter.
- Showing any payables including estimates over CHF5000 due in the next quarter
- Showing a list of stamp receivables over CHF1000 and six months overdue for Distant Voting purposes

E. Financial:

a. The Internal Audit Committee budget is CHF1, 500 per year.

b. The Internal Audit Committee would like to have an Internal Audit face to face meeting in about half way through the next 3 year term. This will entail spending most of the 3 year budget of CHF4500.

c. We propose this meeting will occur mid 2020 in Melbourne, Australia

d. The IAC has spent CHF151 out of CHF4500 in the current 3 year term. This expense related to unsuccessfully applying for a visa for a face to face meeting planned for 2017. Consequently that meeting did not eventuate.

F. Proposed Budget 2019/20 to 2021/22

- a. The Internal Audit Committee would like to have an Internal Audit face to face meeting in about half way through the next 3 year term. This will entail spending most of the 3 year budget of CHF4500.
- b. We propose this meeting will occur mid 2020 in Melbourne, Australia. ASAP.
- c. The IAC would propose a second Face to Face meeting be held at SICOGA2021
- d. The IAC would also like to include a maximum of CHF50 per month for internet and telephone expenses for 2 IAC people.

Proposed Budget 2018/19 to 2021/22

	<u>2019/20</u>	<u>2020/21</u>	<u>2021 /22</u>	<u>Total</u>
1. Face to Face IAC 07/20				
Travel –Airfares		3000		
Venue / Meals		1000		
2 Internet / Phone (50 per month)	<u>600</u>	<u>600</u>	<u>600</u>	
Totals	<u>600</u>	<u>4600</u>	<u>600</u>	<u>5800</u>

Graham Robertson - Convener Internal Audit Committee August 9, 2018

25.Apr.2018

Job Description and Statutes Committee - Annual Activities Report - 2017

Dear friends

Here is the Job Description and Statutes Committee report for the year 2017.

Content:

1. Committee members.
2. Performed activities.
3. Expectations from SI Exco during the SICOGA 2018.

1. Committee members

Jack R. Huang - jack.r.huang@msn.com

Amir Levy - gm12345@gmail.com

Chris Jones - chrisinvic44@gmail.com - Has resigned last year.

2. Performed activities

Due to a few different reasons the two left committee members did not perform any practical activity along the year of 2017.

3. Expectations from SI Exco during the SICOGA 2018

- Evaluating the option or merging the JD and Nominations.
- Evaluating if JD and Statutes need to be in same committee.
- Defining what is the Scope of Work about statutes, mainly as the committee has no mandate to submit any motions or suggest any changes by itself.

We shall be glad to clarify and explain more in case of being asked.

In peace and friendship
Jack and Amir

SI Committee Annual Report Membership Team 2017, sent April 2018

Name: Membership team membership@servas.org

Members

Rita Dessauvage, Belgium, Convenor, since 2009 2006- 2009 member of the team)

Harald Seiffert, Germany, member, since 2009

Alexey Tereshchenko, Latvia, member since 2016

Task

- Membership Team is in charge of verifying if National Member Groups (with voting rights) meet the requirements **for keeping their Member status** (see extract of SI Statutes at the end)
- Membership Team is looking if National Servas Groups meet the requirements **to become a Member of SI**
- Membership Team is looking if National Servas Groups meet the requirements **to be reinstated a Member of SI**
- Membership Team is looking if National Servas Groups not meeting the requirements during some consecutive years will **lose their Member status**
- Membership Team makes **recommendations for the General Assembly**. By a majority vote of the GA a National Servas Group can be accepted as Member of SI or can lose the Member status.

Activity after the GA 2015, activity in 2017 and some history

After the General Assembly of October 2015 in New Zealand we have informed

- the National Groups that lost the membership status by a majority vote of the GA because they didn't fulfill the requirements (Bolivia, Kenya, Sri Lanka, Uzbekistan)
- the National Groups that were accepted by a majority vote of the GA to be reinstated as Member country of SI (Bangladesh, Bulgaria)
- the National Groups that were accepted by a majority vote of the GA to be granted for the first time the Member status of SI (Rwanda, Vietnam)
- Result: After the GA of 2015 there are 77 Member Groups in SI
- New Member Groups are informed about their duties as Member (annual report, update of the host list etc)

Plans until the next General Assembly in 2018

- We'll look if more National Servas Groups could be granted Member of SI. A lot of mailing and investigation is preceding our recommendation to the General Assembly.

Two National Servas Groups of the four that lost the member status in 2015 are very keen on regaining the status at the next General Assembly: Kenya and Bolivia. We followed up the different steps to reorganize Servas in these countries, we emphasized that contact with the actual national secretary has to be maintained before electing a new board, in order to avoid conflicts due to the reorganisation.

For Kenya: Servas members of Kenya participated at the African meeting organised by Fidele Rutayisire in Rwanda in 2016. This meeting has been of great help for the reorganisation and later for having elections of a new board.

For Bolivia: some Servas members had the strong desire to get back the member status in 2018 and organized a meeting with the national secretary. The meeting has been very positive and have led to the election of a new national secretary in one of meetings held in Cochabamba.

For Sri Lanka: it has not been possible to establish contact with the actual board of this country. With the Development Committee we'll see what can be done in the future

For Uzbekistan: good contact with the national secretary who can't find more members to reach the minimum number of 10 required for getting the member status

- Exco informed us not having received requests for getting the Member status. We are looking if some National Servas Groups are eligible to become Member or could loose their Member status (updated host list/annual report/3 key persons/min 10 members-households)

Feedback/Comment

- Each committee or team has specific tasks. However cooperation with some committees/teams is very important.

Cooperation between Membership team, Development Committee and Dolphin team is very good. These 3 teams are taking advantage out of the exchange of information about some National Servas Groups.

- Some National Servas Groups need more support from outside the country, some feel a bit isolated in the Servas world.
- Host lists: until the GA of 2018 two systems for host lists (ServasOnline and HLSA of Dolphin) are used. It's not always clear if an updated host list is available.
- In the extract of the SI Statutes for Membership Distant Vote is not mentioned. Taking part in the Distant Vote could be added among the requirements for keeping Member status.

Extract from current SI Statutes 2012

Membership:

1. Any National Servas group containing ten or more personally confirmed hosts (including day hosts) and three contact persons may become, or be reinstated as, a member group of SI by a majority vote of the General Assembly.
A group may be proposed for membership by
 - a. direct application by the group; or

- b. recommendation from a Servas International Area Coordinator; or
 - c. invitation from the General Assembly.
- 2. The obligations of a member group to Servas International consist of, and are limited to, paying fees, doing annual host list updates, submitting annual reports, and of following the regulations and procedures as decided by the General Assembly
- 3. Except under special circumstances a member group will lose its membership of SI by majority vote of the General Assembly if
 - a. it has been without a functioning national secretary for two consecutive years; or
 - b. it has fewer hosts than in subsection 1) above for two consecutive years; or
 - c. it does not fulfil its obligations for two consecutive years.

Report submitted April 2018

Rita Dessauvage

Convenor Membership Committee

SI Committee or SI Officer Annual Report 2017:

1. Name of Committee: Nominations Committee

a. Committee convenor and other member names, with country, dates in office.

Susanne Thestrup, Denmark, from Oct 2015 (convenor)

Norma Nicholson, Australia, from Oct 2015

Dianne Peterson, Singapore, from Oct 2015

2. Responsibilities: What do you see as the key tasks and responsibilities for your committee or officer role?

- Practical preparation for elections at the next GA (nominations form, election procedure)
- Recruiting people for the list of candidates/nominees before next GA
- Running the elections at the GA (presenting candidates, counting votes, announcing results, etc.)
- Registering volunteers

3. Plans: What do you plan to do until the next General Assembly?

- Encourage national groups to recruit among their members (notice in Newsletter, on Facebook, on servas.org, direct email to Key People)
- Finalise new version of the nomination form template
- Prepare and post incoming nomination forms online before the GA
- Prepare and post voting procedure in due time before the GA
- Prepare and post clear overview of committees which are elected and which are appointed
- Incorporate former Job Description committee tasks as much as possible
- Prepare material to be used in the elections (ballots template, poster-sized overview of committees and roles, template “for the wall” with nomination forms)

All of this taking the Exco motions related to committee structure and elected posts into consideration.

4. Activities: Summarise your activities from January 1 to December 2017.

- Drafted the new version of the nomination form template (soon to be final)
- Prepared templates for material to be used in the elections (ballots template, poster-sized overview of committees and roles, template “for the wall” with nomination forms). However, these will have to be reorganized to suit the possible outcomes of the motions of Exco at the GA in 2018.

5. Outcomes: What do you think you have achieved in your role so far?

- In 2017 we only achieved a bit of preparation for the SIGA 2018.

6. Financial Report. Itemise any expenditures as members of the committee or as an SI officer for which you are requesting reimbursement.

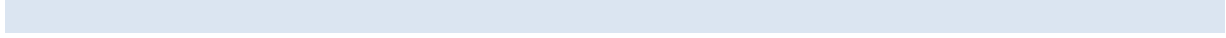
- None.

7. Feedback: Do you have any comments? Would you like to highlight any issues or make recommendations?

- None

8. Inactive committee members: Do you have any committee members who are no longer involved in the work of the committee or who do not respond to communication from the convener?

- We were fine in 2017. Sadly we lost Dianne very suddenly in March 2018, but we are happy to welcome Jean Seymour as her replacement.



VIII Duties and Responsibilities of Officers.

All Servas International Officers must, as a minimum, submit an annual activity and financial report to the President of Servas International or the General Secretary to be forwarded to all National Secretaries.

In the past, there have not been any guidelines or structure for SI Committee and SI Officer reports. The following is a format for you to use in preparing your report. For Committees, please send only one report, containing individual sections if you wish.

SI Committee or SI Officer Annual 2017 Report:

1. Name of Committee: ServasOnline Transition Team (formerly SOLSCMT
ServasOnline Steering Committee Management Team)

Committee convenor Jonny Sågänger, Sweden, 2013 October

Project Manager Bernard Andrieu, France, 2013 October

Member administration Pablo Colangelo, Argentina, 2016 March

2. Responsibilities: Lead the ServasOnline project toward a successful use by all Servas member countries

3. Plans: The next General Assembly in 2018 is the goal for a fully efficient and userfriendly communication website and members database. A new version should improve the quality and features offered to the worldwide members.

4. Activities: from January 2017 to December 2017.

5. Outcomes: Motivation of quite all countries to transfer their data in ServasOnline and make their members use the website. First live version at last delivered after years of procrastination.

6. Financial Report. No expense reimbursements requested by members of the committee.

7. Feedback: High commitment of some members from different countries. Difficulties to find an efficient Drupal development team/ company/ freelance. High change management needs for many members, uncomfortable to computers or internet.

8. Inactive committee members: Several committee members stopped their participation in the committee, we dealt with the problems.

SI Committee or SI Officer Annual Report:

1. Name of Committee:

Servas International Translations Coordinator (Spanish).

2. Responsibilities:

To verify that all the information about EXCO, Servas Bulletin, announcements, invitations and all the important notices have the best possible translation from English to Spanish, so the community of native Servas Spanish speakers can have a complete and accurate information, also at the very short possible time.

This way, all Servas members can to spread all the news, so we can have a wider and well informed community and be aware of all the programs, reunions, news and this way to promote more people add and be part of the real Servas experience, not only to travel and host, but to organise and to set out new programs that sow the Servas peace seed around the world.

3. Plans: what do you plan to do until the next General Assembly?

To make a carpet of the translation volunteers that have put their time to make this effort possible, since the beginning, the ones that for different reasons (job, time, family) are no longer on the team and those who are working right now, giving their time and knowledge to Servas, to make this effort visible and to gain more volunteers for the cause.

4. Activities:

The translation of notices, reunions, different activities around the world, EXCO activities, news, intern EXCO resolutions. Approximately more than 100 official documents and working part time.

5. Outcomes:

A wider knowledge about Servas range, as well as the wide variety of opportunities, programs and activities and possibilities to participate to transform the world actively.

The great opportunity to work with other volunteers, mainly Latins, very enthusiastic and well prepared, professionals. To share with them all the Servas principles.

To give the best translations of all kind of Servas information in a very short time, so all the Servas Latin community could be well informed on time to make arrangements.

The chance to know, even by distance, different, very professional and valuable people, mainly Latin more near, to make new friends and share the political, cultural, economic and social situation of different countries, to be aware of the common Latin-American problems that we face as citizens.

6. Financial Report.

This Coordination has not financial expenditures. All the work is done in around 5 hours per week, is charge free.

7. Feedback:

It would be great to have a permanent campaign to have a stronger translation volunteer's team and also some kind of rewarding, like a Servas international diploma.

8. Inactive committee members.

Because of the nature of the translation volunteer's team, the people involved are there for a short time. It is a floating team.

Lilly Kerekes

Servas International Translations Coordinator (Spanish).



SI Committee Annual Report:

1. Name of Committee:

Servas International UN Representatives

Email: unobservers@servas.org

Committee convenor:

SERRES Danielle - France start date: 2012-01-01

Members:

ADAMS Magnus - Germany start date: 2013-08-05

BELLO Fanny - United States start date: 2014-08-02

DEVINE Jeanne - United States start date: 2013-07-15

DOENGES Daniela - France start date: 2014-12-28

DUBOUT Lorette - France start date: 2017-09-01

HOFMANN Angelika - Austria start date: 2012-01-01

KUHN Christoph - Switzerland start date: 2016-01-12 to 2017-09-04

NORTHEY Agnes - France start date: 2016-01-12

RADHAKRISHNA Radha - United States start date: 2016-06-16

SEDEF PIKER Ulker - United States start date: 2016-06-16

SEELIG Sara - Britain start date: 2017-01-17

ZUCALI Benjamin - Austria start date: 2016-04-09

2. Responsibilities: Promote Servas as a peace organization within the UN environment, and in communications with Servas and local communities. Represent Servas International at UN venues and report to SI Peace Secretary. Servas membership education on SDGs as presented at SICOGA 2015.

3. Plans: We plan to strengthen our presence and links with other NGOs at the UN, organizing and/or attending side-events and presenting statements, prepare a presentation for SICOGA 2018. We also plan to better organize young Servas members' internships at the UN.


4. Activities: Members in NYC, Geneva and Vienna regularly attended meetings and sessions, submitted written and oral statements, published information on UN activities on Servas Facebook groups and servas.org website, other Medias. We participated in the preparation of the Review Conference of the Parties to the Treaty on the Non-Proliferation of Nuclear Weapons in Vienna, as well as different NGOs committees active in Vienna. We participated in the HRC regular sessions in Geneva. Representatives attended HRC meetings and relevant side events, actively engaging for our peace mission, particularly with regard to the elimination of all forms of racism and xenophobia. Active participation in sessions of the Human Rights Council is a great way to have our message heard. We organized a side-event at the UNOG in March 2017, promoting an ethical ways of travelling, compatible with sustainable development, and another one in September 2017, on the theme of migration, both with participation of Emmaus International member, and a young Servas France intern.

5. Outcomes: We have strengthened Servas presence and activities, recruiting 2 new active members in UN NYC venue (US Servas members). All SI UN members work in close collaboration with SI Peace Secretary, through a more structured framework, including meetings through Skype and others. Individual members regularly report to SI Peace Secretary.

6. Financial Report: Travel expenses for 4 members at Geneva including myself were 624.79€ and cards made for 4 SI members in NYC were 121.15€. Total 745.84€

7. Feedback: We need to recruit more members in Vienna. We need more support from Servas countries, giving visibility to it on their websites/newsletters, blogs... We also need some communication support as SI leaflets to distribute.

8. Inactive committee members: One rather inactive member in Geneva has been replaced by a new Servas Representative from the UK in 2017.



SI Committee Annual Report 2017:

1. Name of Committee: Servas International Youth and Families Committee

Members: Susana Martinez (Spain), Jan Dzierzawski (Poland), Asii Zhakypova (Kyrgyzstan), Pablo Chufeni (Argentina), Karolina Paleckova (Czech Republic).

Dates in office: October 2015 until now.

2. Responsibilities: What do you see as the key tasks and responsibilities for your committee or officer role?

Analyzing current youth and families situation and looking for suggestions how to improve that.

Promotion of new youth and families memberships.

Cooperation and help in organizing events and activities for youth and families.

Coordination and promotion of SYLE and Junior SYLE. Help to create new programs for youth and families.

3. Plans: What do you plan to do until the next General Assembly?

Publishing the outcomes of the SI Youth&Families surveys.

Creation of motions for the SICOGA 2018.

4. Activities: Summarise your activities from January 1 to December 2017.

International Youth Servas Summer Camp in Italy (August 2017). Help in 9 SYLE programs and 10 Junior SYLE. Distributing of SI Youth&Families surveys to all member countries and analyzing the results.

5. Outcomes: What do you think you have achieved in your role so far?

We organized a successful International Youth meeting where lots of issues and concerns were touched. The participants came with a variety of solutions which will be used in the motions for SICOGA 2018.

6. Financial Report. Itemise any expenditures as members of the committee or as an SI officer for which you are requesting reimbursement.

7. Feedback: Do you have any comments? Would you like to highlight any issues or make recommendations?

All the recommendations from young people are reflected in the youth motions for SICOGA 2018.

8. Inactive committee members: Do you have any committee members who are no longer involved in the work of the committee or who do not respond to communication from the convenor?

Only Karolina and Susana are the active members of the committee.

SI MEMBER GROUP REPORTS

SUMMARY OF REPORTS SUBMITTED

When the transition to ServasOnline is complete, we will have the ability to use a 'Members Only' area. Then, all Member Group Annual Reports can be posted. Until then, the advice we have is that there is too much personal and identifiable information in the Annual Reports for us to post them on the open World Wide Web.

The 2017 member group annual report form was sent out on December 19, 2017. The reports were due on March 31, 2018.

By June 30, 2018, 70 of the 77 Member Groups had sent their annual reports. This is the best result since Annual Reports were created!

The following countries have not sent their 2017 annual report. (If you know that there is an error in this list, please send the report to [generalsecretary\[at\]servas.org](mailto:generalsecretary[at]servas.org))

Bulgaria
Congo Brazzaville (RC)
Ecuador
Lithuania
Pakistan
Uruguay
Zambia

The annual reports are submitted as Excel spreadsheets, so that they can be combined and analyzed easily. The following sections contain a general impression of Servas Member Groups in 2017. The complete summary spreadsheet will be posted in the 'For Members' section of the www.servas.org Servas International website, when that area has been set up.

HOSTS, HOST LISTS AND SERVASONLINE

The main subject in this section of the Annual Reports is the transition to ServasOnline.

In their 2017 annual reports, fewer countries indicated that transition to ServasOnline was a priority than in 2016. And to the question "How can EXCO or other national groups help to improve your National Group?" fewer mentioned the transition to ServasOnline than did in 2016.

For 2017, the ServasOnline question was "Are your Servas members on ServasOnline?" The replies were:

Yes - 33
Some - 17
No - 20

Almost every country provides access to the host information of their country to their hosts.

Growing communication activity among Servas countries

A growing number of electronic communication channels and social media platforms are being used by volunteers working for Servas in different countries to communicate internally and externally.

This conclusion can be made after an analysis of the Annual Reports that Servas national key persons have produced about the activities during the year 2017.

Some of the findings in the report:

- * Servas volunteers in the vast majority of the Servas countries forward excerpts of or the entire SI Exco's quarterly publication SI News Bulletin to their individual members.

- * Some Servas countries have a communication or social media function on their website and/or have integrated it into their website. One such example is Servas Sweden, <http://www.servas.se/>.

You can find a collection of Servas national websites on the main Servas International website here <https://servas.org/>

Messages, newsletters, bulletins and other publications are disseminated via distribution groups and email listservs like Yahoo and Google Newsgroups, Mailchimp, Facebook groups and Whatsapp Groups. Websites and web-based blogs are also used as platforms for communication. Some groups use other social media like Instagram and Twitter, some use SMS/text messages and others use postal mail, for example to distribute paper member magazines.

Servas Iran is using four different social media platforms, but the Iranian Servas volunteers also use email for all their information and data broadcasting. These are the four social media platforms that are being used:

<https://Instagram.com/SERVASIran>
<https://facebook.com/SERVASIran>
<https://twitter.com/SERVASIran>
<https://telegram.me/SERVASIran>

In some countries information is presented at gatherings where groups of people meet in person.

Highlights/excerpts from the reports about 2017:

Chile: We are very active and communicated through general mails and WhatsApp groups, and we have been developing a better communication using also the webpage and the Facebook page of Servas Chile, a very good way to communicate not only between ourselves, but also with other Servas in the rest of the world.

France: Information from Servas International is systematically sent to the members through France 16 regional coordinators.

Canada: Servas Canada has a revised website (<http://www.canadaservas.org/en/home/>) which includes short announcements

(News & Views), Travellers Tales (traveller stories), Members' Voices and current Travel Report information.

Germany: We sent out newsletters and we have a very up-to-date- webpage

Republic of Korea/South Korea: Servas Korea members use three SNS (BAND) networks for communication actively. The three BANDs include Servas Korea Band with 134 members, Servas Peace Riders with 78 members, SICOGA 2018 Preparatory Committee with 14 members, and Korea Servas Council with 40 members.

Colombia: Servas Colombia sent 3000 emails and 365 chats during the year.

Malawi: Servas Malawi is sends weekly whatsapp (WA) messages to members in Blantyre and Lilongwe - the capital.

Servas International Peace Secretary comments on 2017 Annual Reports

Among the annual reports received by end of June 2017, 36 countries indicate they had a designated National Peace Secretary and/or Peace Committee in 2017. However, it seems many of them are inactive, unresponsive, and even for some with wrong email addresses.

Although some countries don't have a designated National Peace Secretary, they indicate peace related activities.

Among the 36 countries indicating they do have a designated National Peace Secretary, about 20 of them seem to have been more or less engaged in a wide range of peace-related activities:

- Charity/welfare type activities aimed at vulnerable people, the elderly, poor and cancer children, orphans, the underprivileged children (e.g. food for the poor, prison clothes donation...)
- Peace training/education, introducing other culture, taking part in peace-related events, peace singing, peace building, conflict resolution.
- Peace walks. International Conscientious Objectors Day. Peace riding and hike.
- Origami project. Workshops during national meetings.
- Communication: leaflets, bookmarks. Facebook groups/pages and blogs.
- Solidarity/material help to migrants/refugees, visits to refugee centers and discussion, antiracism/peace/non-violence marches participation with other NGOs, cooperation with a migrant & refugee organization.
- Environment awareness, planting/giving trees, World Environment Day activities.
- Celebrating UN International Days, e.g. Women International Day, Peace Day and Servas International Week.

To the question *"In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2017?"* some countries indicate that they haven't done anything, and a few countries answer "hosting".

Recommendations:

- It is important to raise Servas "peacebuilding" mission awareness among members through better communication.
- National Peace Secretaries network could be strengthened and benefit all.
- There is an obvious need for more sharing of successful peace activities, giving more visibility to the involvement of our representatives at the UN, sending reports to Servas International Peace Secretary and to the network, using [natpeacesecretaries\[at\]servas.org](mailto:natpeacesecretaries@servas.org) and [peacesecretary\[at\]servas.org](mailto:peacesecretary@servas.org)

National annual meetings:-

The majority of countries report holding a national annual meeting for members. Several more had less formal national and local gatherings often combined with variety of social and cultural activities.

Meetings between nearby countries or across borders:-

A number of these took place including:

- A cross border meeting between Czech Republic, Poland and Germany in June 2017.
- A cross border meeting between France and Germany.
- The Alpe-Adria-Meeting at Lake Chiemsee, Bavaria in September 2017.
- Pathways Together International Meeting hosted by Servas Italy in July 2017 – a tradition of cross border walking in the Alps for over 20 years.
- Servas Korea Peace Riding in Taiwan in January 2017.
- A Czech-German-Polish cross-border meeting in Polish mountains, with guests from Spain and Albania.
- The Iberian Meeting 2017 in Porto between Portugal and Spain.

International and regional meetings were held including:-

- In Bali, Indonesia an annual meeting was attended by 22 people coming from Indonesia, France, Vietnam, India and Taiwan.
- In Rwanda in August 2017 a Servas in Africa regional meeting gathered 40 people from 11 countries.
- In Israel there was an Artists group workshop in September 2017 a Peace gathering at Iksal, Arab village, Israel, in October 2017 and an international event ,17-26 December 2017 focusing on diversity.
- An international youth meeting took place in Italy in August 2017 organised by young people, following on from the youth meeting in Spain in 2016.
- An international trek in the Pyrenees was led by Servas Spain in August 2017
- Servas by bike – an international event in the Giulia Region in the north west of Italy in June 2017.
- An international youth meeting in Hungary at New Year 2017/18.
- In Brazil a national and youth meeting was held.

Planned for 2018

A diversity of Servas activities is planned around the world for 2018 including:-

- Russia is to have an international meeting in the Urals.
- Austria, Italy and Slovenia will organise the 'Alpe-'Adria' meeting in Sept. 2018, with a focus on the present-day friendship of the former enemy countries in the 1914-1918 war.
- Cameroon is planning Cameroon to organise an international Youth Culture Festival (Festac Cameroon).
- Australia will have Servas Birthday Celebrations in September 2018, including links with like-minded peace & human rights groups for shared events.
- In Georgia there are ideas to coordinate activities with Friendship Force.
- India is to have a 70th birthday celebration in September.
- Hungary plans a picnic for International Servas Week.

- Romania hopes to have an international meeting in 2019 to involve families.

Future youth activities:

- In June 2018 a team of Servas young members, mainly from Italy, are invited to the European Parliament in Strasbourg to talk about Servas and about Human Rights in June 2018.
- An international Youth Meeting will take place in Portugal again led by a young people's group from Italy and Spain.
- A group of youth volunteers representing different Servas regions will support the organisers at SICOGA 2018 in Korea.

Servas projects

A number of member groups have regular activities to promote wider awareness of Servas as a peace organisation. Members also come together in social action and environmental projects as a practical demonstration of peaceful activity.

These include:-

- In Switzerland Servas members engaged travellers at the bigger railway stations in conversation about Servas and peace and gave out leaflets.
- In Brazil SLE and SYLE language experiences have been a success with an older member coming from Chile and young members from Italy and Ireland.
- The Tango Program offered to travellers in Argentina was a success, bringing together members to host and to offer other activities to the participants.
- To increase participation from members unable to travel huge distances across the country, Servas Brazil has encouraged a number of successful regional meetings as well as local activities during the international Servas week.
- In India plans are being made for a peace meeting between members in Pakistan and India.
- Vietnam plans to organise a campaign to promote environmental protection.
- In Panama members came together to organise the delivery of food baskets to undernourished children and plans to work with a group that takes part in a recycling project.
- Members in Sierre Leone travelled to Mano Jaima Chiefdom in the southern part of Sierra Leone to help women with the groundnut harvest.
- A group of Servas members In Nepal plan a return visit to a remote area of the country to support the earthquake victims including help for the children with items for school.
- In Israel trees are to be planted with kindergarten children at Arad and other activities are planned around the international peace day in September 2018.

PRIORITIES, HELP NEEDED, OTHER COMMENTS

This analysis has been done using the 70 2017 Annual Reports that were submitted by June 30, 2018.

NS length in office until 2017:

Year began as NS	2004 and earlier	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	No year given	Total
Number of Years as NS	Over 13	13	12	11	10	9	8	7	6	5	4	3	2	1	Less than 1		
Number of NSs	4	2	3	0	3	3	1	2	7	4	6	8	12	11	2	2	70

Meetings and Board Meetings Held:

	Annual Meetings Held	Board Meetings Held
Yes	53	48
No and did not answer	17	22
Total	70	70

Priorities:

There was a wide variety of priorities listed, and of course each country has their own unique priorities. The following are the most common ones:

ServasOnline and servas.org website - complete transition of ServasOnline, use and improve the servas.org website

Recruit more members, which is linked to increased visibility and communications within countries

Internal processes, including meetings, internal processes, recruiting volunteers and registration

Peace initiatives, both within the country and more globally

Youth – recruitment and activities

Improve communications, including country websites and social media

Engagement with current members, and also new members

Find more volunteers, to spread the work among more people and new volunteers

International Servas projects, especially SYLE, making connections projects and connecting with other National Groups and individuals

Specific projects: registration, 70th anniversary celebrations, raising funds, preparing for international events

How can SI Exco or other National Groups Help:

46 countries replied to this question. Answers varied quite a lot. The main ideas are summarized here:

- ServasOnline user and administrator support, hire professionals for ServasOnline, improve the website, emphasize need for up to date host information
- Support International newsletter and communications including social media

- Enhance 'Making Connections' and a single SI location to share plans, ideas, news
- Support area communications, workshops e.g. Latin America
- Economic support for internal activities, e.g. support for disadvantage, and international events
- Support countries in running regional meetings and international programs, e.g. SYLE, exchanges, Youth initiatives
- Support individual country initiatives and challenges
- Keep administration simple, clear information about the structure of Servas international
- Linking groups together to share ideas, best practices, etc. and support partnerships between countries, including neighbouring countries
- Advice on attracting youth and families
- Advice and support for peace activities and participation in UN activities
- Common template for country websites

Other Comments:

There were 27 'other comments', covering many subject areas. They were extremely diverse, and so they are simply listed below. (Spanish comments translated by Google Translate)

1. Let's make peace!
2. SI EXCO can introduce a new campaign which can be named "Second Chance-Servas Charity" thus will help thousands of children education and give them peace.
3. Servas is a very important, it teaches us a lot, we want travellers to visit our cour so they can learn about our country.
4. Publishing on SI newsletter and on SOL is not simple - we would like to receive an email asking us if we have something to publish and who to send to - every quarter
5. Would be nice to see the results of all the Questionnaires published or resumed, so to know more data and learn about data and initiatives from other Servas countries. Also it would be useful a survey on how each Country is managing the fees (if they have one) and at which cost they re-sell the stamps.
6. These are my personal comments: 1. I find a number of Servas Canada members are older and retired, and generally interested in free accommodation without engaging in cultural or peace-based dialogue, or they say they are Servas members but they use Airbnb, Couchsurfing, Friendship Force, Warm Showers etc. to travel. 2. I think Servas needs to seriously promote Servas as a younger international community by promoting and expanding younger-based opportunities such as Making Connections (see point 2 above) and building peace initiatives through for example, educational institutions, community groups, etc.

7. I believe it is very important for all national groups to find a person who is local but very open to cultures, and to support them to lead. This legitimizes and attracts more local members. Extra efforts need to be made for youth membership and younger families...using examples of visitors (we have several good examples we should show in Georgia. More press coverage is good!
8. We are very willing to help with the IT knowledge we have in Germany but therefore we need to get closer to what is needed for Servas Online. If we never get answers the transfer will still take more time than we hoped. We do know that if too many people are dealing with this issue, it'll be very difficult. But right now, there seem to be too few people which is a pity. Before we brought the new IT team together we had only one person and it was too much work for one person. And this might be one reason why Servas Germany wasn't involved in the SI IT team. But now we could offer to get more into it. But therefore trust is needed and rights to get deeper into Servas Online Data base to understand. If we understand it better, we could maybe even help other countries.
9. I'm not getting notices when someone applies online. AND it seems a shame that except for Exco, only NSs with the least experience are funded for GA.
10. Further develop easier access to Servas Online
11. Creo que todos lo estan haciendo muy bien.. Me gusta Servas y ser anfitriona, pero, pienso que falta educacion de parte de los entrevistadores para que los viajeros entiendan que es un voluntariado, y no una obligacion atenderlos, a veces exigen, atenciones y servicios que se salen de lo que Servas debe ofrecer. y esto hace que algunos anfitriones ya no quieran serlo.

I think everyone is doing it very well. I like Servas and being a hostess, but, I think that there is a lack of education on the part of the interviewers so that the travelers understand that it is a volunteer, and not an obligation to attend them, sometimes they demand, attention and services that go out of what Servas must offer. and this makes some hosts no longer want to be.

12. If there is any way how it could attract more host.
13. Que los viajeros obtengan las Listas de Anfitriones actualizadas.
Que se seleccione mejor a los viajeros, que demuestren conocimiento de las normas y recomendaciones para los Viajeros.

*That the travelers obtain the updated Host Lists.
That travelers are better selected, that demonstrate knowledge of the rules and recommendations for Travelers.*

14. I think the stamps for Servas International are very expensive. Would it be possible to make them cheaper?
15. To know in advance and with more time the eventual financial support to participate in the International SICOGA or other supports to have more people from Portugal participating in these international meetings that can matter more if we have more people participating in this event and making part of the motions and voting.
16. En lo personal llevo 15 años en SERVAS, he pasado por varios cargos como secretario de juventud, secretario de paz, coordinador de ciudad de México, etc. Participo activamente recibiendo viajeros y con el comité nacional. Van dos ocasiones en donde solicito un apoyo simbolico para gastos de transporte a reuniones internaiconales y ha sido negados. Considero que el apoyo a viajeros para reuniones es fundamental para poder lograr más interés en la organización por parte de juventud. No es fácil involucrarlos a trabajo voluntario sin ofrecer incentivos. Todo en la vida es un intercambio y los fondos son de las coutas de miles de viajeros alrededor del mundo. Es solo un comentario.
- Personally, I have been SERVAS for 15 years, I have worked in various positions such as youth secretary, peace secretary, coordinator of the city of Mexico, etc. I actively participate receiving travelers and with the national committee. There are two occasions where I request symbolic support for transportation expenses to international meetings and has been denied. I believe that support for travelers for meetings is essential to be able to achieve more interest in the organization by youth. It is not easy to involve them in volunteer work without offering incentives. Everything in life is an exchange and the funds are the coupons of thousands of travelers around the world. It's just a comment.*
17. Please don't make too many international meetings in the same time, at least not on the same continent. It is not ok for the smaller countries who want to make one.
18. With advice - how to make an event with small number of active members? I was thinking to collaborate with Serbian group. Maybe to start Servas in Bosnia...
19. We have great wish to attend SICOGA 2018 in order to have opportunities to learn/study more from you all (exchange the experiences/opinions) for the development Servas in Kyrgyzstan. We want to work on the SI projects.
20. I strongly recommend SERVAS international to register as an international NGO and start to raise funds for implementing peace activities because the world needs peace and we need to implement peace activities in our countries, otherwise Servas may disappear any time.

21.First of all, we want to congratulate again SI EXCO for the work you are doing for Servas. We continue to support the international activities. About suggestions: We would like to have again a coordinator in Latin America or some similar role. We think is needed. We are losing valuable Servas members in the area, as our Peace Secretary Javier Heusser explained in a recent mail to the SI President, and we support his initiative. About SOL, we also think that SOL need to be improved to have more members involved on line. For example, the mails should arrive directly to the members, we shouldn't need to go on the web platform to see them. Some people are not used to the system but if the message arrives to the mail is easier to handle.

22.PLEASE KINDLY ASSIST THE SERVAS AFRICA IN GENERAL FOR GOOD GROWTH,DEVELOPMENT

23.Use Whatsapp when communicating with Africans - internet is not consistent and whatsapp uses less capacity and we can have face to face chats via it.

24.We pray Cameroon be given the opportunity to attend the SICOGA at least with Six man delegation to perform a Cameroonian Cultural Dance.

25.De nuevo una carta de respaldo del servicio voluntario prestado a Servas.

Again a letter of support for the voluntary service provided to Servas.

26.international is doing very well , good initiations by Exco and other teams , such as making connections , ServasOnline initiative , group form for new ideas to celebrate etc.

27.Thank you very much for your lot of work. Your work gives us a lot of stimulation and encouragement.