



Annual Report 2019/2020 (2019 including major developments January-June 2020)

Duties and Responsibilities of Servas International 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.

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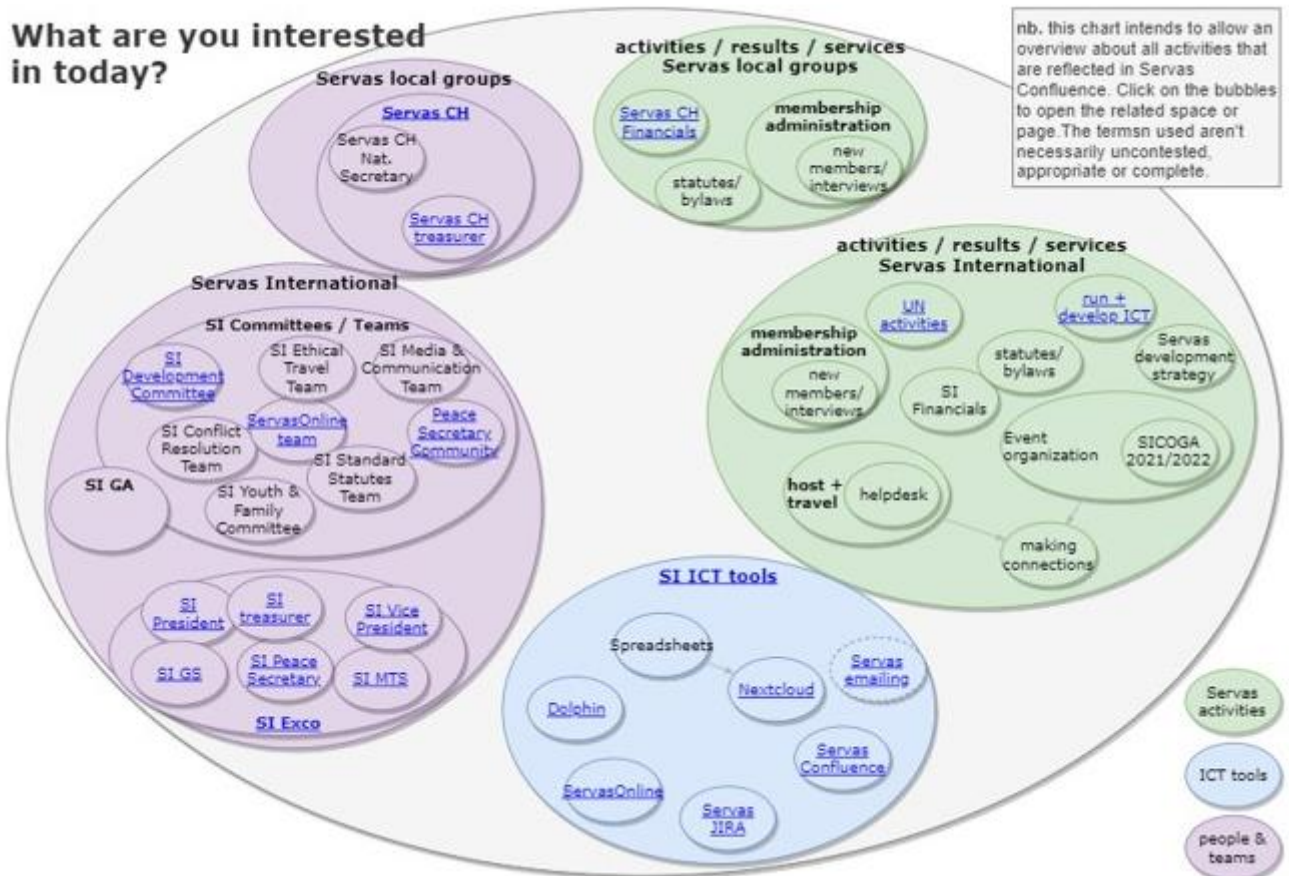
Increased Servas member engagement on global cooperation platform

Dear Servas friends around the world,

2019 was a year when the global peace and hospitality organization Servas International, SI, opened up a web based cyber space coworking platform that can host numerous activities that are developed and administrated by members of our committees and teams.

The coworking platform is called SI Confluence and is a natural extension of the core ethos and values that make members of Servas believe that our lives are enriched when we meet, interact, share and learn from each other. With SI Confluence – in combination with the website servas.org and other web based platforms – we give the organization a new digital dimension for activities, beyond just the physical meetings which has been the traditional Servas forum since the outset of the organization since its outset in 1949.

The adoption of SI Confluence was a good way to celebrate Servas' 70th anniversary physical.



The chart gives an overview of activities that are reflected in the web based and digital coworking tool Servas International (SI) Confluence.

With SI Confluence SI takes one more step to achieve its networking mission to create conditions for exchange of ideas, experiences and knowledge that promote tolerance and understanding between the peoples of the world. This mission is closely tied to aim to contribute to the progress of the overarching and long-term vision of Servas International: to contribute to a more peaceful world.

As of December 31 2019 there were 24 SI committees, teams and special functions active in different areas, for example activities for youth and families, information and communications technology (ICT) and United Nations – just to mention a few.

The names of the committees, teams and special functions and their representatives are presented on a chart on this website:

https://servas.org/sites/default/files/uploads/other_files/2019/public_version_si_elected_and_appointed_volunteers_2018-2021.js_2020-07-12.pdf

SI's income from stamp usage falls: Servas International's income has been going down steadily for more than ten years, and the trend continued during 2019. Since this development is not sustainable, it has to be turned into an upward, positive curve. Servas International's income is made up almost entirely of the money that member groups and member countries pay for the fees that SI charges for the stamps used on Letters of introduction, LOI. The global board of Servas International (SI Exco) for 2019–2021 elected in October 2018 by the SI General Assembly has decided that Servas growth is one of the five top priorities during the mandate period.

A campaign for growth was launched at the end of 2019, to be executed during 2020. However, the outbreak of the covid 19 pandemic constitutes a major obstacle for the progress towards the goal of the campaign, which is to double the number of individual members of Servas during 2020.

The downward trend for SI's income is not sustainable and has to be reversed. If there's no such turnaround, there will not be enough resources to pay the maintenance and development costs for information and communications systems like the ServasOnline System and other expenses needed for running the organization.

The ServasOnline System has been the largest investment in SI's history.

You find detailed information about SI's finances in this annual report.

Servas – A climate smart alternative: During 2019 we were reminded of something most of us have known for a long time, but until now haven't had scientific proof of.

Overnight stays in private people's homes generally put much less of a burden on the environment than staying at a hotel or other comparable alternatives.

This is pointed out in a report produced by academic researchers at the Chalmers University of Technology in Gothenburg, Sweden.

The researchers list accommodation at "relatives and friends" in a category labelled "carbon neutral". Accommodation in motorhomes and caravans, tents, night trains or ferry cabins also belongs to this category. The reason for the "carbon neutral" label is that emissions from these kinds of accommodation are negligible and are therefore given as 0 kilos per guest night.

Accommodation in hotels, which are categorized "average climate impact" and "lower climate impact", produce between 45 kilos and 1.7 kilos of CO₂ per guest night.

You can find the report at:

<https://travelandclimate.org/sites/default/files/Methodology-report-Travel-and-Climate-Version-2.pdf>

- Information about homestays is on pages 17–19 in the report.

Please also read the The Servas International Ethical Travel (SIETT) report from one of the Servas working groups. The report can be downloaded at:

https://servas.org/sites/default/files/uploads/news/2019/si_report_for_si_ethical_travel_-_final.pdf

Important events during 2020

SI – hard hit by covid 19 and aware of climate awareness: When I write this foreword it's becoming increasingly evident that Servas is being challenged in its fundamentals by both the effects of the horrendous new coronavirus Sars-CoV-2 and the need for us – the world's population – to do whatever we can to decrease the effects of climate change which is driven by travels, among many other factors.

The Covid-19 pandemic put heavy restrictions on movement and our growing awareness of the negative ecological impact of travels are both factors that make the core business of Servas – overnight homestays – less attractive.

However, both historic and recent developments shows that there are good reasons to believe that our organisation will carry on, in one way or another. Besides the practical arrangement of homestays, which is fantastic source of unique, rewarding personal experiences, we're also connected with each other in a networking arrangement based on bonds of shared values and a wish to contribute to a more peaceful coexistence between people.

This annual report also contains other significant information that reflects developments during the first half of 2020. The report contains, for example, preliminary financial numbers from the most recently completed financial year (1 April 2019 – 31 March 2020).

Jonny Sägänger

President

Servas International

MYRIAD SERVAS ACTIVITIES – NOT JUST OVERNIGHT STAYS

Servas core income-generating activity is the hospitality and meeting programme that promotes intercultural learning and unique insights into people's everyday life, different religions and ways of life, as a way to create a more peaceful and tolerant world. But there are many more Servas activities around the world, for example:

- * Servas activities in cyberspace with web-based co-working space with digital tools.
- * SI Making Connections project

https://servas.org/sites/default/files/uploads/other_files/2019/SI%20Making%20Connections%20Directory%202019.pdf

- * Information about ethical and environmentally sustainable travels
- * Events, ranging from hiking and trekking activities to youth and families camps.

Here are some photos of different Servas activities around the world.

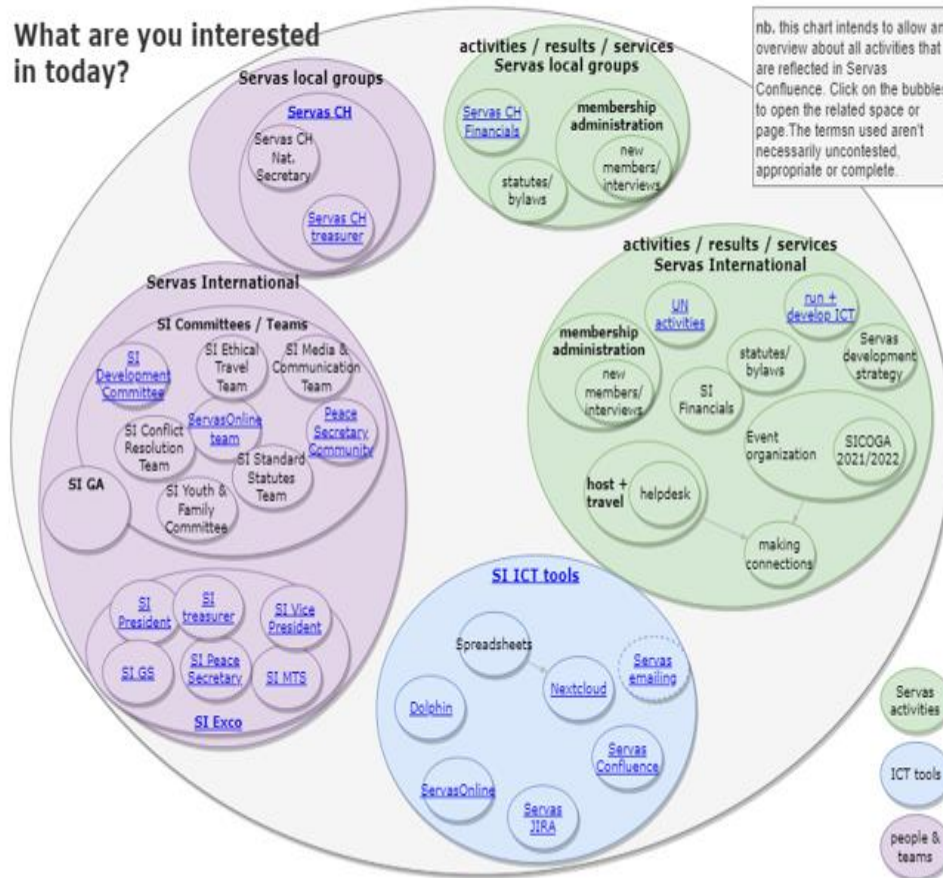
Youth camps



Italy: Brembana Valley (Bergamo)



Servas in cyberspace: web based co-working space



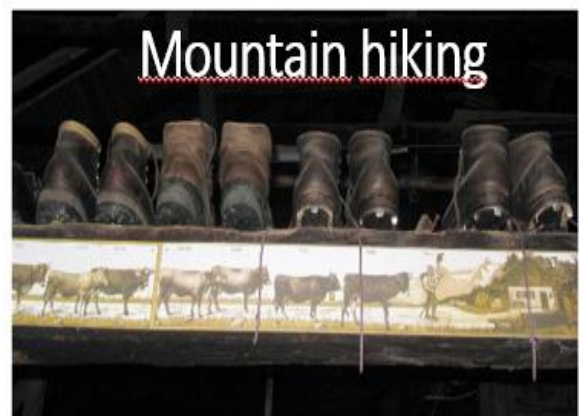
Family camps in Romania



Country visit in Israel



COME EXPERIENCE ISRAEL
PARTICIPATE IN THE SERVAS INTERNATIONAL MEETING
"DIVERSITY IN A SMALL COUNTRY"
December 17-26, 2017
FOR FURTHER INFORMATION SEE ATTACHMENT OR WRITE TO: israel@servas.org





Africa regional meetings



Artists in Servas





Ganesh festival in India



Britain supporting refugees and asylum seekers

SERVAS INTERNATIONAL NEWS BULLETIN

SERVAS BRITAIN INITIATIVE FOR REFUGEES

By Giles and June Waley, Servas Britain/Scotland

We're living in a world where there are almost 70 million persons who are either refugees, asylum seekers or internally displaced across the globe

A SERVAS REFUGEE SUCCESS STORY



Rosida Simrick was an asylum seeker and was granted refugee status during the summer this year. She and another refugee spent a week travelling to 4 Servas hosts in Scotland. Her travels were funded by Servas.

The following is what she wrote in her thank you card to Giles and June Waley, members of Servas Britain:

"The most important thing is the warmth of your heart to welcome us and make us feel safe and secure! Thank you to make us feel human again. Servas has changed my life."

• 2018

Recent examples in Scotland

We are aware of a number of occasions when Servas members in Scotland have taken actions to help

Teaching asylumseekers to bicycle



Peace bike riding South Korea



Bike riding in Italy ...



– a myriad



Servas China invites the whole world to AGM



The image shows the top section of the Servas International website. On the left is the Servas International logo, which includes a stylized bird icon and the text "servas INTERNATIONAL" and "PEACE AND UNDERSTANDING THROUGH TRAVEL AND HOSTING". To the right of the logo are navigation links: "Identity & goals", "Community", "How to join Servas", and "My Servas". Above these links are icons for "Country Websites", "English", and social media (Facebook and Twitter). A blue speech bubble icon says "Help Ayuda". Below the navigation bar is a large photograph of a diverse group of people, including men, women, and children, posing together and making peace signs. Overlaid on the photo is the text: "To have friends coming in from afar, how delightful! Confucius 551-479 BC 有朋自远方来，不亦乐乎。"

servas INTERNATIONAL
PEACE AND UNDERSTANDING THROUGH TRAVEL AND HOSTING

Country Websites English

Identity & goals | Community | How to join Servas | My Servas

To have friends coming in from afar, how delightful!
Confucius 551-479 BC
有朋自远方来，不亦乐乎。

CONTINUED FROM PREVIOUS PAGE.

Servas in cyberspace: web based co-working space



Artists in Servas



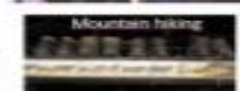
Family camps in Romania



Ganesh festival in India



Youth camps



Servas China invites the whole world to AGM



Britain supporting refugees and asylum seekers



Teaching and learning to bicycle



Peace bike riding South Korea



Bike riding in Italy



www.servas.org

Photos of different Servas activities around the world.

SI Executive Committee (SI Exco) summary report

Servas International's global board is called SI Executive Committee, SI Exco, and it has during 2019 and the beginning of 2020 continued to pursue the priorities that the group decided shortly after the board members were elected at the SI General Assembly in October 2018.

The members of the current SI Exco has agreed that the following SI GA decisions should have the highest priority during our mandate period:

- SI GA 2018 decisions. SI Exco's main task is to mobilise the resources needed to implement decisions made by SI GA, the highest decision-making body of Servas International. Since SI GA is the highest democratic authority in the SI federative, country based organisation, SI Exco's efforts are focused on fulfilling the decisions that were made by this assembly.

SI Exco's ability to make these decisions become reality depend heavily on the groups capability to identify and find Servas volunteers who have the capacity and willingness to execute the tasks that are needed to achieve the goals set up by SI GA.

With these given condition it's also SI Exco's responsibility to interpret which decisions SIGA collectively has decided are possible to execute. It also SI Exco's responsibility to decide which decisions are most important for the maintenance and development of Servas as a movement and Servas International as an organisation.

In order to act responsible SI Exco must prioritize and not try to do everything. If we would just try to do everything we would most probably achieve very little.

SI Exco also has a responsibility as Servas' global board to be both visionary and realistic.

- ServasOnline System, SOLSYS. SI Exco has been promoting acceptance and introduction of the digital and web based platform ServasOnline for host search and traveler verification, communications and membership administration in all member groups/countries.

On June the 9th 2020, there were 15 879 Membership Profiles in the ServasOnline System, which is now the main global Servas membership administration system. In January 2019 there were 11 401 profiles, so there had been an increase with 4 478 individual member profiles during the last 17 months.

- Growth: Servas International should grow both in number of members and income in order to execute the organisation's vision and mission. As many people as possible should be able to enjoy the Servas experience. Growth is also needed since the Servas community now depends on a digital infrastructure that is costly to maintain and develop.

- SI Registration. SI needs to get a formal registration to be recognised as an international nongovernmental organisation (iNGO) both to external players and internally in SI. SI needs to be able to prove that it exists. SI Exco has during 2019 made progress in the board's decisive effort to finalise the continuing work to register SI.

- Next SI GA. On October 20 2018 the Servas International General Assembly (SI GA) decided to hold the next SI GA in about 3 years' time."

(SI GA decision index number 106 Decision 54)

https://servas.org/sicoga2018/motions/2018_11/SI_GA_2018_Decisions_V5.pdf

The members of SI Exco, the elected global board of SI for 2019–2021, have the responsibility to make arrangements for the SI General Assembly (SI GA).

However, the SI Exco's assessment shows that under current conditions there are major obstacles for arranging the event. The analysis is mainly based on these three factors:

1. Coronavirus pandemic

The effects of the new coronavirus Sars-CoV-2 pandemic is challenging SI and the entire Servas community to its fundment. The pandemic is putting heavy restrictions on movement, which has major consequences for SI Exco's planning for the next SI GA. One of them is that the current core business of Servas – the hospitality program with overnight homestays – has become less attractive which decreases both SI's and the member groups monetary revenue. Another consequence is that it's currently uncertain whether it will be possible because of travel restrictions to hold a SI GA.

2. No budget

The budget approved in SI GA 2018 for the period 2019–2021 made no provisions to finance a SI GA in 2021. During SI GA 2018 delegates discussed the possibility that Servas should separately raise donations to strengthen the finances of SI and the Servas movement. However, there were no decisions made during the assembly and so far there have been no concrete proposals presented to – or by – SI Exco for the mission to raise money.

The SI GA is SI's main body for decision making on business matters and elections of volunteers for Servas officer positions. This foundation for democratic decision making is at risk unless there will be financing and practical arrangements to carry out the event.

3. Planning for future SI GAs

A rescheduling of the next SI GA gives the current SI Exco time needed to develop a concept for a combined virtual and physical conference.

This plan will be in line with the following SI GA 2018 decision (Serial number 35, decision 20):

Improve Servas International Conference and General Assembly, SICOGA (EXC-017)

https://servas.org/sicoga2018/motions/2018_11/SI_GA_2018_Decisions_V5.pdf

There's been discussion in SI Exco that the development of a long-term vision – a Road Map – should be prioritised. No formal decision has yet been made when this annual report was printed.

New SI MTS elected

The SI Exco members are under normal circumstances elected by the SI General Assembly, SI GA. If the post of any Servas officer becomes vacant between General Assemblies, the SI Exco may appoint a replacement, according to the SI Statutes. If the vacancy is for a member of the Executive Committee other than SI President, the remaining members may make the appointment.

On March 18 2020 Andreas Becker informed SI Exco that he's leaving his position as SI Membership & Technology Secretary (SI MTS). The day after he informed the Servas community, and gave the following explanation: "The reason is in diverging ideas and ways about how to move forward with evolving Servas ICT and organization."

SI Exco was happy to announce that Jim Leask of Servas Canada accepted to become formally appointed SI Membership & Technology Secretary, SI MTS. The appointment by SI Exco came into force on March 25 2020 and implies that Jim Leask succeeds Andreas Becker in the formal position as SI MTS. However, it's important to point out that the workload and the responsibilities associated with the SI MTS role will be shared by Jim Leask and Paul Nielsen of Servas Australia.

Exco Meetings

The SI Exco for the mandate period 2019–2021 had eleven meetings during the year of 2019. The meetings were normally held on a fixed day every month via a web based communication tool. All meetings are minuted and the minutes can be found on the [www.servas.org](https://servas.org/en/community/board-and-management/si-exco) website (<https://servas.org/en/community/board-and-management/si-exco>).

Jonny Sägänger
President
Servas International

The Servas International General Assembly (SI GA) elected a SI Executive Committee (SI Exco) in October 2018 in Seoul, South Korea. The mandate period was for the period October 19 2018 to the next SI GA in 2021.

If you wish to contact the SI Exco please use the email address exco@servas.org

President: [Jonny Sägänger](#)

Vice-President: [Carla Kristensen](#)

Treasurer: [Radha B. Radhakrishna](#)

SI Membership & Technology Secretary (SI MTS) : [Jim Leask](#)

(replaced Andreas Becker in February/March 2020)

General Secretary: Kiat Yun Tan

Peace Secretary: Paige LaCombe



Servas International Executive Committee (SI Exco) for 2018–2021 (left to right): Carla Kristensen, SI Vice President, Radha B. Radhakrishna, SI Treasurer, Kiat Yun Tan, SI General Secretary, Jonny Sångänger, SI President, Paige LaCombe, SI Peace Secretary.

Inserted photo: Jim Leask, SI Membership & Technology Seretary (replaced Andreas Becker in

February/March 2020)

Photo: AL+private. Photo collage: Mike Johnson.

SI Financial Report 2019-2020

In my role as Servas International Treasurer I am pleased to present audited financial numbers from the most recently completed financial year (April 1, 2019-March 31, 2020).

CASH FLOWS – APRIL 1 2019–MARCH 31 2020	CHF (Swiss Francs)
<u>Receipts</u>	
Fee Receipts from Member Groups	56,415.09
Donations	2,454.39
Interest	25.00
Total Receipts	58,894.48
<u>Payments</u>	
Youth/Regional Meetings	5,473.70
Information Technology Expenses	40,345.33
Other Operating Expenses	7,175.49
Development Reserve Disbursements	2,954.12
Capital Work in Progress	1,017.60
FX Loss	3,637.12
Total payments	60,603.36
Excess of payments over receipts	(1,708.88)

Revenues: During 2019-20 the amount of fees Servas International (SI) received from member groups was CHF 56,415 (Swiss francs). Based on the formula proposed by Italy and approved at the last SI General Assembly (SI GA), this required that each member group be charged the average of their last three years payments (2016-18). The total amount receivable under that formula was CHF 56,294.

During the year we received a little more than that since some member groups made advance payments for 2020-21. We also received donations of CHF 2,454 from some members specifically directed towards the Africa regional meeting. Accordingly, the donations were handed over to the development committee to direct the required disbursements. Total receipts during the year were CHF 58,894.

Unless a change to the formula is voted on (as a consequence of the ongoing discussions arising from the French motion for a new funding formula), it is expected that we will receive an amount of CHF 56,294 in 2020-21.

Technology Expenses: Our major expense during 2019-20 was for information technology, IT. The expenditure of CHF 41,363 for information technology represented slightly more than two-thirds of our total outflows for the year. Of this CHF 40,345 was for Servas Online Version 1 maintenance. CHF 1,018 was spent on a development project. The budgeted amount for the year was CHF 72,450, so the spend was lower than the budget. However, based on current plans and information available about vendor contracts, it is expected that the full budgeted amount of CHF 72,500 will be spent in 2020-21.

Other Operating Expenses: Disbursements for operating expenses, which includes accounting, audit, printing, postage and legal expenses, was CHF 7,175. It was a little higher this year because it included some previous year expenses that were paid this year. Normally, Servas International's operating expenses are in the CHF 6,000 range, and we expect these expenses to go back to normal 2020-21.

Youth/Regional Meetings: The amount spent on youth and regional meetings during 2020-21 was CHF 8,428. Of this CHF 2,954 was disbursed from the SI Development Fund, and CHF 5,474 from the SI General Fund. Due to the current COVID situation, we expect that there may be minimal or no expense on meetings during 2020-21.

Foreign Exchange Gain (Loss): The foreign exchange ~~X~~ loss reported in the table is a paper loss (not an actual loss – see below). We maintain bank accounts in ~~3~~ three currencies (CHF, EUR and USD) since most of our expenses are in USD or EUR. We save on foreign exchange fees by maintaining the accounts in these currencies. We report in CHF because we are based in Switzerland. The foreign exchange loss in the table is a hypothetical loss that we would suffer if we converted all our USD and EUR holdings to CHF at the end of the fiscal year. Since we have no intention of doing that, it is only a paper loss.

Commentary: Because we were careful with expenses during the year, our cash loss (excess of payments over receipts) was only CHF 1,709. But, because we had a deficit, we could not set aside any reserves for the next SI Conference and General Assembly (SICOGA). Previously, we would set aside an amount of CHF 25,000 CHF to CHF 30,000 each year, as a reserve for the next SICOGA. We have been unable to do that.

Next year (2020-2021), we estimate a higher projected cash deficit of CHF 48,000. To arrive at this estimate we assumed that we will continue to receive CHF 56,294 from members next year, and we will also spend the full budgeted amount for technology and other operations. It is important to note that operating under such large deficits is not sustainable in the long run. While we may be able to manage a year (or so) of such deficits by dipping into our reserves, it is imperative that we work to devise a funding formula as soon as possible that ensures that we do not continue to run at a deficit.

Radha B. Radhakrishna
Treasurer, Servas International

SI Executive Committee (SI Exco) Members Reports

Servas International (SI) President Annual Report 2019 (2019-01-01 – 2019-12-31)

1. Name of officer and function:

Jonny Sägänger (Sweden), President of Servas International Executive Committee (SI Exco). Reelected for the mandate period October 20 2018–2021 at the at the Servas International General Assembly (SI GA) in October 2015. Previous mandate periods as president: August 2012–October 2015, October 2015–October 2018.

2. Responsibilities:

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

The focus of the role is to lead the Executive Committee and oversee the general operation of Servas International. The President shall:

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

Source: SI statutes, revised at SI GA2018

For 2019 – 2021, the SI President's main tasks and responsibilities are:

- Live up to the responsibilities that are laid out in the SI Statutes as a job description for the SI President (SI P) – see above.
- Participate as one of 6 SI Exco members in SI's global board, dealing with political and legal business, financial and interpersonal matters as they arise
- Create a strategy together with SI Exco members to prioritise and manage the decisions that were made at the SI General Assembly (SI GA) in October 2018 that are documented in an Action Chart of SI GA decisions. The document is stored in the SI co-working space and collaboration tool Servas Confluence.
- External communication. A SI P task due to a swap of tasks with SI General Secretary Kiat Y Tan, who in exchange has taken assumed responsibility for the organisation of the Servas International Conference and General Assembly (SICOGA).
- Oversee and be executive in the development of SI internal and external media and communications activities. Through the activities in the SI Media & Communications Team, increase visibility of local & regional activities.
- ServasOnline System (SOLSYS) program. Promote acceptance and introductions of SOLSYS in member groups/countries. The SI P will in cooperation with the SI Membership & Technology Secretary (SI MTS) be the champions, the driving force and guarantee for the continuation and use of the SOLSYS program.
- To establish a team that will phrase a strategy and action plan for growth in Servas and SI revenue, number of individual members.
- SI registration/incorporation
- Plan for and execute actions that will position SI as an organization that is at the forefront in the area of sustainable travels and other aspects of sustainable development.
- Develop the concept "Sustainable SICOGA" that was initiated for SICOGA 2018 for future SICOGA's.
- Competitive business (CI) and business intelligence (BI)
- Outreach activities. Connect SI with likeminded organisations.
- Routine tasks.

3. Plans: What do you plan to do until the next General Assembly in 2021?

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

4. Activities: Summarise your activities during 2019.

See full 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:

DEVELOPMENT

* SI Growth campaign.

The initiation of a SI Exco decision during 2019 to launch a campaign to make the organization grow both in numbers and financially during 2020. The concept is simple. In 2020 all individual Servas members, travellers, hosts and volunteers are invited to recruit at least one new individual member. The campaign runs from January to the end of 2020. It will also include other ways for Servas to expand the organization's activities.

SI Exco, SI's global board, has access to statistics to monitor the progress of the campaign over time, and to summarize the final results during 2021. A number of Servas members have come forward to form a volunteer SI Growth Team (SI GT).

Sadly enough, the prospects of the SI growth campaign becoming successful have been almost crushed by the outbreak of the new coronavirus pandemic at the beginning of 2020. International travels will decrease substantially, which will badly effect the possibility for Servas to recruit new members.

* I convened a team of Servas volunteers that created a draft set of formal Servas International standard national statutes (SI NSS). The standard statutes are intended to assist Servas National Groups in structuring the work of their boards and key official positions. The model statutes need to be adapted according to the legal requirements of each individual country, but they provide Servas National Groups with suggestions of certain basic areas that usually need to be covered. Examples of items in the draft standard national statutes: • Draft agenda for a national General Assembly for group decisions and elections of key persons. The draft document also contains a draft Servas International Code of Conduct (SI CoC) which contains ten simple rules to make visits a great experience for both travelers and hosts. Those who would like to read the draft Servas International standard national statutes (SI NSS) and the draft Servas International Code of Conduct (SI CoC) can order a personal copy by sending an email to president@servas.org with "Please email draft Standard National Statutes" in the email subject line.

* I have had communications with Servas members about possible actions related to the ServasOnline system and the protection of individual Servas members personal data. I made investigations on how the General Data Protection Regulation, GDPR, that came into force in the European union on May 25 2018 can serve the purposes of individual Servas members, Servas International and Servas member countries. I also tried to find out which obligations GDPR place on Servas International and Servas member countries. The issue has been carried forward by other Servas volunteers, mainly the SI Membership & Technology Secretary (SI MTS) and the SI Vice President (SI VP).

* The work with competitive intelligence (CI)/business intelligence (BI) to be up to date with developments in the universe of peace- and hospitality organisations.

COMMUNICATION

* As Managing Web Editor for the modernized website I have handled my own and others texts, photos and other editorial content that since the launch in February 2017 is 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 – together with other Servas volunteers – worked with the editing, production and distribution of SI News Bulletin (SINB), a newsletter for news from SI Exco to national secretaries and other key persons in the Servas community. Four issues were published during 2019. SINB can be downloaded here:

<https://servas.org/en/newsletters-bulletins>

* I have searched for – and found – additional volunteers who can work with texts, photos, videos and other editorial content for the Servas International website on servas.org and SI News Bulletin (SINB).

* I have continued work to promote Servas via social media like Facebook and Twitter.

* I have written and given or sent speeches to Servas annual general assembly meetings (AGM's) and other Servas meetings in Sweden, Iran and Switzerland.

SI REGISTRATION

* The SI Treasurer, a Servas collaborator in Switzerland for the SI registration issue and I have during 2019 worked according to a plan with the aim to get a pre-approval from the Swiss authorities on how the new SI Statutes need to be rephrased in order to pave the way for a registration.

* I have edited a draft Power of Attorney document for the use in the SI registration process. The document was approved by SI Exco in December 2019. Our collaborator in Switzerland will use the document in his contacts with legal counsels, the commercial registry in Zürich and other relevant authorities.

I have previously formed a group of Servas volunteers who will give support, advice and link the registration project with national Servas groups. The group is called Servas International Registration Team, SIRT.

FINANCE

* I have together with the SI Treasurer and the SI Internal Audit Committee pushed for increased transparency and faster presentations of SI financial statements/reports.

The 2018-04-01–2019-03-31 financial statements were produced and presented in a timely manner. 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).

* I have together with the SI Treasurer presented and visualized the financial development for SI during the period 2009–2018. The presentation reveals a downward trend for SI's income for the period. The income has decreased from approximately 72 000 Swiss Francs (CHF) the calendar year 2009 to approximately 54 000 CHF for the 12 months period 2017-04-01–2018-03-31. The SI Treasurer and I have emphasized that this downward trend for SI's income 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 organisation. Income growth is needed.

OUTREACH & SERVAS PROMOTION

* I have been in contact with Children International Summer Villages (CISV), which in 2018 invited me as SI President to their Global Conference in Veldhoven, Netherlands.

CONFLICT HANDLING

During the year I was involved in the handling of a number of cases that involved conflict and resolution. The work was partly done in cooperation with the SI Conflict and Resolution Committee, SI CRC.

DAY-TO-DAY BUSINESS

The day-to-day business include to prepare for SI Exco meetings, approval of payments at SI's internet bank account, email communications, monitoring Servas social media accounts administrative person and editor. 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.

LACK OF ACHIEVEMENTS

These are some of the initiatives that I had hoped to achieve more from:

* SERVASONLINE MEMBER SYSTEM

I had hoped that SI Exco and the ServasOnline Team would be able to solve the interoperability issues between the global member administration system ServasOnline (SOLSYS) and in the US Servas membership system. I had also hoped that all other major Servas countries would have been integrated with SOLSYS by December 2019. This didn't happen.

However, In January 2020 the US Servas membership system was integrated in SOLSYS, and shortly after that Servas Germany also got integrated.

By 24 March 2020 there were 16 000 individual Servas members with their profiles in the ServasOnline System, which is now the main global Servas International (SI) membership administration system.

* SI EXCO LIABILITY INSURANCE

I have cooperated with a volunteer contact person in Servas Switzerland who is helping SI to get quotes for liability insurance for SI Exco and other SI officers. The action has been requested by SI Internal Audit

EXPENSES CLAIM 1: 125 SEK (postage)

EXPENSES CLAIM 2: 1 525 SEK (for postage, internet connection, software

YEAR		Expense Voucher # 				
<div> <h2 style="margin: 0;">Servas International</h2> <h3 style="margin: 0;">Expenses Claim Request Form</h3> </div>						
Officer						
Purpose		SI Expense				
Name		Jenny Skjölberg				
E-Mail		jennas@mail.ssm.se				
*BUDGET		*BASE				
To be filled in by Servas						
Advances						
Date	Details	Receipt amount Currency				
Total advances:						
Expenses						
id	Expense Date	Reason for expenses	Receipt amount Currency	Reimbursement Amount Currency	Base Currency	Expense Category
1	2019-04-13	Letter with signed 2018-19 SI Accounts	205,00 SEK	205,00 SEK		postage
2	2019	Internet connection 2019 75% of 900 SEK	900,00 SEK	675,00 SEK		internet
3	2020-02-28	Office 365 2020 75% of 800,00 SEK	800,00 SEK	675,00 SEK		internet
4						
5						
6						
7						
8						
9						
10						
I have attached scanned copies of the receipts.				Total Advances:		
Approved by <u>Notes</u>				Total Expenses:		1 554,00 xxx,00 SEK
				BALANCE		1 554,00
Beneficiary (YOUR) Name: <u>Jenny Skjölberg</u> Beneficiary Account holder (YOUR) address & Phone number: <u>Jenny Skjölberg, Rönneholmssågen 90, SE-11740 STOCKHOLM, Mobile: +46 706 20 28 43</u> Beneficiary (YOUR) Bank Name: <u>SEB Skandinaviska Enskilda Banken</u> Bank Account Number (IBAN): <u>SE8500000000000211140</u> Bank Swift (BSB) Code: <u>SESSSE33</u> SEB SE-106 40 STOCKHOLM Your Bank address & Phone number: _____ Intermediary Bank name (if any): _____ Payable currency: <u>SEK (Swedish Crowns)</u>						
<div style="display: flex; justify-content: space-between; align-items: flex-end;"> <div> <p>1. please write a separate financial report for each budget.</p> <p>2. Submit separate report for each year.</p> <p>3. Put numbers on the Receipt as reference.</p> <p>4. Write numbers on the Receipt as reference as numbered on report.</p> <p>5. Please use same Base Currency for all of your expense request.</p> <p>6. Internet and cartridges will be funded up to 75%.</p> </div> <div style="text-align: right;"> <p>Signature: </p> <p>Date of claim: <u>2020-03-30</u></p> </div> </div>						
For Official Use: Expense Voucher Number: _____ dated: _____ With short description so that it will come in the bank statement to facilitate the bank reconciliation: _____						

SI Vice President (SI VP) Annual Report 2019 (2019-01-01 – 2019-12-31)

Jan 2019 to Dec 2019

CARLA KRISTENSEN, SI VICE PRESIDENT

Elected at the SICOGA, in Seoul, October 2018

Responsibilities:

(SI Statutes)- The focus of the role is to promote the development of Servas at all levels of the organization. This includes encouraging collaboration between national groups and those working for Servas International to strengthen and develop Servas membership across all regions. The Vice-President shall: a) perform the functions of the President in the absence or incapacity of the President; b) Work with the development committee and youth leadership committee together with national groups to strengthen and develop Servas at a local, regional and international level; c) perform such other functions as shall be delegated by the President or General Assembly

My main responsibility, as SI Vice President and member of the Executive Committee, is to support and contribute to the development of Servas in all regional, national and international aspects, towards a successful future of the association, as well as collaborating with the ExCo and its President in a number of other tasks.

Activities:

During the year 2019 I attended the regular ExCo online monthly meetings. *The General Secretary will be, under this mandate, the link person with the Servas Development Committee (and not the Vice President, as per the Job Description).*

I am the link person with the SI Youth & Families Committee and the Making Connections Group.

All the motions related to these two Committees and approved during the SICOGA 2018 will be followed up.

I collaborated with the information dissemination through Social Media (mainly Facebook and the website servas.org) → international Servas events, Servas news, Peace news... I also collaborate with the Servas Info Distribution Officer, forwarding different kinds of communication related to international events, to Servas National Secretaries, and key people.

Outcomes:

I wrote a small document on “Procedure of International Servas events and meetings information distribution”, as it was a subject that demanded some attention. All information about Servas international events is to be sent to SI VP, to be uploaded on the website. The links with the events information will be distributed (through SI InfoDistribution) to NSs and key people, who are requested to forward to their members.

I also wrote a small document on “SI Policy on the use of email addresses and marketing of events”, which generated a wider discussion on data protection procedure. The GDPR (General Data Protection Rules) have been under discussion by different people within ExCo and ICT team.

I supported the SI Youth & Families Committee activities: had 3 online meetings throughout the year; I wrote invitation letters for international members who wished to participate in SI Y&F events in Spain and Italy.

I participated in the 40th session of the UNHRC in Geneva, with the SI UN team lead by Danielle Serres, from March 4th to the 9th 2019, which was a very interesting experience and allowed me to see how important it is for Servas to work together with other organizations that aim for Peace and Understanding, to establish contacts and make Servas visible and proactive, within the UN.

I attended the Servas Youth and Regional Africa Meeting, which took place in Kampala, Uganda, from September 9th to the 13th 2019. This was an incredible experience that made me realize how active and committed our Servas African countries are.

I have been responsible for uploading Servas international events information on the website, this year we changed the format of the page. I also uploaded other kind of information on the website.

I have signatory rights, in SI bank accounts, to approve payments jointly with one more person who has signatory rights.

Plans/Priorities:

- ✓ Attend the regular ExCo meetings, follow up and contribute for the discussions on line
- ✓ Support and work with the Youth & Families Committee. Create a space, on the website (for members only), with information about this Committee: events, SYLE, activities, photos, etc
- ✓ Support and work with the Making Connections Group. Create a space, on the website (for members only), with information about this Group: list of opportunities, list of candidates preferences, reports, photos, etc
- ✓ Continue uploading the Events page (<https://servas.org/en/events-meetings>), an information tool about different Servas international events occurring in different parts of the world. Probably add “online activities” that have been occurring and will occur in the future, promoted by different countries or members
- ✓ Publish the translation of “Seeds of Servas” into Portuguese and a bilingual edition of the book.
- ✓ Focusing on gender equality, human rights issues, as well as ecological travelling and environmental protection must be Servas goals, that we defend and campaign for, and I strongly support.
- ✓ Expand Servas to Portuguese speaking countries in Africa

Financial Report

Nothing to report.

Inactive Committee Members:

No

SI Treasurer Report (SI) for the period January 1 to December 31, 2019

The main focus of the treasurer is to manage the financial operation of Servas International (SI). The treasurer is in charge of:

- a. Managing SI funds
- b. Maintaining the financial books and presenting periodic financial reports.
- c. Planning and maintaining budgets.
- d. Managing financial audits, and,
- e. Guiding the EXCO on any financial matters.

To fulfill the duties and responsibilities set out in the financial accounting procedures, I worked on the following activities during the year.

1. Managing Servas funds: I arranged for collections of fees from member groups. In addition, I processed any donations received during the year. I also arranged for all payments and disbursements to fund various Servas initiatives that satisfied our norms.
2. Financial Contracts: During the year, I worked with the internal audit committee to review and maintain all financial contracts.
3. Financial Accounts for 2019-20: I maintained the financial accounts for 2019-20.
4. Auditor and Book keeper: A new auditor was appointed after SICOGA 2018 after the mandate of the previous auditor ended. At the same time, a new bookkeeper was hired. I completed a smooth transition to a new bookkeeper and auditor.
5. Financial audit of 2018-19: I completed the financial accounts and reports for the period 2018-19; arranged for internal audit and external audit, and the signing of the accounts for presentation to all Servas members through Distant Vote.
6. Budgets: I advised EXCO on managing the budget. I prepared periodic financial reports to explain the financial situation to EXCO. In the process, I advised all stakeholders on managing costs to stay within budget for the year.
7. SI Registration: During the year, I worked with Jonny to make progress on registering Servas International as a not-for-profit entity in Switzerland.
8. Throughout the year, I worked with Richard Cabassut, Assistant Treasurer, who is a member of the Treasurer (Finance) team. I wish to place on record my appreciation for his support and work. Richard has managed the distribution of paper stamps to all the countries that requested them. During the year we transitioned all countries that issued less than 50 paper stamps to Servas Online (E-LOIs). Next year, we hope to move all of Servas to E-LOIs. Richard has also managed the operation of bank accounts with me.

9. Financial reimbursements: During the period 1st January to 31st December 2019, I was reimbursed USD 431.25 (Equivalent CHF 411.50). This was for purchase of accounting software (USD 367) for maintaining Servas International accounts and for postage (USD 64.25). These expenses were incurred in 2018 and reimbursed in April 2019. Richard was reimbursed EUR 147.30 (Equivalent CHF 167.22) for postage incurred in sending stamps to Servas member countries during the calendar year.

Radha B. Radhakrishna
Treasurer, Servas International

Servas International General Secretary, elected at SICOGA 2018.

Name: Kiat Y Tan, Malaysia

Responsibilities:

Based on the SI Statutes: The General Secretary shall:

- a) handle the correspondence and information sharing of Servas International;
- b) collect information from national groups;
- c) send communications to national groups and maintain their contact information;
- d) Maintain SI records, including statutes and procedures.
- e) Ensure the updating of SI documentation following any changes to the statutes made at a General Assembly or via a distant vote. Also keep the statutes under review and recommend any required amendments to the General Assembly.
- f) Manage Distant Votes between General Assemblies.
- g) Be responsible for recording minutes of meetings and conferences. This includes the minutes of the General Assembly at the end of the term of office and Distant Vote decisions.
- h) Represent the interests of their assistants, national secretaries and main contacts in the Executive Committee. In the case of 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 my Term of 2018-2021, I have swapped Communication Team (which was my original responsibility) with the SI President for Organisation of SICOGA (which was originally under the care of SI President). SI Vice President has kindly agreed to let me take over the responsibility of Development Committee which was originally under SI VP.

Plans:

To carry out the tasks set out by the Statutes, work with the Development Committee to achieve its goals and other tasks & responsibilities that have been agreed with SI EXCO.

Activities: Summarise your activities of 2019:

- Attended Exco meetings
- Taking minutes for Exco meetings
- Posting Exco minutes & Distant Voting
- Held discussions with the Development Committee
- Worked with some local Servas branches
- Sent Request for 2019 Annual Report to all Member Groups & SI Officers.
- Compiled 2019 Annual Report

Outcomes: What have you achieved in your role?

Financial Report: Itemise any expenditures as members of the Committee or as SI officer for which you are requesting reimbursement.

None.

Feedback: do you have any comments /recommendations? Would you like to highlight any issues?

None.

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

None

SI MTS - Servas International Membership & Technology Secretary

Annual Report

1. Name of Position: SI Membership and Technology Secretary:

Members: Jim Leask, Canada b. Paul Nielsen, Australia 2020 [Email: mts@servas.org](mailto:mts@servas.org)

1. Responsibilities: `

- Manage communication and oversight around Servas International's Technology and Membership Management.

2. Plans:

- Overseeing and support the ICT, ServasOnline Support & Design teams.
- Work with the SI Exco and member groups to design improvements to ServasOnline for membership and hosting/travelling support
- Work with SI to develop membership strategies that will promote membership growth and financial stability
- We aim to have the first iteration of ServasOnline version 2 operational in 2021
- In developing the design for version 2 of ServasOnline version 2, we will ensure data protection rules are followed.

3. Activities:

- Confluence and Jira have been further developed and managed and introduced for use by ServasOnline, SI Exco, and other teams.
- The ServasOnline Support team has now moved into the ServasOnline Design team.

4. Outcomes:

- Confluence and JIRA are in use by ServasOnline, SI Exco, and other national groups. It has significantly improved team collaboration and communications.
- The ICT and ServasOnline teams have grown with new members, and a culture of collaboration has been established
- The ICT and ServasOnline groups are now working on developing the infrastructure and design for ServasOnline version 2.

5. Financial Report:

6. n/a

7. Feedback:

SI ServasOnline Support/Design Team

Annual Report

1. Name of Position: SI ServasOnline Support/Design team

Members: Claudia Sagie (Israel), Dagmar Foerster (Germany), Paul Nielsen (Australia), Joseph Lestang (France), Peter Mair (Germany), Jim Leask (Canada), Steve Gaarder (USA)

1. Responsibilities:

- Develop and maintain ServasOnline version 1 and 2
- Support SI member groups migration and using ServasOnline

2. Plans:

- Maintain ServasOnline V1
- Design and Develop ServasOnline V2 with the aim of building a platform that can be sustained and evolved to meet the future needs of SI.
- Continuing support SI members groups with usage of ServasOnline.

3. Activities:

- ServasOnline version 1 has been developed and is in a maintenance mode.
- ServasOnline team is working on design and development of ServasOnline version 2
- SI members groups have been migrated into ServasOnline including the USA, Germany and Italy.
- The has support many member groups and continues to do so.

4. Outcomes:

- Confluence and JIRA are in use by ServasOnline, SI Exco, and other national groups. It has significantly improved team collaboration and communications.

-
- The ICT and ServasOnline teams have grown with new members, and a culture of collaboration has been established
 - The ICT and ServasOnline groups are now working on developing the infrastructure and design for ServasOnline version 2.
5. Financial Report:
 6. n/a
 7. Feedback:

SI ICT - Information and Communications Technology

Annual Report

1. Name of Position: SI Information and Communications Technology

Members: Mark Hahn (Canada), Paul Nielsen (Australia), Jim Leask (Canada), Steve Gaarder (USA)

1. Responsibilities:
 - ICT installs, maintains and manages the system level technology and communication infrastructure use be Servas International
 - Manages user accounts and security for all systems
2. Plans:
 - Will put in place an Agile development environment for the ongoing ServasOnline version 2.
 - Consolidate user accounts, emails and permissions through the use of LDAP
 - Setup and maintain the server infrastructure that will provide an affordable and sustainable platform for ServasOnline and SI Technology requirements
3. Activities and Outcomes:
 - The ICT team has more members and is consolidating the Servas servers and applications on to SI infrastructure.
 - Servas NextCloud is being updated
 - System ownership has been transferred away from individual users to ICT, including: mail server, Confluence, DNS Certificate hosts.
4. Financial Report:
5. n/a
6. Feedback:

SI Peace Secretary (SI PS) annual report 2019 (2019-01-01 – 2019-12-31)

Name of Position: SI Membership and Technology Secretary:

Members: Paige LaCombe, USA [Email: peacesecretary@servas.org](mailto:peacesecretary@servas.org)

Servas International at the Commission on the Status of Women (CSW63)

- CWS63 (2019) The sixty-third session of the Commission on the Status of Women took place at the United Nations Headquarters in New York from March 11-22. In attendance were 3 members of Servas International Peace Team: Paige LaCombe (SI Peace Secretary), Zahra Karimi (SI Peace Secretary Team, Iran) and Raleigh Tomlinson (SI Peace Team, Youth Rep). In addition 3 SI members were in attendance: Lauren Gordon (National Secretary of Australia), Earlene Cruz (US Servas Youth Rep at UN NY), and Fidele Rutayisire (SI member) as a representative of Rwanda.



- CSW63, made up of 45 member states, decided on two main themes for 2019: Social protection systems, access to public services and sustainable infrastructure for gender equality and the empowerment of women and girls; and women's empowerment and the link to sustainable development. See result of agreed conclusions here: [UN Commission on the Status of Women delivers roadmap on ensuring women's social protection, mobility, safety, and access to economic opportunities.](#)
- The SI Peace team held several meetings outside the UN with NY Servas members not attending the CSW63: Gopal Rajan (the newly appointed SI Rep UN NYC venue) on March 13th and Fanny Bello (SI Rep UN NYC venue) and Radha Radhakrishna (SI Treasurer) on March 14th. The purpose of these meetings are to strengthen teams, build new friendships, and discuss

sessions from CSW63.



- In sessions at the UN, we heard from women around the world about the status of conditions for women around the world. We heard stories of empowerment, yet many stories of tragedies. We listened to women leaders around the world and the struggles for gender equality before the law and to have equal rights and representation in government. Google partnered with the UN and

created VR footage of women telling their stories. Films were shown about Peace Movements created by women to end war in their countries. Female journalist spoke about the harassment they face in the workplace and the world at large. We also heard the Secretary General speak on behalf of a need for gender rights and equity for women around the globe.

- The SI Peace team represented Servas in several ways. We made connections with people at CSW63 with whom we could partner in the future project for peace and social justice issues. We also shared with those we met about the Servas organization and talked with others explaining we are women traveling with Servas and why Servas is an excellent, safe way to travel because we interview and vet our members. We handed out cards with our email and pamphlets for those interested in partnering or discussing Servas membership further.



- It was decided that our SI representatives attending CSW63 would each write an article summarizing their experiences and share this within their respective countries and members. These articles would also be sent to share in the SI Bulletin for SI members. The SI Peace Secretary will send out a special letter with update from CSW63 to National Peace Secretaries. The SI PS was invited to attend CSW63 debriefing session in San Diego, California with partner organization, United Nations Association of San Diego Chapter.
- The experience at the UN was for each of us life changing. As volunteers, we are dedicated to Servas as a peace building organization. To see women from all over the world advocating equality was inspiring and encourages us to do more in our own countries. We are grateful to be part of an organization that makes gender equality an action, not just words. Servas has a strong commitment to gender balance in decision making bodies.¹ Through this decision, Servas

¹ Decision 46 (passed SICOGA 2108) EXC-018

Servas commitment to gender balance in decision making bodies

Motion:

SI GA 2018 decides that SI should be committed to the active pursuit of gender balance in all areas of SI's work and at all levels of governance. Thus,

- a) the SI Nominations Committee, SI NC, should in its preparatory work for elections at Servas International General Assembly strive to ensure gender balance in all SI committees.
- b) SI Exco should, when appointing SI officers and SI teams, strive to ensure gender balance.

members, volunteers, travelers and hosts show dedication to working to achieve gender equality in all aspects of Servas.



- For more information about CSW63: <https://research.un.org/en/CSW63>

This report respectfully submitted by Paige LaCombe, SI PS on April 1st, 2019



CSW#63, New York, March 2019

During the inaugural meetings of the United Nations General Assembly in London in February 1946, Eleanor Roosevelt, a United States delegate, read an open letter addressed to “the women of the world”:

To this end, we call on the Governments of the world to encourage women everywhere to take a more active part in national and international affairs, and on women who are conscious of their opportunities to come forward and share in the work of peace and reconstruction as they did in war and resistance. ²

Over six decades later, in 2019, the 63rd Commission on the Status of Women was two jam packed weeks of presentations and discussion between women (and men) of every colour and creed, from all over the world! And I was lucky enough to be one.

² ‘A Short history on the commission on the status of women’ UN Women, 2019 at : <http://www.unwomen.org/-/media/headquarters/attachments/sections/library/publications/2019/a-short-history-of-the-csw-en.pdf?la=en&vs=1153>

Led by Servas International Peace Secretary Paige LaCombe, between 11 and 22 March, a small group of Servas reps (US Youth members, Raleigh LaCombe and Earlene Cruz, Zahra Karimy from Iran, Fidele Rutayisire (attending as part of a Rwandan government delegation) and myself) swiped our passes and dived right in.

For days, we lined up, traipsed through security and found our way into the vast UN complex sprawling five blocks between first avenue and the Hudson river, to experience the diversity and colour of the crowd (and the UN's impressive art collection) as part of the continuing struggle towards gender equality.

Launched in 1947, the Commission on the Status of Women is the UN's second largest annual meeting, after the General Assembly. This year, comprised of almost 2000 government representatives from countries from all over the world, and more than 5000 delegates from Civil Society (that is, NGOs, including Servas), the commission has become "a powerhouse forum, leading the march for progress by advocating for initiatives that benefit women on a global scale"³

This year, the priority theme of "Social protection systems, access to public services and sustainable infrastructure for gender equality and the empowerment of women and girls" was the focus of discussions between government delegations, and the many side events, organised by civil society.

But how does Servas fit in, and why were we there?

From its inception, CSW forged a close relationship with NGOs, who are invited to participate as observers at the conference, in consultative status with the Economic and Social Council (ECOSOC).

Since 1973, Servas International has been one of those organisations. The consultative status makes it possible for SI to be active at the premises of the United Nations in New York City, Geneva in Switzerland and Vienna in Austria.⁴

The most significant contribution made to CSW by NGOs are the many side events – meetings, presentations and panels focusing on the priority theme and other topics relevant to the experience of women and gender equality.

NGOs also have the opportunity to interact with and influence government delegations to the commission – with some countries (including Australia) including NGO reps as part of their team, and meeting daily with representatives to seek feedback on official discussions.

As representatives of Civil Society, we were invited to a Town Hall welcome and addressed by the UN Secretary General, Antonia Guterres. He was impressive and

³ Izaguirre, Freddy "UN CSW#63" at <https://latinx.com/inform/united-nations-csw63/>

⁴ <https://servas.org/en/Servas-and-the-UnitedNations>

feminist and recognized women's contributions and also the challenges faced in improving the status and opportunity for women as leaders.

Sessions focused on women in leadership, and the implementation of laws to promote women. We were part of the launch of 'Gender, Justice and the Law' assessing laws affecting gender equality in the Arab States Region, and panel discussions on 'Breaking Stereotypes: Muslim women as agents of change'.

Sessions looked at women as peacebuilders and activists in conflict and peace negotiations. The documentary "Women Peace and power", showed women's part in peace negotiations for Northern Ireland, Liberia and Afghanistan and we heard from the women involved in those struggles.

The side events were broad and largely educative. While government delegations focused on outcomes of the commission, events organized by civil society provided women opportunity to meet women who have experienced the same challenges they face in their countries and communities. The commission provides a forum for discussion and relationship building across nations; an opportunity to create a broader network of women supporting women in challenges worldwide.

The content of the commission was so broad and complex, and of such volume, it's taken some time to process. But it has made me consider what we, as Servas, have to offer – how we can support and promote women specifically.

For women who cannot easily or affordably travel from their countries, servas provides a community of hosts and homes. With hosts vetted and interviewed, servas provides a safe place for solo women travelers or families to stay, often off the beaten track. On a broader level, the infrastructure and influence of an international organization with branches across the world, can support women in their travels – official events and invitation letters to smooth visa application processes, in a world of ever tighter border control. Servas offers women a place in a community that welcomes those sharing ideals of peace, hospitality and equality.

Thanks to Servas Australia for the support in getting to New York and to SI for the invitation. A small step in raising the profile and influence of Servas in the wider world, and food for thought about what we have to offer at UNCSW64!

Lauren Gordon

National Secretary

(for more on CSW63, see here: <http://www.unwomen.org/en/csw/csw63-2019>)

Servas International

at the 63th Commission on the Status of Women (CSW63)



Report by: Zahra Karimi (SI Peace Secretary Team, Iran)



The Commission on the Status of Women (CSW) is the principal global intergovernmental body exclusively dedicated to the promotion of gender equality and the empowerment of women. The CSW is a functional commission of the United Nations Economic and Social Council (ECOSOC), one of the main organizations within the United Nations. Every year, representatives of Member States⁵, UN entities, and ECOSOC-accredited non-governmental organizations (NGOs) from all regions of the world attend the session at United Nations Headquarters in New York to evaluate progress on gender equality, identify challenges, set global standards and formulate concrete

⁵ The Commission consists of 45 member states who are elected for a period of four years by ECOSOC on the basis of equitable geographical distribution.

policies to promote gender equality and advancement of women worldwide. The CSW is instrumental in promoting women's rights, documenting the reality of women's lives throughout the world, and shaping global standards on gender equality and the empowerment of women.



UN-Women is the United Nations organization dedicated to gender equality and the empowerment of women. A global champion for women and girls, UN-Women was established to accelerate progress on realizing their rights and meeting their needs worldwide. UN-Women supports United Nations Member States as they set global standards for achieving gender equality, and works with governments and civil society to design laws, policies, program and services needed to implement these standards. It stands behind women's enjoyment of their human rights in all aspects of life, focusing on five priority areas: increasing women's leadership and participation; ending violence against women; engaging women in all aspects of peace and security processes; enhancing women's economic empowerment; and making gender equality central to national development planning and budgeting. UN-Women prepares the evidence-base, policy analysis and recommendations that underpin the Commission's deliberations on the themes selected for each session, as well as for negotiated outcomes. UN-Women also coordinates and promotes the United Nations system's work in advancing gender equality.



Servas International (SI) is one of more than 5000 non-governmental organizations (NGOs) accredited with consultative status by UN ECOSOC. Servas International has had consultative status at the UN since 1973. The consultative status makes it possible for Servas International to be active at the premises of the United Nations in New York City in USA, Geneva in Switzerland and Vienna in Austria. As Servas members, we connect with the UN as part of a peace-building process to provide a world free of violence, poverty and inequality. Our mission is build world peace, goodwill and mutual understanding by providing opportunities for personal interactions among people irrespective of their ages, cultures, backgrounds, and nationalities.

The Servas International representatives at the United Nations attend sessions, help Servas members wanting to visit UN venues, share information about United Nations principles

and activities, co-sign joint NGO statements, and at times are able to deliver written or oral declarations on behalf of Servas. They are also able to organize side events on different issues.



The sixty-third session of the Commission on the Status of Women (CSW63) took place at the United Nations Headquarters in New York from 11 to 22 March 2019 with the primary themes of social protection systems, access to public services, and sustainable infrastructure for gender equality and the empowerment of women and girls.

The CSW63 included the following activities:

- ❖ Official Meetings
- ❖ Side Events

Members of Servas International that participated in this conference:

- 🇺🇸 Paige LaCombe (SI Peace Secretary, USA)
- 🇷🇼 Fidele Rutayisire (National Secretary of Rwanda)
- 🇦🇺 Lauren Gordon (National Secretary of Australia)
- 🇮🇷 Zahra Karimi (SI Peace Secretary Team, Iran)
- 🇺🇸 Earlene Cruz (Youth Rep at UN NY, USA)
- 🇺🇸 Raleigh Tomlinson (SI Peace Team, Youth Rep, USA)

Official Meetings

Access to General Assembly and conference rooms were limited during CSW63, due to a very high number of NGO representatives who registered, placing a high demand on the finite space at the United Nations Headquarters. There were approximately 200 seats in the plenary room for the 4000-5000 NGOs that were expected. Some meetings were also held in closed rooms. The number of representatives who could attend open official meetings was contingent on the availability of space. Therefore, all official UN meetings were also available on the UN Web TV Channel at <http://webtv.un.org/>.



Generally, the Commission on the Status of Women held all meetings during a two-week session covering the topic, “Good practices in the provision of social protection, public services and sustainable infrastructure” under the primary theme of “Social protection systems, access to public services and sustainable infrastructure for gender equality and the empowerment of women and girls”. Participants exchanged experiences, challenges and good practices in relation to access to social protection systems, public services and sustainable infrastructure for women and girls. These key topics, central to achieving the Sustainable Development Goals, emphasized existing national legislative and policy frameworks and existing measures that have delivered concrete results for women and girls.

The priority theme of CSW63 was negotiated by all Member States. Additionally, they identified gaps and challenges in the implementation of previous commitments and made action-oriented recommendations for all States, relevant intergovernmental bodies, mechanisms and entities of the United Nations system and other relevant stakeholders.

Side Events

During the session many side events were organized to draw attention to critical aspects of the work on gender equality. NGO representatives registered for CSW63 had the opportunity to enhance their CSW experience by visiting side events.



NGO representatives' UN grounds pass was sufficient to gain access to the General Assembly Building and the Conference Building, where official CSW meetings and side events took place. NGOs with valid UN grounds passes did not have to indicate prior interest in attending side events, unless specified by event sponsors.

The active participation of NGOs is a critical element in the work of the Commission on the Status of Women (CSW). NGOs have been influential in shaping the current global policy framework on women's empowerment and gender equality.

The program of side events, or activities organized outside the formal program of the session of the Commission, provided an excellent opportunity for NGOs to discuss themes of the Commission and other critical gender equality issues.



Side events included a ministerial segment and other high-level interactive dialogues, a general discussion, as well as interactive and expert panel discussions. Stakeholders organized many side events to draw attention to critical aspects of the work on gender equality. Side events were also a key opportunity for policy makers, advocates, researchers and activists to network and strategize, mobilize and plan new initiatives and actions to further the cause of gender equality and women's empowerment.

During the conference, more than 40 side events were held almost daily. These events took place in UN rooms at specific times according to the calendar. Many of these meetings were held simultaneously, requiring participants to choose one.

Experiences and impressions:

“I believe that these circles of women around us, weave invisible nets of love that carry us when we're weak and sing with us when we're strong”

Susan Ariel Rainbow Kennedy

During CSW63, we grieved and sometimes even shed tears while seeing and hearing the suffering of women around the world, but we also rejoiced in and celebrated their joys and achievements. Look to see the conference from our perspective:



In close collaboration with the SI Peace Secretary, we did outreach and networking with other NGOs, further building a peace network. By strengthening these connections, we hope to partner in future peace projects. Our presence at the UN also served to promote

Servas as a peace building organization. We shared business cards, email addresses, and pamphlets with those interested in partnering or discussing Servas membership further. As Servas representatives, we learned how UN-Women works to improve gender equality and empower women. In turn, we shared with the UN our perspectives on gender equality and the empowerment women, human rights and social justice issues.



Each one of us selected specific topics of interest and attended the official sessions and minimally four side events daily.

An overview of the some of the side events that I attended:

- ✓ Inclusive quality education and lifelong learning - key for gender equality and empowerment of women.

By UNESCO and Permanent Missions of Argentina, the Czech Republic, Japan, Kenya and Norway

The event explored how to advance the global commitment on gender equality and women's empowerment with a specific focus on the transformative potential of inclusive quality education and lifelong learning opportunities for women and girls. In particular, by sharing good practices in ensuring targeted policy measures to expand access and ensure the quality of education for women and girls. Moreover, highlighting the importance of investments needed to ensure that all girls are equipped to prepare for a better future.

✓ Justice for Women

World Bank, International Development Law Organization (IDLO), UN Women and the Task Force on Justice

Justice for women is a critical dimension of social protection, access to public services and sustainable infrastructure for gender equality and the empowerment of women. As a public good, justice is a means of protecting women and girls from violations of their rights. The adoption of a global commitment to promote peaceful, just and inclusive societies and access to justice for all and a standalone commitment to gender equality and the empowerment of women and girls are unprecedented. There is enormous opportunity to make a difference in the lives of women and girls through the global momentum afforded by these pledges.

✓ Social inclusion for women being independent

By Japan, the National Women's Committee for the UN NGOs, the International Women's Year Liaison Group, and Japan Women's Watch (JAWW)

Social inclusion is the key word. Inclusion of different groups, especially women to establish sustainable peace and security. The typical economy gives women 3/4 rights of men! In many economies women are paid less. Women are expected to work and then do household work as well work outside and inside the home. Women should have the decision to do so and not because society expects women to do so. A Room of One's Own by Virginia Woolf, published in 1929, emphasizes how important it is for women to be economically independent, and this was in 1929. If it was deemed important 90 years ago, why are women still not economically independent? "What are the obstacles for women to break through this situation?"

✓ Film Screening: Women, Peace and Power - the stories of women peacemakers from Northern Ireland, Afghanistan and Liberia.

By Ireland and Peace is Loud

As part of the impact campaign for the series, Peace is Loud has created the accompanying short film, Women, Peace & Power. The film follows the stories of female activists, politicians, and ordinary citizens in Afghanistan, Liberia, and Northern Ireland as they try to influence peace talks against all odds. This 25-minute film can be used as a training tool for diplomats, policymakers, peacebuilders, and students of international affairs, to spark a discussion on the nexus of gender and security.

✓ Breaking Stereotypes: Muslim Women as Agents of Change

By Pakistan, Turkey, Iran and Indonesia

The side-event provided an opportunity for Member States, UN entities and civil society to discuss the efforts of Muslim women who have challenged the traditional stereotypes about them. Making their mark in numerous fields on a daily basis and around the world, Muslim women are not only proving that women should have an equal role in Muslim society, but they are also holding up ‘half the sky’. Women have always played a vital role in human development, a role that has largely been unsung and under acknowledged. In very few cultures, until relatively recently, have women been recognized to have an equal role with men, and equal rights to participate in all social spheres. Social structures and misinterpretation of religious edicts have had a constraining effect but women have still sought to overcome the challenges.

Muslim women have proven themselves to be resourceful, creative, and dedicated. Today, they are actively participating in all fields of life and making their mark on societies. They are breaking the glass ceiling in education, culture, medicine, business and as managers by holding key positions. These extraordinary women have achieved some of the highest positions.

✓ Mentoring and Inspiring to be Future Leaders

By International Federation for Peace and Sustainable Development (IFPSD)

For established or emerging women executives, taking charge of women leadership development becomes vital for continuous personal and professional growth. The Women Leaders Program leverages the ground-breaking research at the Center for Leadership, and draws from best practices and the depth of experience of veteran women leaders, to create a program designed to advance the leadership capacity of professional women.

Sally Kader the co-founder and president of the International Federation for Peace & Sustainable Development moderated the event with a panel of successful women in business that shared their experience and knowledge for success.

✓ Gender, Economic Policy and Women's Human Rights: Tackling Discrimination to Strengthen Social Protection, Increase Access to Services and Transform Systems

By Office of the United Nations High Commissioner for Human Rights (OHCHR)

The United Nations Working Group on discrimination against women in law and in practice (WGDAW) has noted that discriminatory legislation in a number of States

continues to obstruct women's enjoyment of equal rights and access to economic opportunity and resources. The roles and responsibilities assigned to women and men on the basis of stereotypes relegate women to a subordinate status and limit their economic opportunities.

The main objective of the panel was to generate a discussion about the importance of tackling discrimination against women in order to strengthen social protection and access to health and education services, which will require closer examination of the crucial links between gender, macroeconomic policy and women's human rights, and consideration of the critical role of international human rights mechanisms and UN agencies, in facilitating transformation with support from civil society.

- ✓ What cultural change is needed to consign sexual harassment to the dustbin of history?

By UN Women

In line with 2030 Agenda and the Sustainable Development Goals, UN Women supports efforts to prevent and respond to violence, including addressing sexual harassment. As an institution born from the demand of women's and feminist movements, it supports and adds to their efforts to achieve gender equality, end discrimination and violence. It is time to project into the future and reflect on the world we want to build together. Large scale transformation is essential if sexual harassment is truly to be eliminated: hence the focus on cultural change. Ensuring the safety of women and girls in private and public spaces is a foundational aspect of gender equality and is at the core of UN Women's mandate and work. It is obvious that poverty, unemployment, lack of socioeconomic opportunities, lack of social protection, pervasive gender inequality and violence, discrimination, marginalization and persistent demand are among the underlying causes that make women and girls vulnerable to human trafficking.

- ✓ Why Slavery? Film Screening (Maid in Hell by Søren Klovborg)

By The Why

Can an employment system hide a reality of torture and humiliation? Maid in Hell gives a glimpse into the common-place reality of harassment, abuse, rape and 18-hour work days which migrant domestic.

-
- ✓ What drives the gender gap in science, technology and innovation and how do we close it?

By UNESCO, Permanent Mission of Finland and GenderInSITE

Science and gender equality are both vital for the achievement of the Sustainable Development Goals (SDGs). UNESCO is playing a key role in taking up these issues and in promoting women and girls in and for science through initiatives. This side event provided a comprehensive set of innovative approaches, tested good practices and policy guidance around supporting the inclusion of gender equality, attracting more women to science and showing the pathways to success.



Women's empowerment and the link to sustainable development

The sixty-third session of the Commission addressed as its priority theme 'Social protection systems, access to public services and sustainable infrastructure for gender equality and the empowerment of women and girls'. In addition, it evaluated progress in the implementation of the agreed conclusions from the sixtieth session (2016) on 'Women's empowerment and the link to sustainable development.

The promotion and protection of, and respect for, the human rights and fundamental freedoms of women, including the right to development, which are universal, indivisible, interdependent and interrelated, should be mainstreamed into all policies and program aimed at the eradication of poverty. In 2015, UN leaders pledged to continue the work of the Millennium Development Goals (MDGs)⁶ with new goals for 2016-2030- called the Sustainable Development Goals (SDGs), which address the factors necessary to eliminate war and achieve peace.

⁶ In 2000, UN leaders of 189 countries made a commitment to eight 15-year goals – called the Millennium Development Goals.

SUSTAINABLE DEVELOPMENT GOALS



The Sustainable Development Goals (SDGs), otherwise known as the Global Goals, are a universal call to action to end poverty, protect the planet and ensure that all people enjoy peace and prosperity. These 17 Goals build while including new areas such as climate change, economic inequality, innovation, sustainable consumption, peace and justice, among other priorities. The goals are interconnected often the key to success on one will involve tackling issues more commonly associated with another.

The CSW63 reiterates that the 2030 Agenda for Sustainable Development needs to be implemented in a comprehensive manner, reflecting its universal, integrated and indivisible nature, taking into account different national realities, capacities and levels of development and respecting each country's policy space and leadership while remaining consistent with relevant international rules and commitments, including by developing cohesive sustainable development strategies to achieve gender equality and the empowerment of women and girls. The Commission affirms that Governments have the primary responsibility for the follow-up to and review of the 2030 Agenda at the national, regional and global levels with regard to progress made.



Outcomes:

UN Commission on the Status of Women delivered roadmap on ensuring women's social protection, mobility, safety, and access to economic opportunities.

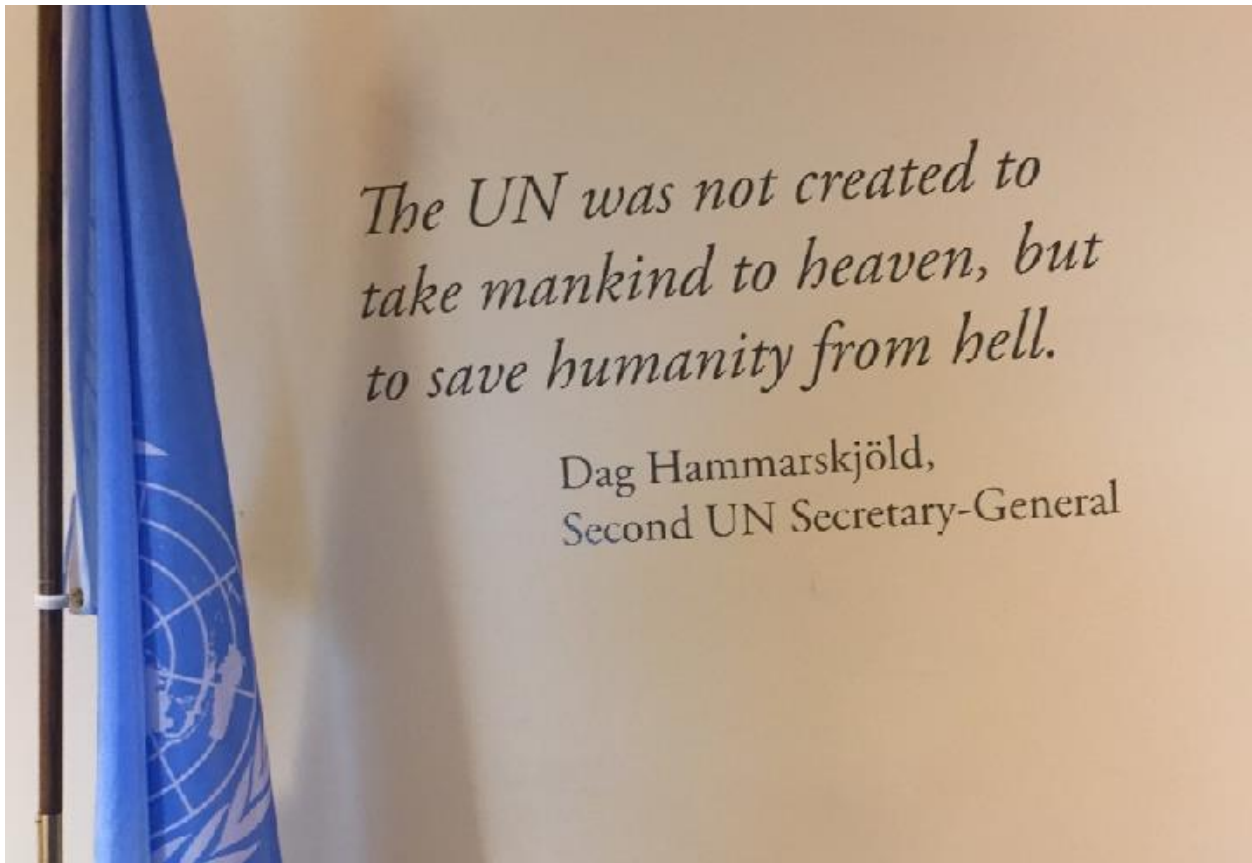
After two weeks of intense dialogue, the 63rd session of the UN Commission on the Status of Women (CSW63) concluded with a strong commitment by UN Member States to safe

guard and improve women's and girls' access to social protection systems, public services and sustainable infrastructure, ensuring that their design and delivery is transformed to prevent discrimination.

The outcome of the two-week meeting, known as the Agreed Conclusions, adopted by Member States, puts forth concrete measures to bolster the voice, agency and leadership of women and girls as beneficiaries and users of social protection systems, public services and sustainable infrastructure.

Key recommendations from the Agreed Conclusions include the following:

- Invest in social protection, public services and sustainable infrastructure to support the productivity of women's work, including in the informal economy;
- Ensure that progress in women's access to social protection, public services and sustainable infrastructure is not undermined by budget cuts and austerity measures, and levels of protection previously achieved are not reversed;
- Build on multilateral commitments to gender equality, including the Convention on the Rights of Persons with Disabilities and the ILO Social Protection Floors Recommendation, 2012 (No. 202), to strengthen access to social protection, public services and infrastructure for all women and girls;
- Recognize, reduce and redistribute unpaid care and domestic work by ensuring access to social protection for unpaid caregivers of all ages, including coverage for health care and pensions;
- Scale up investment in quality public care services that are affordable and gender-responsive;
- Identify and remove barriers to women's and girls' access to public services, such as physical distance, lack of information and decision-making power, stigma and discrimination;
- Guarantee the availability of safe and affordable drinking water and sanitation, including for menstrual hygiene, in homes, schools, refugee camps and other public places;
- Ensure that transport policies and planning are sustainable, accessible, affordable, safe and gender-responsive, taking into account the different needs of women and men, and adapted to be used by persons with disabilities and older persons;
- Promote the full and equal participation and leadership of women and women's organizations in policy dialogues and decision-making relating to social protection systems, public services and sustainable infrastructure;
- Strongly condemn the impunity and lack of accountability rooted in historical and structural inequality that accompanies pervasive violence against women.



For more information:

<http://www.unwomen.org/en/csw/csw63-2019>

<https://research.un.org/en/CSW63>

<https://sustainabledevelopment.un.org/sdgs>

SI Youth and Families Committee Annual Report 2019

1. Name of Committee:

Servas International Youth and Families Committee

2. Members:

Susana Martinez (Spain), Raffaella Rota (Italy), Aneris Cao (Chile), Mar Ferrè (Spain) Natasha Noreen (Italy)

Dates in office::elected during Sicoga 2018

3. Inactive committee members: none

4. Responsibilities:

Promotion of new youth and families memberships.

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

5. Plans: Coordination and promotion of Summer Camps and specific Youth& Families projects like : SYLE and Junior SYLE, youth Exchange, and others

6. Activities:

Summarise your activities from January 1 to December 2019.

- Youth Voluntering Project in Carnival Uppsala, Sweden, May 2019
- International Youth & Family Servas Summer Camp in Fano, Italy(August 2019).
- International Youth Environmental working Camp in Spain (September 2019)
- Coordination of 10 SYLE and Junior SYLE programs/exchanges for youth people.

7. Outcomes:

The participation to above events was large, enthusiastic and succesfull. The coordination group of the camps had been formed by adults and youngsters volunteers. The subjects had been connected to celebration of Servas 70th anniversary and were close to original Servas values (peace, international cooperation and solidarity, multicultural issues, sustainable economy and life-stiles, etc)

Good cooperation and synergy with other associations and local volunteers with similar targets.

8. Financial Report.

Expences related to support the logistic organization and funding of volunteers in above Camps(Attached the Summer camp reports).

9. Feedback:

2019 had been a wonderful year, rich of projects and celebrations. After Sicoga, the new committee had started to work together with meeting on-line and involving other youngsters and volunteers on international level.

The excellent results encourage the committee to continue the same projects in the next future.

Raffaella Rota
for the Y&F Committee

June 18, 2020

Servas Youth Environmental Working camp Spain 2019

This event is within the international activities that Servas is organizing around the world, to commemorate the 70th anniversary of our organization. Throughout 2019 a chain of events will be organized by different countries focused on the values of this organization, such as peace, tolerance and interculturality, with this event in particular we want to promote respect for the environment and the planet, which is everyone's home.

This work-camp is born from the idea of increasing the knowledge of young people about the environmental problems of areas with great ecological value, such as “El Saler Natural Park”, since it is one of the most valuable natural sites in the province of Valencia, Spain. Although we are going to deal in depth with the local problems of this particular area, we cannot forget that most of the countries share environmental problems such as water pollution or urban waste, so they also deal with global issues such as climate change and how it affects areas of environmental interest.

With this work-camp we want to announce the great variety of fauna and plant species that live in this natural landscape, and the dangers to which they are subjected, either by climate change, fires, pollution or demographic support . And above all to raise awareness among young people that the protection of this and all natural landscapes belongs to each and every one of us.

Place of activity

The accommodation was in the Casal d'Esplai del Saler, a youth hostel from the Council, in the heart of the natural park and . All the activities were around the lake Albufera and the Dehesa del Saler, the forest into the park and the Beach.

Scheduled dates

The dates were from September 2nd to 8th of 2019.

Participants

30 people from Italy, Uk, France, Germany, Chile and Spain. All young people, (18-30 years) can take place in this environmental field. This is an international activity, so all the activities have been done in two languages, Spanish and English.

Targets

The most important objective is education and awareness of young people in respect for nature in general. Within this great objective, there are others more specific:

- Publicize the landscape richness of the Albufera Natural Park and the Devesa del Saler.
- Investigate the environmental problems suffered by the protected landscape areas in general, specifically the Saler area.
- Learn to collaborate to respect the environment while working as a team.

Working areas

This work-camp wants to approach environmental education in three different areas:

- Global knowledge of environmental problems. Within the global knowledge area are included talks on climate change or activities and dynamics on waste and pollution on the planet, etc.
- Local knowledge of the problems of a given area. In this case, we will study the Albufera and Saler Natural Park and determine environmental problems at a local level. Here we will have activities such as a dynamic talks on water pollution in local areas, bird observatory and autochthonous species identification workshop, etc.

- Sustainability and dissemination. This area includes all activities directly or indirectly related to learning to be more sustainable ourselves and our actions. Here we incorporate workshops on sustainable habits and other topics, and talks such as first aid, forest fire prevention, etc. Also, we incorporate dissemination as an important part of environmental education. We will teach them to use virtual tools and social networks to disseminate the information they receive in this work-camp and thus expand the scope of action and awareness.

Voluntary work

In addition to the environmental education activities that the young people had, there was a voluntary work that will also have three different areas of action:

- Cleaning Brigade of the Devesa del Saler. With the advice of the local authorities and the department of la Albufera and the Dehesa del Saler of the Valencia City Council. This natural park was into a plan to create like a suburbia of Valencia in the 1965, a complex with a lot of touristic apartments, like many other parts of the coast of the Mediterranean sea, but at the end people from Valencia saved the park. There were a lot of roads and parking spaces, before they build the complex, so the government took out all of this structures, but in some areas into the forest there are many stones and pieces of concrete from this time. Our young people was cleaning the forest and they collected more than 2500 kilos of stones of concrete, from old constructions into the natural park.



- Volunteer Brigade for beach cleaning. Our youngsters were working with two organizations, to learn to pick micro plastics from the beach: The Oceanografic Foundation, and Xaloc organization. Both organizations are very actives in Saler protection. El Saler beach has a protected area, where there are a nest of marine turtles., this two organizations are in charge of observation and nesting care for sea turtles on the beaches of Saler. Also some experts from the General Directorate of the Natural Environment and environmental assessment, were teaching them about the importance to protect the animals in the area.



- Multimedia broadcast and social networks Team. We tried to create reports that reflect the nature of environmental education of the event, with the aim of raising awareness about the importance of taking care of our protected areas. Learning techniques such as creative writing, video or photo editing programs. Also, every day the corresponding group will make a summary and a report of the activities of the previous day. (All the material compiled and created by these working groups will be published on social networks and distributed to all participants .

Examples of creations from the participants:



Activities program

September 2nd:

- Reception of people throughout the day.

- 14.00h Lunch
- During the afternoon the distribution of rooms and Tshirts of the event.
- 16:00 pm Official welcome and presentation of the work-camp and activities. Speech from Amelia Quintana, the Director of the Natural Park of Devesa-Albufera.
- 17.00- Botanical tour to know the forest and the big variety of plants and trees, With a technical Botanic from the park, David Herrera.
- 21.00h Dinner
- 22.00h Dynamics and presentation games. Breaking the ice.

September 3th

- 9.00h Breakfast
- 9.30.00h Group photo with the shirt of the camp and Visit to the Interpretation Center of the Albufera Natural Park and Dehesa del Saler



- 14.00h Lunch
- 17.00h Learning to pick micro-plastic up from the sand of the beach with Xaloc organization.



- 21.00h Dinner
- 22.30h The sounds of the night. Night walk observing and hearing the forest and its nocturnal fauna.

September 4th

- 9.00h Breakfast
- 9.30h Departure from the work brigades together to the Parador Nacional, where we had a speech and a voluntary work with Oceanografic foundation .
- 14.00h Lunch
- Organized free time (rest, beach, sports and volunteer workshops)
- 17.30 Workshop on forest fire prevention with a speaker from the General Directorate of forest fire prevention (Generalitat Valenciana)
- 19.00 Multimedia workshop
- 21.00h Dinner
- 22.30h Night of astronomy (volunteer to be determined) and night bath in the light of the moon.

September 5th

- 9.00h Breakfast
- 9.30h Departure from the work brigades together to do a voluntary work in the forest.
- 14.00h Lunch
- Organized free time (rest, beach, sports and volunteer workshops)
- 18.00h Workshop about First Aid and CPR with teachers from the Red Cross.
- 19.30h. Game.
- 21.00h Dinner
- 22.30h Film Night Forum. Screening of the documentary film Earth and debate on the protection of natural spaces.

September 6th

- 9.00h Breakfast
- 9.30h Departure from the work brigades together with the respective volunteers.
- 12:00 Workshop with firefighters of El Saler, about how to do in case of fire.
- 14.00h Lunch
- Organized free time (rest, beach, sports and volunteer workshops)
- 16.00 Visiting Valencia and recording a Radio programme about our camp in RNE (Radio Nacional de España). The program was emitted the following day.



This is the podcast of the programme: <http://www.rtve.es/a/5382702>

- 19.30h Multimedia Workshop
- 21.00h Dinner
- 22.00h Night Game

September 7th

- 9.00h Breakfast
- 10.00h Dynamic talk on climate change with José Vicente Casañas, biologist and environmental educator, responsible for the Greenpeace national camps. Dynamics / game about the carbon footprint with Lourdes Tejedor, Biologist, environmental educator and members of the Agro-Marfull environmental group and Greenpeace.



- 14.00h food
- Organized free time (rest, beach, sports and volunteer workshops)
- 17.00 about the importance of ecological agriculture in the pollution of local waters. Alberto Llopis, agronomist and professor of agriculture at the Family Agricultural School of Llombay (EFA)
- 19.30h Importance of the Albufera Natural Park for birds. Talk and birding workshop observatory by Virgilio Beltran, biologist and ornithological tourism guide (organized by Actio Birding).



- 21.00h Dinner
- 22.00h Got talent and farewell party.

September 8th

- 9.00h Breakfast
- 10.00h Evaluation of the working camp Packaging and picking up.
- 11.00h Boat trip in the Albufera Lake.



- 14.00h Lunch
- Farewell and group photo

Volunteers and organizing team

The organizing team is made up of young people from the youth committee of Servas Spain and Susana Martinez from Youth and Families of Servas International. There was 4 people who was the volunteers team and they leaded the brigades and organized the activities. All organizers and speakers were volunteers.

Thank you very much to all the organizations have collaborating in this working camp.



Servas Youth Environmental Working camp Spain 2019- Financial Report

The first idea was a working camp for 50 people, but at the end there were 30 people only (28 in the hostel and two from Valencia who come only to some activities because they must study). But I had 16 people who couldn't come because Spanish Government didn't give them the visa to attend the event. It is a problem in all the youth and families events, because in the Families summer camp in Italy we had the same problem. I want to say thank you to Carla for the help to get the visas, even we couldn't get them.

The working camp was a success, even it was with less people. The direction of the Natural park gave us congratulations for the program and the National Radio of Spain did a programme about our international camp. (You can listening in : <http://www.rtve.es/a/5382702>)

The funding Servas Spain received to fund this camp was 840€, because it was to pay for the 6 volunteers fee (6 X 140€= 840€) . At the end we were 4 volunteers because we were less people in the camp, 6 volunteers were not necessary. Also two of our volunteers had problems to attend, because

their universities change the schedule and they started the course earlier. So we spend $4 \times 140 = 560\text{€}$ to pay the fee of: Victor Navarro , Antonio Puche, Elia Rodriguez and me, Susana Martinez. So I have 280€ from Servas International to give you back because we didn't expend it.

Please tell me when I can do the transfer and the data of the bank account of Servas.

The incomes of the camp were only from 28 participants $\times 140\text{€} = 3920\text{€}$

The expenses of the camp were:

- Hostel and food. 3276€ ($28 \times 19,50\text{€}$ per day $\times 6$ days = 3276)
- Materials 238€ (gloves, tools, balls, glasses, some food, etc)
- Tshirts and hats $30 \times 4,10\text{€}$ each Tshirt = 123€ and $30 \times 2,45\text{€}$ each hat = 73,5€
- Boat trip $6\text{€} \times 28 = 168\text{€}$

TOTAL EXPENSES 3878,5€ The spare money, 41,5€ is in Servas Spain bank account and they will use it to the next youth activity.

I have all the bills and invoices and I can send to you if you want to check it

FINAL BALANCE SHEET - ACCOUNTING SERVAS YOUTH & FAMILY INTERNATIONAL CAMP, FANO , ITALY - 25-31 AGOSTO 2019 INCOME/REVENUES OUTCOME/EXPENSES
CAMP FEES € 8.000,00 HOUSE RENTING € 4.510,00 PARTICIPANTS NUMBER 66 68 persons -3 = 65 $\times 6$ nights VOLUNTEERS NUMBER 10 3 persons partial participation = 8 nights i. e. 66 persons cost 10€ per 6 nights € 3.960,00 gas, light, electr.consumption € 450,00 turism tax paid to local administration, calculated as follow: 68-15 minors - 1 disable+acc = 51 paying participants - 10 free € 100,00 DONATION € 150,00 bank transaction costs € 50,00 INSURANCE for the group € 550,00 workshops/activities € 467,83 material for workshops € 127,83 donation to MONTE GIOVE monastery (guided tour) € 50,00 donation to the "beach of Talent" € 90,00 DANZA IN TONDO (balfolk musicians) € 200,00 workshop bread making free BIO DANCE free QI JONG free WAKING UP WORKSHOP free SERVAS INTERN.CONTRIBUTION € 1.350,00 BUS RENTING € 1.006,29 SERVAS ITALIA CONTRIBUTION € 1.000,00 REIMBURSEMENT TRAVEL COSTS TO VOLUNTEERS € 939,36 FOOD AND CLEANING STUFF € 2.957,57 TOTAL INCOME € 10.500,00 TOTAL OUTCOME € 10.481,05 POSITIVE DIFFERENCE € 18,95

SI Development Committee (SI DC) annual report 2019

The team

Ewa Dzierżawska (Poland)

Lilly Kerekes (Mexico)

Pamela Yang (Taiwan)

Fidele Rutaysire (Rwanda)

Pablo Colangelo (Argentina, resigned)

Leandro Hoyos (Colombia) replaced Pablo Colangelo

Responsibilities

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

Plans

To continue developing Servas branches, re-establishing Servas in the countries where it used to exist, starting new branches, helping the organisations where there are problems, helping with area meetings.

Activities

As in previous years each of us has been active in different continents. Together we decided on the common DC policy and funding. In case of doubts we have always sought advice of others.

We have helped to organise Servas meeting in Uganda. We offered both substantive and financial help. To make it a real working meeting we wanted to enable coming as many National Secretaries from neighbouring countries (and not only).

As an important part of the meeting was going to be the participation of young people, the future of Servas Africa, we did our best to raise money to cover their participation fee and partly transportation costs of some young people to attend the meeting. We got help from Servas Belgium and Luxemburg, Servas Britain, Servas Denmark, Servas France and Servas Poland.

The conference was a great success, due to perfect organisation and good use of money. A thorough report was sent to Exco by the main organiser, Margaret Ntambi.

We helped financialy SEA meeting in Malaysia

We also helped financialy Youth meetings in Spain and Italy.

We have been involved in organising Latin American meeting in September 2020 but because of the corona virus pandemy, this has had to be postponed.

Ewa has taken the role of coordinator/administrator for Servas Greece when Terry Stone had resigned. She has been in touch with all the members. Most members from the Dolphin list have moved to SOL.

We have cooperated with Conflict Resolution Committee on certain issues.

Outcomes

The detailed reports from respective members are in the attachments.

Financial Report

All DC's expenditures have been settled with SI Treasurer.

Feedback: do you have any comments /recommendations? Would you like to highlight any issues?

I would like to emphasize how important it that DC members come from different continents. They know their areas best and it makes our job much more efficient. Like that we have been able to replace successfully area coordinators and thus make it all less beaucroatic. In the latest version of SI Job Description there is a part devoted to Area Coordinators who are no longer there. The job description of DC is mainly about allocating funds while, in reality, our job is mainly about developing, re-establishing, establishing new branches, helping to organise area meetings, youth meetings and dealing with all kinds of problems. Allocating funds is quick and easy once the request for funding has been well prepared.

And as I wrote in my last report – It would also be good if DC could work out and introduce certain regulations which would enable them to handle some difficult cases. So far we've been doing it without having fixed rights. Could this be done at the nearest conference? As a motion?

Updates from Servas in Africa

Introduction

The following report summarizes the achievements of 2019 by Servas in Africa. 2019 has been a busy and good year for Servas in Africa. Active chapters have hosted about sixty travellers from all corners of the world, one youth learning exchange was organised in two countries and various peace activities were conducted. The Servas Africa regional and youth international event was also successfully held in Uganda in 2019.

1. Active Servas national chapters in Africa as in 2019

By the end of 2019, twenty countries were active and had all a host list in dolphin and they all registered with Servas on line. Those countries include:

1. Servas Malawi,
2. Servas Rwanda,
3. Servas Kenya: it has lost its country membership in 2015 in SICOGA held in New Zealand because of not reporting. It was reactivated in 2016 under my leadership and now it will be reapproved in SICOGA 2018.
4. Servas Burundi
5. Servas Congo Kinshasa
6. Servas South Africa
7. Servas Uganda,
8. Servas Botswana,
9. Servas Egypt
10. Servas Benin
11. Servas Mali
12. Servas Morocco
13. Servas Gambia
14. Servas Cameroon
15. Servas Zambia
16. Servas Ethiopia
17. Servas Tanzania
18. Servas Sierra Leone
19. Servas Democratic Republic of Congo
20. Servas Uganda
21. Servas Zimbabwe

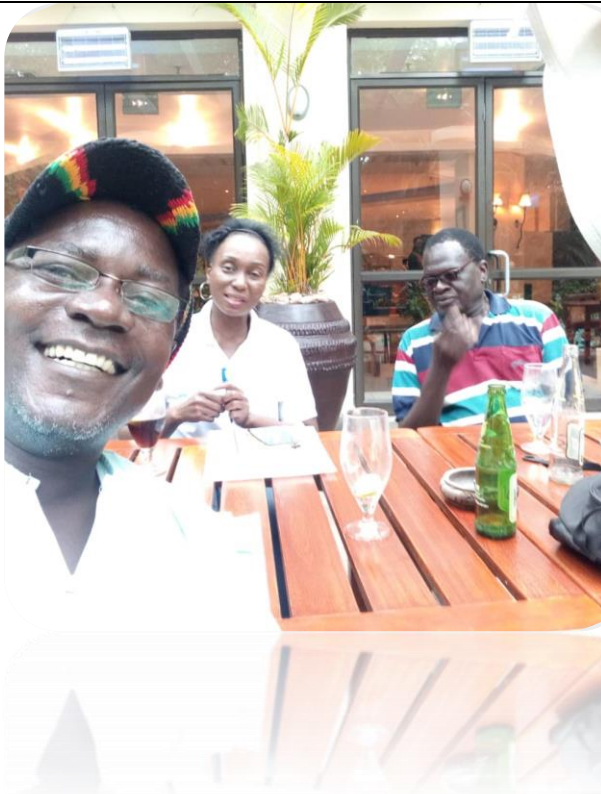


The following countries are not yet on Servas online and they do not have the updated host list.

1. Servas Ghana
2. Servas Congo Brazzaville
3. Servas Tunisia
4. Servas Liberia
5. Servas Madagascar
6. Servas Mauritius
7. Servas Nigeria
8. Servas Senegal
9. Servas Togo
10. Servas Zambia

2. Hosting and travelling experience in Servas African countries

2019 has been a very active year in Africa. Countries which have hosted more than 50 travellers from around the world include Kenya, Tanzania, Uganda, Malawi and Rwanda.

Photos of Servas activities in Africa

	
<p>Servas meeting Zanzibar 09-Nov 2019</p> <p>Saleh, Mussa, Edgar, Peter, Lourence, Sophia</p>	<p>Servas meeting Dar-es-Salaam 17-Nov 2019</p> <p>Edgar, Grace, Peter.</p>
	
<p>Six Korean travellers 24-27 Sept 2019, Zanzibar.</p> <p>At Jabir's workplace, Jambiani resort.</p>	<p>French Servas family & 2 daughters, 10-Jan 2020.</p> <p>Day-hosted by Lailat, Lourence and Jabir.</p>

	
<p>Servas meeting Arusha 02-Feb 2020.</p> <p>Suzana, Hamis, Terri.</p>	<p>French family & 2 daughters in Dar, 11-Jan 2020 hosted by Ruth & family.</p>
	
<p>Servas Arusha, 03-Sept 2019, Harif Eytan-Israel, Alice, Hamis, Lourence and new applicants.</p>	<p>Mr & Mrs Kuchenbecker - Germany, 25-July 2019. Hosted by Seif & Fatma, Spice tour, Zanzibar</p>

3. Servas youth exchange learning

In January and February 2019, Rwanda and Kenya received and facilitated Paschwa Benbow a youth from Malawi who was on her SYLE experience. She volunteered with a local NGO in Rwanda working on gender promotion and violence prevention while in Kenya she visited a baby home and played games with the babies. The rest of the days she spent volunteering at a nearby secondary school where she taught English and Physical Exercise.



4. Servas Africa regional and youth meeting

From 9 to 14 September 2019, a Servas Africa regional and youth meeting was held in Uganda at Bativa Hotel. This international event brought together thirty peace activists from East Africa, Europe and Asia. The following countries were represented: Uganda, Kenya, Tanzania, Rwanda, Malawi, Botswana, Portugal, Turkey and Korea.

The regional and youth meeting was successful and focused on the following items”

- Country Reports from Africa (Opportunities/ Achievements, Challenges & Future Plans)
- Consideration of problems and possible solutionsReview of past meetings Africa Area Meeting (what was accomplished & outstanding)
- History of Servas and ongoing changes
- Peace activities and role in Peace building
- Work camps & their potential
- The Role of Servas National Secretaries
- Workshop on Servas Online
- Workshop on how to improve the work of Servas Youth
- Hosts and maintaining host list – how it is changing
- Development Workshops
- Servas Development Strategy





5. Registration of Servas in African countries

So far, three countries have managed to legally register Servas. These include Servas Rwanda, Servas Kenya and Servas Uganda.



6. Peace activities

Many countries have organised peace activities including organisation of the international peace day, radio show on peace, students peace debates, support to vulnerable people and planting trees.



7. Challenges

The following challenges were encountered in 2019

- Many countries are now registered on Servas on line but not all their members are on Servas online. There is a plan to continue sensitizing members to go on Servas online
- Servas registration: Servas registration is important but it has been difficult in some countries like Tanzania, Gambia, and Kenya.
- Communication: Despite the successful communication between members through the use of what sup groups, some countries do not communicate properly by not responding to emails,
- Servas in Africa host many Servas travellers from the western countries but when Servas members from Africa need to travel to those countries, they face issues of visa and lack of invitation letters.

Additional SI Development Committee (SI DC) annual report 2019

By Pamela Yang (March 7, 2020)

New Country: Buhtan and Laos

- . Bida officially has become the 1st member in Buhtan. She is willing to act as the main contact.
- . She was day- host for 1 France couples and talked over phone with two travellers from Malaysia sisters.
- . There is a guy interested in join Servas, but she could not reach them online, as they lives quite away from her and network there is not stable. She will do the interview when she get to meet him.
- I was informed by Ewa that we have 2 new member in Laos last month. Per Ewa, I will be the admin for SOL for them.

Cambodia:

The representative Tola Suy in Combodia had resigned in Feb. Tiet is the new main contact and administrator

ESA regional meeting in Mongolia (July 15-18)

I did not attend the meeting personally, but was told by our General Secretary, it about 30+ people from Korea, Japan, Taiwan and others joined.

SEA regional meeting in Sabah, Malaysia (August 10-13)

. Participants (31 people): 1/Austria, 2/Indonesia, 5/Malaysia, 2/Myanmar, 1/Philippines, 5/South Korea, 10/Taiwan, 5/Thailand and 1/Turkey.

. SEA Meeting was held in the evening on Aug. 12.

Agenda:

- 1) Country Report (SEA countries); Every country gave brief introduction about their latest status. All were very positive, there are more members joined in their country.
- 2) Future Activities: The next SEA meeting will be held by Thailand in May 2020 (It will be postponed to June based on the notice from Thailand and date has not been decided)
- 3) ServasOnline : Aoy/Thailand did a simple seminar about SOL.
- 4) Exchanging Opinions with other non SEA SERVAs friends: Every guests from other countries all share their comments and experience

Servas Japan Tokai Hokuriku region meeting

Saw their new at Servas Int'l FB

Servas Kanto & Taipei Exchange hosting program (Nov. 14-16)

This special exchange program was organized by Norimasa Takamoto/Tokyo and Grace/Taipei. And it was very successful. We all had better understanding about the cultures of Taiwan and Japanese, sharing our experience in joining Servas, Everybody had fun and learnt lots.

. 10 Taipei travelers stayed in 6 Japanese hosts.

. On 11/16 all participants stayed in a beach resort. We had a meeting to share Servas experience to each other.

. On 11/17 we had a whole day outing and there are over 12 members (total 30+) from Kanto area joining us.

Indonesia annual meeting

. Saw their new at Servas Int'l FB

- meet Thailand NS on Jan. 3th

There has recruited some new members. Due to far distance, they could not face-to-face interview.

. It hard for them to held annual meeting, but they do outings occasionally in Bangkok.

. Aoy has encouraged members to use SOL

Taipei Servas Annual meeting (3/30)

New Servas Group Member had been elected.

sent DC survey to South East Asia NS

I have received the answers from Taiwan, Malaysia, India, Thailand, HongKong, Vietnam, Korea and Singapore.

initial contact mail to Cambodia & Philippines

I met the Shawi from Philippines at the SEA regional meeting, she mentioned that Philippines has recruited quite few more members.

I have contacted Bida/Buhtan once a couple month to understand her progress and answer her questions, if there is.

Member of SI DC Area LA Coordinator

Name: Lilly Kerekes, Mexico

Responsibilities:

To Study along with the other DC members applications, recommendations, activities of International Meetings and set an agreements of funds according to the priority and key areas: Recruitment Development, Youth Initiatives, Development of Peace Initiatives, Assistance in development of national organisations' structures and procedures, Help in increasing the exposure of Servas, Strengthening Servas in developing countries .

3. Plans:

At first I felt very disoriented about how to begin, but with the help of Ewa and the other members, I wrote a plan that were changing according to the reality and the needs of Servas LA.

At first, I was in charge only of Central America, but now is all Latin America.

This was mi plan:

OBJECTIVES AND ACTIONS CENTRAL AMERICA DC 2019 / LKB

- 1) Create a fb closed group or a Watts App group with the countries that have right now Servas presence to strengthen the communication between the National Secretaries and the DC
- 2) Ask National Secretaries to build their own official website, or at least maintain to date their fb official pages
- 3) Make sure new Servas Online system is up to date in every National Group
- 4) Have when necessary (maybe every three months) a Skype meeting with National Secretaries for questions, discussions, organization of some meetings, development
- 5) Solve Cuba issue (start up money)
- 6) Start a group or at least in Servas Online new members from El Salvador, since we have two people interested recommended by Cristina Buynova
- 7) To promote and support SYLE program or youth campings with the support of the New Youth Leadership and Families Committee (Aneris Cao, Susana Martínez) to gain more new youngsters for Servas
- 8) Start to prepare National Secretaries for a possible Latin American Meeting in 2020, with a main goal to send motions to SICOGA 2021
- 9) Begin to promote a Biking Central America group in fb, to share experiences, tips, in order to prepare people for a Peace Bike Riding after the Latin American Conference, with the support of Bike Riders Korean Leaders (Mr. Dongwhan and Mr. Jeon)

1. Activities:

We suffered the resignation of Pablo Colángelo, it was a strong loss, specially for me, so, after a while, I suggested Leandro Hoyos from Colombia join us. Since then, Leandro and me are a very good team searching objectives for DC LA Area.

Points 1, 3 and 8 are being successful. Point 4 is not necessary, point 5 is on its way. Point 6 has been really difficult to reach. Point 7... too much for us. Point 9, standing by.

Right now we are motivating NS to write at least one motion to present at Colombia 2020, and then to present formally at the next SICOGA 2021; also, we asked them to write their own statutes as well as to have up to date Servasonline.

Servas Colombia agreed to host this LA meeting and Ana María Fajardo is very enthusiastic about it.

5. Outcomes:

A wider knowledge about the DC work, the general and specific Servas Countries situations in Latin America, as well as the opportunity of organising along with Servas Colombia a meeting specifically for the LA Servas Countries needs, the great opportunity to motivate the NS of LA to share their activities, their programs, suggestions, as well as create a strong group in Cuba, even with a different approach because of its political situation.

We have already a WhatsApp Latin American group with all NS from LA that are actives. They participate very enthusiastically in this chat and share information, activities, doubts, etc.

6. Financial Report.

7. Feedback:

It would be great that, in the years to come, the LA groups keep in touch by all technological means and create intern programs that could link each other, helping with their needs, as well as to create strategies that can open some doors to create strong groups wherever there are not Servas presence, but, with clear objectives.

8. Inactive committee members.

Lilly Kerekes

Servas International Development Committee Member, Latin America Area.

SI United Nations Representatives Committee Annual Report:

Name of Committee: Servas International UN Representatives

Email: unobservers@servas.org

Committee convenor:

Servas International UN Coordinator (appointed)

Email: uncoordinator@servas.org

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

Members (appointed)^[1]:

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

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

DOENGES Daniela – Palestine, start date: 2014-12-28

DUBOUT Lorette – France, start date 2014-02-02

HENNER Martin - United States, start date 2018-12-17

HOFMANN Angelika – Austria, start date: 2010-01-01

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

PELLEGRINO Mauro – Italy, start date: 2018-12-23

RAJAN Gopal – United States, start date: 2018-12-21

SCHMITZ Brita – United States, start date: 2019-08-15

STEIMER René – Switzerland, start date: 2018-12-23

TELSEY Alison – United States, start date: 2019-07-30

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. Servas membership education on SDGs. Network with like-minded NGOs.

3. Plans: Cooperation with other NGOs is crucial for an effective and efficient work at the UN and we should enhance our efforts in this regard. We recommend partnerships, including with ICAN (Intl Campaign to Abolish Nuclear Weapons). We plan to attend UN Conference on Status of Women CSW64 in March 2020, and events related to Climate actions, including Earth Day and various conferences during 2020.

4. Activities: Members in NYC, Geneva and Vienna regularly attended meetings and sessions, published some information on UN activities on Servas medias.

In NYC, three new members have joined the team, and were mostly involved with Education and/or Climate action events. Some members participated in the Commission on the Status of Women CSW63, attended the 2019 Commemoration of the International Day Against Nuclear Tests, and the 68th UN Civil Society Conference 2019 in Salt Lake City on SDG11: building Inclusive and Sustainable Communities. A Servas workshop “*NGOs: Activate Your Networks to Combat Climate Change*” partnered with United Nations Association and Wasatch Cohousing Community to commit to actions addressing climate change. A Servas exhibit, “*Grassroots Goes Global*”, demonstrated a wide range of Servas activities to build peace in many countries.

In Vienna, Servas International was involved mainly in Peace (NPT^[2]) and Women’s NGOs Committee, including working on and cosigning statements to be delivered at CSW. There are several committees we could be part of, but it is difficult due to lack of human resources.

In Geneva, we participated in the HRC regular sessions. Three new members joined the team, attended HRC meetings and relevant side events, getting familiar with the agenda of the Human Rights Council. We submitted some written and oral statements, actively engaging for our peace mission, including regarding the elimination of all forms of racism and xenophobia, and climate change as a human right issue. Active participation in sessions of the Human Rights Council is a great way to have our message heard and to be in contact with like-minded NGO's.

5. Outcomes: We have strengthened Servas presence and activities. It is amazing what we were able to achieve, despite very limited resources. All SI Representatives at the UN worked in close collaboration with SI UN Coordinator, including meetings through Skype and others. SI UN Reps in NYC were able to meet face-to-face and elaborate on their role and strategy, setting a focus on Climate issues/Sustainable cities. There was also a face-to-face meeting in Geneva in March, with attendance by new members and SI Vice-president, where we discussed objectives, strategy and priorities.

6. Financial Report: Total CHF 130

7. Feedback: We now have a stronger operational team in NYC, but we still need to recruit more members in Vienna. In Geneva, SI Representatives are struggling with travel costs and hosting issues, some citing it as a reason for discontinuing. Internship program for young Servas members was put to a hold due to logistics constraints. Servas countries should give more support to our work, publishing on their national medias. It has been quite challenging to withstand our responsibilities, with overstretched financial and human resources. We need to enhance the support of SI Reps including with approaching Servas countries and/or members for hosting SI UN Reps and/or interns. We need a strong support network, Servas and others, locally, to make our actions more sustainable. Representation at the UN is very important for Servas, but more support from Servas membership is key to a sustainable involvement by volunteers.

8. Inactive committee members: None. However, at least two persons have expressed the wish to discontinue in 2020.

^[1] Presentation of the representatives on the Servas website: <https://www.servas.org/en/Servas-and-the-UnitedNations>

^[2] Non-Proliferation Treaty.

SI Archives Consulting Group annual report 2019

1. Name of Committee: SI Archives Consulting Group (there is no identified SI Archivist)
(no convenor)
Anna Koster
Penny Pattison
Mary Jane Mikuriya
Paige LaCombe
2. Responsibilities: SI Archives
3. Plans:
 - Add 2008-2017 digital increment to Hoover Institute (HI) SI Archives collection
 - Put increment on Servas server with help from SI Membership and Technology Secretary
4. Activities: Summarise your activities of 2019.
 - Paige LaCombe joined the group on Feb 24, 2019
 - Anna and Penny compiled an increment to the SI Archives for 2008-2017
 - June 2019, HI agreed to accept the increment
 - Determined that NextCloud is the best place to save the increment
 - Unsuccessful discussion with SI Membership and Technology Secretary to put the increment on the Servas server; discussion put on hold
 - October 2019, Danielle Serres added a Peace and UN folder to the increment
 - October 11, 2019 notified by Lisa Nguyen, Curator for Digital Scholarship and Asia Initiatives, at the HI, that they could not accept the increment at that time; and the November 5, 2019 meeting to give them the increment was cancelled
 - December 31, 2019, still no replies to our emails and calls to HI, asking clarification
5. Outcomes: What have you achieved in your role?
 - Increment has been gathered
 - Anna and Penny tried unsuccessfully to deal with the HI refusal in October 2019 to take our digital increment, and did not involve the other members of the committee in 2019; they will be updated in 2020
6. Financial Report: Itemise any expenditures as members of the Committee or as SI officer for which you are requesting reimbursement.
 - None
7. Feedback: do you have any comments /recommendations? Would you like to highlight any issues?
 - There is no SI Archivist; the SI Archives Consulting Group is continuing to attempt to complete the next SI Archives increment
8. Inactive Committee Members: do you have any Committee members who are no longer involved in the work of the Committee or do not respond to the communication from the convenor?

SI Conflict Resolution Team (CRT) 2019 Annual Report

29 Feb 2020

Revised 29 March 2020

This report describes the Conflict Resolution Team (CRT) main activities from April 2019 - Dec 2019. It is structured in nine points. We present the committee members, intention for 2019 and the activities /cases undertaken in 2019. There are appendices describing the responsibilities of the team and a questionnaire that has been undertaken.

1. Name of Committee: Conflict Resolution Team

Members:

- a. Marijke, Batenburg since March 2019 (marijke@pl.net) convener
- b. Martin Henner, U.S.A., since Oct. 2016 (martyhenner@gmail.com)
- c. Alvany Santiago, Brazil, since Oct. 2016 (alvanysantiago@gmail.com)
- d. Dot Fine, Ireland since March 2019 (dorothyf369@gmail.com)
- e. Abhay Shahr, India since March 2019 (abhayservasindia@gmail.com)
- f. Belinda Baird since March 2019 (bairdbelinda@gmail.com)

2. Responsibilities: See Appendix 1

3. Plans for 2019

3.1 To appreciate the talents and expertise in the team. With two former members a handover was enabled. The previous years report was received in July 2019

3.2 To develop a process of working together

3.3 To attend to the 6 cases presented in this year

4. Activities

The new team was formed by March 31st 2019. During the 9 months of 2019 there have been a total of 6 formal complaints that have been responded and attended to. The team has met 5 times per zoom during 2019.

1. 6th April

2. 11 May *Alvany partial attendance-audio only -poor Internet connection*

3. 25 May *Unavailable Abhay and Alvany*

4. 18 August *Unavailable Abhay. Alvany partial attendance. Flight delayed*

5. 16 November *Unavailable Alvany - Attending Servas Brazil meeting*

The practice for this team was to have up to two people when necessary from the committee to respond to a case. They are referenced as case 1 etc. The activity and status as of Feb 29 2020 are noted

Case 1 (Martin and Marijke) Formal complaint was received March 2019 from a number of signatories of members of Servas (country unable to be disclosed). It was clear that there was a significant history to this matter. There were several interviews held which included key members of this country, Development Committee Servas International and EXCO .

Outcome Several emails were sent to the lead signatory of the formal complaint. There was no response over a 3 month period. Contact was made with the now interim NS who is active and establishing a process for identifying members in order to proceed to the next step of having democratic elections to take place in December 2019. Support has been offered from EXCO and Development Committee if needed, which have been appreciated, specifically, to have guidelines for setting up Servas and the democratic process for elections.

Case closed 10 September 2019

Case 2 (Belinda and Martin) Note Abhay was initially allocated to this matter but was unavailable) Formal complaint was received March 2019 from a Servas traveller of alleged sexual improprieties by a male host toward a female. Standard practices to assess and understand the complaint proceeded.

Outcome The male Servas member has had his name temporarily removed from host list. The final outcome is pending.

Case 3 (Marijke) Enquiry made April 2019 re resources in CRT to assist with interpersonal matter. Person interviewed, coaching offered and strategy implemented

Outcome Resolved

Case closed 18 August 2019

Case 4 (Belinda and Martin) Long-standing dispute within a Country (carried over from previous CRT). A complaint was received from a former member of a country concerning the person's loss of membership due to abuse of the person using the country's mailing list and the person's abusive correspondence with his country's Servas Board.

Outcome The CRT upheld the decision of the country to revoke the membership of the complainant. The CRT closed the case on 28 May 2019. It was made clear that it would not be reopened again. The person's initial complaint regarding a second country, which pertained difficulties regarding attendance at an international conference, was referred to EXCO.

Outstanding issues - 1. The first issue is that Servas uses person-to-person contact. Here we have a Servas member who has misused the membership list sending out bulk emails due to being dissatisfied with the decision made. 2. The second issue is that this person is aggrieved due to loss of funds and poor communication with the coordinator of an 'international' Servas event.). The CRT contacted the country concerned to understand the circumstances. The NS has said they were not available to comment and declined to respond to a request for contact with CRT. A summary of this process written by Martin was sent to EXCO in June 2019.

Case 5 (Marijke) Complaint received August 2019 (*Note this had been sent to the former committee July 2018 but not attended to due to workload of convenor 2018*) Due to the political stance in this country, there is an exception to their national Servas guidelines. The country's policy of having guests stay is privileged over Servas guidelines. I.e. guests pay the host. The Development committee had been involved with setting up Servas in this country during 2017/18.

A traveller made a formal complaint about his experience of a member of this country who also offered paid services as a travel guide. On interviewing the Servas traveller it was clear that this was not a matter for the CRT as the activity was a contracted activity between the traveller and the guide. Nevertheless by speaking with the traveller, understanding the situation and enquiring about the country's position, the traveller was satisfied that all had been done so that the potential misunderstanding (boundary of the relationship as to what is private and what is Servas) would not occur again.

Outcome Resolved

Case closed November 2019

Case 6 (Marijke and Belinda) Complaint received August 2019 from member of a Servas country who felt the revoking of her Servas membership was unfair. The person wished to have their situation reviewed. The CRT followed standard practices.

Outcome to date CRT identified that this country does not have a Conflict Resolution Process for dealing with complaints. The decisions made were based on hearsay and therefore the CRT feed back to this country's

Board was that the process may not have been a just process for this member. That country stands by their decision but going forward was willing to establish a Conflict Resolution Committee based on the guidelines the International CRT uses. This country has made contact with Servas USA to inform themselves as to Conflict Resolution practice and processes. The CRT also offered their process as a guide for setting up a Conflict Resolution Team.

The member with the revoked membership requested that they join another country. This matter needs some thought as to what this means. The CRT has established that this now non-member of their country has a senior member of that country to talk with and review and listen to her situation. The member may, with this support, revisit the revoked membership with the Board of their country. A letter has been written from the CRT to the former member and the Servas Board of their country.

Case to be closed March 2020

5. Outcomes

The committee has appreciated the minute taking of Dot Fine. External commitments meant some members were not as available to attend zoom meetings. Using the zoom platform is a skillset that has been accomplished by all members of this team. While there was a recommendation from EXCO to use Confluence (secure electronic storing of documents on a Servas platform) this has not been established and maybe revisited in 2020. It does require a coaching session with each person in CRT from the key IT person in the Servas International IT team.

6. Plans for 2020

6.1 To review the Code of Behaviour and Ethics document, particularly to lift the relevant parts (preface, mission, core values, principles) all of which are a preamble to the statement. This statement it is recommended that all members, new and current sign.

6.2. Once ratified by EXCO to put a motion into General Assembly with the recommendation that all member countries adopt it

6.3 We have before us the question of whether to appoint a young member as an assistant (as per SIGOCA 2012 Decision N° 8: Each member, every committee, when possible, should appoint a young member as an assistant). A young Polish person has been identified but not approached.

7. Financial Report

The committee did not request or receive any funding during this year

8. Feedback

1. It may be timely to write an article for Servas International on the intention of Servas and the focus on one on one contact. Using host lists to broadcast dissatisfaction is misuse of the privacy that Servas members enrol for when they sign up.

2. There could be a second article on the function and responsibilities of the CRT

3. Is there a place offering a synopsis of the cases we attend to, to all Servas members via the International newsletter on the outcomes of CRT cases? This is a common practice of complaints and conflict resolution committees in most professions in NZ for example.

9. Inactive Committee Members

None. All wish to be on the team. Some are not available due to their commitments.

Marijke Batenburg
Convenor

Appendix 1

SI Conflict Resolution Committee – electedTeam - appointed

[If motions at SICOGA 2018 are passed these positions may change from elected to an appointed team]. Date: September 2018

The role of the committee is to try to resolve conflicts within Servas. The committee offers advice to Servas members about conflict and give advice to SI Exco about conflicts.

When appropriate, the committee can engage parties in dispute in conflict resolution.

The committee also promotes strategies for conflict resolution within Servas.

The authority of the Conflict Resolution Committee:

The committee will gather information, review Servas International policies and procedures and, after discussion with all parties, it will reach a conclusion for the most peaceful resolution. The conclusions are binding on all Servas members. The committee is directly accountable to the General Assembly. It will inform SI Exco of its decisions.

Procedures:

The committee will hear complaints and try to resolve these conflicts using agreed upon procedures (see below). The aim is to resolve conflicts in a timely, peaceful and confidential manner. The committee will also offer confidential advice on handling conflicts, in case the complainant does not feel ready to file a formal complaint.

The committee will confidentially hear complaints from SI Exco, national secretaries and national groups (boards), and international committee members.

Individual members (hosts and travelers) will use the processes available in their country.

If there is documented proof that this process has been unsuccessful, then the committee will consider intervention.

Acknowledging Complaint

- Complaint must be from a party directly affected; complaints will not be accepted on behalf of other parties or countries
- Complaint must be in writing (a form is available)
- Complaint is distributed to all members of the committee
- Reply is sent to the complainant to acknowledge receipt of complaint Investigation
- Complainant is asked for further information, documentation and what outcome they hope for
- Person/group being complained about is informed of the complaint and is asked to respond to questions and to offer their views Resolution
- Whenever possible, resolution will be decided by all parties
- The committee will use peaceful means to resolve conflicts

Skills and experience required:

- It is essential that members should be able to demonstrate appropriate conflict resolution experience.
- Proven conflict resolution experience in Servas is desirable.
Job Descriptions 2018-09-16.doc Page 27 of 40
- Exceptional listening skills
- Organisational management, e.g. time management, project management, ability to see steps to achieve goals.

-
- Professionalism including confidentiality, conflict of interest awareness, respectful interaction with those in conflict, neutrality.
 - Negotiation and arbitration skills as well as mediation skills.
 - Ability to read and write simply and clearly in English or Spanish.
 - Ability to work as a team member so each stage of intervention with those in conflict is reached by collective agreement.
 - Reliable access to the internet and ability to use e-mail and Word.

Servas International – Distant Vote Administrator (SI DVA)

Annual Activity and Financial Report for 2019

Report Submitted by:

Chris Patterson, SI Distant Vote Administrator, New Zealand

Re-elected at GA in October 2018. First elected at GA in 2009.

Responsibilities:

To be responsible for the organisation 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.

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

Activities and Outcomes:

One Distant Vote was conducted in 2019, DV Nov2019. DV May2019 was cancelled.

DV Nov2019, which closed at the end of November 2019, approved the SI Accounts for 2017-18. The results and my report were sent to the SI General Secretary in December 2019 and January 2020 respectively.

No elections of SI Officers by Distant Vote were required in 2019.

With Marijke Batenburg, we continue to host Servas visitors and to participate in local Servas New Zealand events.

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:

I look forward to continuing to work with the members of EXCO and to facilitate the use of the Distant Vote process as part of ongoing decision making by Servas International.

In December I, along with EXCO, fielded an informal query about the election of Servas officers by a Servas Member Group. I was pleased to learn that EXCO has been working on National Standard Statutes (SI NSS) for Servas National Groups. I would anticipate this would include a section on electing officers with some procedural and eligibility options and/or guidance.

I would be happy to help review the proposed SI NSS if this is useful.

As noted in my recent Distant Vote reports:

The DV process as currently operated is highly dependent on up to date email addresses in the Dolphin Key List. With Servas On Line 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.

Servas International Dolphin Team (SI DT) annual report 2019

Name of Team:

Dolphin Team (DT) dolphin.team@servas.org

Rita Dessauvage

Pablo Colangelo

2. Responsibilities:

Task of the Dolphin team is updating the key list in the Dolphin system:
update the data of National Member Groups and National Groups, Committees/Teams.

3. Plans:

Dolphin team will continue with the update of the Key List

4. Activities: Summarise your activities of 2019.

In 2019 many Servas Groups elected or appointed new board members

- we insert the data of the new members in the key list
- we give board members the right permission to access Dolphin,
- we send user and password to new key persons
- we explain to new key persons how to use Dolphin
- we upload updated host lists in the HLSA of Dolphin
- we give support to key persons needing assistance
- we update the country details in Dolphin
- we have cooperated with ICT facing specific problems
- we have cooperated with the team of ServasOnline

5. Outcomes: What have you achieved in your role?

We have a reliable key list as far as we are informed about changes in the board of a Servas Group, a Committee or a Team.

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

N/A

7. Feedback: do you have any comments /recommendations? Would you like to highlight any issues?

The Key List can only be updated when we get the needed information, cooperation of National Groups, of Committees or Teams is needed.

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

N/A

Report submitted March 23, 2020

Rita Dessauvage

Dolphin Team

SI General secretary (assistant)

1. Name of Committee:
SI General secretary (assistant) appointed after the SICOGA 2018 in Seoul Korea. Prossy Nampijja.
2. Responsibilities:
To assist the general secretary in her roles and to also execute any other task assigned to me by the general secretary.
3. Plans:
Summarizing the annual reports for 2019

Reviewing documents sent to me by the general secretary.

Executing any other tasks assigned to me by the general secretary.
4. Activities: Summarize your activities of 2019.
 - Coordinated with national secretaries in the region of Africa in regards to submitting their annual reports.
 - Worked with the national secretary and organizing committee of Servas Uganda to organize the regional meeting which took place in Kampala.
 - Coordinated with and engaged the young members who attended the regional event to actively participate in all sessions of the conference.
 - Modulated some sessions during the regional conference.
 - Organized the after conference side event the Servas peace riding.
 - Compiled a report together with the national secretary about the outcomes of the regional conference.
 - Shared Servas experiences with young members on how Servas operates at an international level during the get together lunch sessions.
 - Shared newsletters and upcoming events to the members on the WhatsApp platform.
5. Outcomes: What have you achieved in your role?
 - Annual reports were sent to the respective representatives.
 - The regional conference and peace riding events were a success.
 - The compiled reports were submitted to the respective SI officers.
 - Created more awareness of the operation of Servas and how best we can be involved to other members.
6. Financial Report: Itemise any expenditures as members of the Committee or as SI officer for which you are requesting reimbursement.

None
7. Feedback: do you have any comments /recommendations? Would you like to highlight any issues?
No
8. Inactive Committee Members: do you have any Committee members who are no longer involved in the work of the Committee or do not respond to the communication from the convener?
No

SI Image & Design Support Team (SI IDST) annual report 2019

CURRENT TEAM MEMBERS:

New as of May 2020:

- Michael Johnson (Canada)
- Natasha Noreen (Italy)

*The SIIDST was created in October of 2014 by Alan Stone (Greece) & Stefan Fagerström (Sweden).
This report prepared by Alan Stone, 04/12/2020*

Responsibilities To maintain a professional image of Servas by encouraging, supporting and assisting member countries and teams with the design and production of promotional materials.

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 - 2019 • Created the Servas Information Distribution logo

- Created Servas logos for Australia & Mexico
- Produced 4 Exco Bulletins in English and Spanish
- Began production of 2020 Peace Calendar but project was cancelled

Expenses - 2019 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 members who have the ability, experience, capability and time to participate our group. Applicants should send their resumé/C.V. to “designhelp@servas.org”.

Inactive Members: Alan Stone (advisor)

YEAR Treasurer Case # [__]

Servas International

ERF-Expenses Claim Request Form

Officer

Purpose Reimbursement for expenses paid

Name Alan Stone Servas position Servas Image & Design Support Team

E-Mail stonecreatives@mac.com Country GREECE

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 12/31/19 1/3 cost for Adobe Creative Suite 205,00

Total Advance:

Approval Notes Total Expenses 205 Euros

BALANCE 205 Euros

Exco approval for payment

Intermediary Bank name (if any) Swift /BSB Code

Beneficiary (your) Bank name IBAN

Beneficiary (your) Bank address MAIN: Eolou 86, 10559 Athens, Greece

Beneficiary Account holder name Account No

Beneficiary Account holder address 55 ELEFTHARIAS, GALAXIDI, FOKIDA, GREECE 33052

Payable currency

Bill Ref No dated with short description

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

Signature :

1 please write a separate financial report for each budget Date of claim : 12/06/2020

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%

National Bank of Greece

STONE TERRY SQUIRE

Reimbursement

SI Internal Audit Committee (SI IAC) annual report 2019

1. Name of Committee: Servas International (internal) Audit Committee (SI AIC).
2. Responsibilities: To review the financial statements and report to the Exco along with recommendations and suggestions. To review the contracts entered with external service providers and suggest modifications wherever necessary.
3. Plans: Awaiting the financial statements of year 2020 for review and report on over or extra budgetary spending which is resultant on the bottom line. .
4. Activities: Summarise your activities of 2019. Completed the audit review and reporting of the financial years ending 31st March 2018 and 2019 respectively.
5. Outcomes: What have you achieved in your role? We have appraised the EXCO with the current financial situation and also alerted them the dangers of the overspends on account of the SOL maintenance that could result in the dipping of the reserves despite the same being approved by the GA Korea. We have advised the EXCO to appraise the member countries of this situation by way of a distant vote despite the fact that the budget was approved at the GA.
6. Financial Report: Itemise any expenditures as members of the Committee or as SI officer for which you are requesting reimbursement. No expenditure was claimed by the members of the committee.
7. Feedback: do you have any comments /recommendations? Would you like to highlight any issues? We have highlighted to the EXCO the seriousness of the financial crisis that could arise to SI finances as a result of the high SOL maintenance budget that were approved in the GA Korea. We would also like SI to have an integrated accounting system in the SOL which could enable the EXCO to have an overview of the SI Finances to facilitate taking meaningful financial decisions.

SI Membership Team (SI MT) annual report 2019

1. Name of Committee:

Membership team (MT) membership@servas.org

Rita Dessauvage (convenor)

Harald Seiffert

Alexei Terchtchenko

2. Responsibilities:

Task of the MT is (according to the SI Statutes)

-to check if National Member Groups (with voting rights) meet the requirements for keeping their Member status

-to check if National Servas Groups meet the requirements to be reinstated as Member of SI

-to check if some National Member Groups are not meeting the requirements and could lose their Member status

MT makes recommendations for the General Assembly. By a majority vote the GA can accept/reinstate a National Servas Group as National Member Group of SI or a National Member Group can lose the Member status and become a National Group.

3. Plans:

-Between 2 GAs the MT is following up the situation of some 'critical' Member Groups. We contact them in time so that they can take care of meeting the requirements for keeping the Member status. (e.g. Annual Report, Updated Host list...)

-We are looking if more National Groups, not yet member, are eligible to become member and if needed we give them advice how they can perform the duties for membership.

4. Activities: Summarise your activities of 2019.

See Item 3 Plans

5. Outcomes: What have you achieved in your role?

We have achieved that more Member Groups have completed the Annual Report 2018, that more updated host lists/member lists have been uploaded in the HLSA of Dolphin

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

N/A

7. Feedback: do you have any comments /recommendations? Would you like to highlight any issues?

- At present with ServasOnline we don't see how we will be able to verify if the host list/member list of a Member Group is updated (one of the requirements of keeping the member Status)

- MT is cooperating with the Dolphin team and with the Development Team

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

N/A

Report Submitted March 23, 2020

Rita Dessauvage

Membership Team

SI Nominations Team (SI NT) annual report 2019

1. Name of Committee:

Nominations Team.

Members: Susanne Thestrup (Denmark), Norma Nicholson (Australia), Arnoud Philippo (Europe), and Dianne Ortega (Costa Rica).

2. Responsibilities:

The focus of the Team is to manage the election process by keeping an updated description of the Election procedure and the Nominations procedure. In more detail, this includes a) preparing for elections at the next GA (nominations form, election procedure, ballots), b) recruiting people for the list of candidates/nominees before next GA, and c) running the elections at the GA (presenting candidates, counting votes, announcing results, etc.). Besides, we have the responsibility to provide clear and detailed descriptions of the jobs of SI Exco, Committees, teams, and Servas Officers. These descriptions will be useful for potential candidates for positions as SI officers.

3. Plans

The plan we had for 2019 was to start the Nominations process for the new SI Exco and SI Committees by recruiting members for the Nominations team and reviewing the current procedures. We had our first meeting on July 12, 2019.

4. Activities: Summarise your activities of 2019.

We have learned to use Confluence and used it as the Team's technological platform to upload all the documents used in the past elections, including the processes, forms, procedures, and even pictures that helped new members to understand the process used in 2018. More activities will be reported during 2020 as we prepare for the 2021 elections.

5. Outcomes: What have you achieved in your role?

We have selected a committed group of people to be part of the Team, who will work this year to prepare for the 2021 elections. Also, we have set a workspace in Confluence, which respond to the needs we have as a team.

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

There were no expenses or any transactions related to our Team in this period.

7. Feedback: do you have any comments /recommendations? Would you like to highlight any issues?

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

Two of the members recruited in 2019 decided not to participate in the Team any longer; they are Nga Vu from Vietnam and Aisha Uwase from Rwanda. They had personal and professional responsibilities that demanded them more time than they anticipated when joining the Team; therefore, they couldn't collaborate any longer.

SI Spanish Translation Coordinator

Name of Committee:

Servas International Spanish Translation Coordinator.

Convenor: Lilly Kerekes

Responsibilities:

To verify that all the information about EXCO, Servas Bulletin, announcements, invitations and all the important notices, news, 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 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.

Plans:

To depend less and less of the volunteers and more of the specialized virtual programs to do the translation job faster and more accurate.

To create at the Bulletin a section of LA and another of New Servas members, specially youngsters, so they can feel more inspired by Servas and share their experiences with other young people around the world.

To prepare my substitute, so Servas can charge energy with younger and enthusiastic people with new ideas.

Activities:

The translation of notices, reunions, different activities around the world, EXCO activities, news, official documents and working part time.

Susana Martínez from Spain and me work in a document about our job at SICOGA with many reflexions and tips about how to improve the translation team job, specially in a SICOGA Meeting.

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 know what is happening with the initiatives and festivities and programs in different parts of the planet with very enthusiastic Servas people.

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.

Financial Report.

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

Feedback:

It would be great that, in the next international events, if needed, the translation team can have more support according to the document that Susana Martínez and me sent to SI President Jonny Sägänger, and that each one of the team could have some kind of rewarding, like a Servas international diploma.

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.

By

Lilly Kerekes

Servas International Translations Coordinator (English to Spanish).

SI member group reports

This Servas International annual report contains 55 annual report from member groups.
The highest number of annual reports ever received is 71 and that was for the year 2018.

Thank you.

Kiat Y Tan

SI General Secretary

2019–2021

Country:	Belgium
National Secretary:	
Name	Daisy HUBERT
E-mail	belgium@servas.org
Since when have you been serving as National Secretary?	2019-01-01
Deputy National Secretary, if any:	
Name	none
E-mail	
Treasurer:	
Name	Eric HERMAN
E-mail	-
Peace Secretary:	
Name	none
E-mail	
Host List Officer, if any:	
Name	Sylvia van de Wouwer
E-mail	-
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	375
How many of those host households were Day-Hosts?	24

How many individual people are listed in your host list?	475
Do hosts in your country get a copy of the list?	yes, pdf list
Are your Servas members on ServasOnline?	yes
How do you incite your members to keep their profiles up-to-date?	through our Newsletters, on the bottomline of the signature on each email of the travel coordinator, host list officer and national secretary, through the website, at every meeting
Does your Servas group run its own website?	yes
Does your group accept members that are neither hosts, nor travellers?	as a rule and in principle every member is a traveler and/or host, even if we have 2 or 3 sympathizers
Travellers	
How many Servas International stamps did your country use in 2019?	87
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	€ 1481,5 paid on 04/01/2020
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	yes
If the answer is yes: Could you please describe your activity/activities?	we took part in the alternative travel fair, especially for young travellers, in Bruges and in a fair for organic and sustainable products with our own stand to promote Servas. There were also some informal drinks organised in Bruges together with 'Couchsurfing' and 'Be Welcome'
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	It is a difficult item: on the positive side: young people are more attracted through this more contemporary way of work, on the negative side: 1° the profile of many members is not complete, so members who are using de Servas Online system don't find enough information, and 2° part of the existing - more older-membership find it not very accessible. We try to help them as much as possible on an individual base. The number of members didn't increase.

Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	Newsletters / Newsflashes and website
If yes, how many were sent or used in the year 2019?	5 Newsletters
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	We announce these on our website, mention some of it in the Newsletter and we give the option by clicking to SI Newsbulletin
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	
Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	
If, yes, please give details	
Do you keep a record and publish UN peace related activities ?	
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	yes
If, yes, please give details	among other things we participated in a fair for organic and sustainable products with our own stand to promote Servas as such.
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	no

Is your Servas group registered?	yes, as a de facto association, with regard to the insurance of the volunteers on national events
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	we had the annual New Year lunch and cultural activity on February 2nd 2020, a yearly leisure&cultural meeting in Namur on September 8th 2019. The 2020 yearly meeting is foreseen in Viller-la-Ville on October 4th.
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	We had 6 board meetings and the annual meeting of the 'extended team' (all volunteers= regional interviewers/coordinators + treasurer + communication + past-national secretary+ other volunteers) in March 2019. The 2020 extended team has been postponed till June 21st.
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	national: yes/ international: no
If, yes, please give details	The yearly national leisure&cultural meeting has taken place in Namur on September 8th 2019 , the 2020-event is foreseen in Villers-la-Ville on October 4th.
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	yes, we invited also the neighbouring Servas-groups. We published it on our website.
Do you plan to organise any such events in 2020?	yes
If yes, please give details	the 2020-national event is foreseen in Villers-la-Ville on October 4th.
How do you attract volunteers to help with Servas activities in your country?	personal contacts, local informal drinks and through the Newsletter
Looking at the projects you have done in your country, what worked well?	both the Annual New Year lunch and yearly event
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	1. find more volunteers (some with ICT competences) to cooperate with the board; 2. to find more young members; 3. keep the members updated with the online development of Servas

How can EXCO or other national groups help to improve your National Group?	All national groups stimulate and help all their members to complete their online profile. There is some improvement, but still the actual situation of the member profiles is incomplete, confusing and even demotivating for members and interviewers.
Would you like to make any other comments or suggestions?	

Country:	Britain
Joint National Secretary:	
Name:	Ruth Allen
E-mail:	britain@servas.org
Since when have you been serving as National Secretary?	2014
Name:	Barbara Forbes
E-mail	
Treasurer:	
Name:	Jim Clevenger
E-mail:	
Peace Secretary:	
Name:	Carol Allen
E-mail:	
Host List Officer, if any:	
Name:	Carlos Dabezies
E-mail:	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	746
How many of those host households were Day-Hosts?	210
How many individual people are listed in your host list?	746
Do hosts in your country get a copy of the list?	Yes, mostly as PDF; 300 published in 2019
Are your Servas members on ServasOnline?	Yes
How do you incite your members to keep their profiles up-to-date?	Each member must update
Does your Servas group run its own website?	Yes

Does your group accept members that are neither hosts, nor travellers?	Rarely, under special circumstances, i.e., illness, moving
Travellers	
How many Servas International stamps did your country use in 2019?	170
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	£1845.50 paid in January 2020
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	yes
If the answer is yes: Could you please describe your activity/activities?	Several local gatherings to introduce Servas to new potential members
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	New members using website but with aging membership, numbers remained static
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	newsletters per year, Twitter, Facebook
If yes, how many were sent or used in the year 2019?	3 newsletters
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	SI News, ~Making Connections information
Servas Events and Peacebuilding	

In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	Articlers in newsletter
Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	Yes
If, yes, please give details	International Conscientious Objectors Day 15 May 2019
Do you keep a record and publish UN peace related activities ?	No
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	No
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	Yes
Is your Servas group registered?	Registered company
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	Usually, due to corona virus, cancelled in 2020; online meeting may occurs but details not sorted at this time
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	Yes, in May, September & January
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	No
If, yes, please give details	
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	No
Do you plan to organise any such events in 2020?	No

If yes, please give details	
How do you attract volunteers to help with Servas activities in your country?	Regional coordinators encouraged to recruit
Looking at the projects you have done in your country, what worked well?	AGM, Regional gatherings
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	At this point, remaining as an organisation, minimising impact of corona-related difficulties which will prevent hosting. This was meant to be the year to recruit new members
How can EXCO or other national groups help to improve your National Group?	Continue with clear international newsletters about activities
Would you like to make any other comments or suggestions?	No

Country:	KENYA
National Secretary:	
Name	PHILIP OLERO
E-mail	kenya@servas.org
Since when have you been serving as National Secretary?	2015
Deputy National Secretary, if any:	
Name	ALLAN MOSES
E-mail	-
Treasurer:	
Name	
E-mail	
Peace Secretary:	
Name	MICHELLE SEMBO
E-mail	-
Host List Officer, if any:	
Name	DALTON OTIENO
E-mail	-
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	19
How many of those host households were Day-Hosts?	9
How many individual people are listed in your host list?	19
Do hosts in your country get a copy of the list?	YES. We even informed them of the possibility to download them from servasonline.
Are your Servas members on ServasOnline?	YES
How do you incite your members to keep their profiles up-to-date?	I tell them that if they don't complete their profiles they won't get any host request.

Does your Servas group run its own website?	NO
Does your group accept members that are neither hosts, nor travellers?	YES. Youths
Travellers	
How many Servas International stamps did your country use in 2019?	NONE
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	NONE
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	YES
If the answer is yes: Could you please describe your activity/activities?	We had a youth from Malawi on SYLE volunteering with a youth from Kenya. In the process 2 people were interested in Servas.
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	YES
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	We communicate through whatsapp. We have a common group. Also our Servas Kenya facebook page.
If yes, how many were sent or used in the year 2019?	
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	YES. The key people that receive it shares it with others.

Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	Visited children in baby home, played peace games with them
Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	NO
If, yes, please give details	
Do you keep a record and publish UN peace related activities ?	NO
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	NO
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	YES
Is your Servas group registered?	YES
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	This year we have no dates because of the COVID-19 Pandemic.
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	YES we do. December
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	NO
If, yes, please give details	
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	NO

Do you plan to organise any such events in 2020?	NO
If yes, please give details	
How do you attract volunteers to help with Servas activities in your country?	We share volunteering opportunities with youths
Looking at the projects you have done in your country, what worked well?	Visiting orphanages with servas travellers.
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	Printing servas burners and caps to be issued to travellers as gifts. Conduct an environmental clean up during the peace week in of the towns.
How can EXCO or other national groups help to improve your National Group?	Encourage more travellers to visit kenya and seek our hosting. We have few members because we receive few travellers locally and internationally.
Would you like to make any other comments or suggestions?	NO

Country:	Belarus
National Secretary:	
Name	Anzhalika Korab
E-mail	belarus@servas.org
Since when have you been serving as National Secretary?	2017
Deputy National Secretary, if any:	
Name	Viktoria Mrochko
E-mail	
Treasurer:	
Name	N/A
E-mail	N/A
Peace Secretary:	
Name	Tatiana Chirkova
E-mail	
Host List Officer, if any:	
Name	N/A
E-mail	N/A
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	40
How many of those host households were Day-Hosts?	12
How many individual people are listed in your host list?	40
Do hosts in your country get a copy of the list?	yes
Are your Servas members on ServasOnline?	yes
Travellers	

How many Servas International stamps did your country use in 2019?	6
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	No need to pay anything
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	yes
If the answer is yes: Could you please describe your activity/activities?	We had local and country meetings and have invited people to get and know Servas. And all members are telling their friends about Servas. Also we organized in October and November two meetings in local schools in Baranovichy. https://www.facebook.com/servasbelarus/videos/2475989695842245/
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	Web site and Viber group where i put all news. And emails if needed.
If yes, how many were sent or used in the year 2018?	Sending once in a month to all Servas news
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	yes, send all to viber group what I as NS am receiving
Servas Events and Peacebuilding	

In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2018?	Servas Belarus organized a Servas Speaking Club offline for members from Baranovichy and online for all members. Every meeting we invited and talked via Skype with many Servas members from different countries. The main theme was "Servas as an Intercultural Communication and peace organization". https://www.facebook.com/servasbelarus/videos/1020994194751241/
Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	yes
If, yes, please give details	We invited The representatives of our local Government to the Servas Meeting in local school.
Do you keep a record and publish UN peace related activities ?	From time to time
If, yes, please give details	Publishing some news on viber group
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	None
Is your Servas group registered?	No

<p>Do you have an annual meeting? If so when will this or any other meeting take place in 2019?</p>	<p>yes. On the 12 of January Servas Belarus had the 1st meeting in which interesting people from Belarus came and shared travel impressions and receiving guests experiences. All members were enthusiastic about communication, friendships and having networks with people from different countries and cultures.</p> <p>We discussed many topics and presented activities. Among them a few from 2018 events and also plans for 2019. Possibilities and difficulties about travels were discussed such as language barrier . One of the idea was to create a Travel Language Club.</p> <p>We all agreed that from all the long list of what we feel and are looking for the most important matter is humanitarian and having a friendly communication.</p> <p>After getting to know each other better and exchanging so many stories and views we have watched video wishes from Servas friends in Poland, Italy, Malaysia, Israel, Australia, Iran, Kenya, Indonesia, Russia and the USA. Link to the event https://www.facebook.com/servasbelarus/videos/2256492671343160/ . The Second meeting was in March. Servas Belarus organized a meeting with a Servas host from Italy in Baranovich.</p> <p>We were so glad to spend a wonderful time together with Stafany. Our first experience when we could plan a small tour around our small, but beautiful country.</p> <p>During the meeting we discussed cultural differences and peculiarities of our way of life.</p> <p>Stafany had an opportunity to meet with local students from College and to tell about Servas, to ask and answer questions. A small tour around Baranovich was nice, but to eat some belarussians food was great! Then Stafany visited Minsk and met our hosts. (All the details on Fb page)</p> <p>On October 5-6th 2019 Servas Belarus held a country and regional meeting, joining many other countries in celebrating Servas 70 th anniversary.</p> <p>Many belarussian members have come and a loved group from Servas Poland came.</p> <p>The meeting took part in Grodno, which is situated near the borders of Poland and Lithuania.</p> <p>So members and hosts from a far cities such as Minsk, Vitebsk, Polotsk, Baranovich and Grodno got to know each other, felt the Servas spirit.</p> <p>Being both old and new members allow all to share some Servas life, stories and experiences together with drawing some future plans.</p> <p>And in addition to the so pleasant and fruitful talks, on the cultural level, we could enjoy some special and authentic Belarusian and Polish music, being played with a few musical instruments by Servas members Tatiana and her son Lev from Polotsk. They played in the center of an old city. It was wonderful.</p> <p>Another member, Konstantin from Grodno has guided us around his so nice city, introducing us to many sites and interesting places.</p>
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	<p>Those two days were very productive and made a few new ones to ask to join Servas as well. We had so many pleasant emotions.</p> <p>https://www.facebook.com/servasbelarus/videos/2972669089413117/</p>
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	We have and conduct them via the phone
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	Yes.
If, yes, please give details	Servas youth meetings in local schools to talk about Servas International
Do you plan to organise any such events in 2020?	yes.
If yes, please give details	in autumn we plan to organize meeting with University
How do you attract volunteers to help with Servas activities in your country?	By using social networks
Looking at the projects you have done in your	Regional and group meeting with foreign travelers

country, what worked well?	
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	Continue to develop out young branch, recrute more members and do some more activities. We plan the regional meeting in May 2020
How can EXCO or other national groups help to improve your National Group?	a few national groups are already helping and we have also an Int. key member who is guiding us along the year
Would you like to make any other comments or suggestions?	I would like to see EXCO and the development Comm. helping in making our neighbor countries such as the three Baltic one more active.
Would you like to make any other comments or suggestions?	To thank everyone for their support and help to make Servas Belarus more active

Country:	Portugal
National Secretary:	
Name	Cristina Benedita
E-mail	portugal@servas.org
Since when have you been serving as National Secretary?	2019/February
Deputy National Secretary, if any:	
Name	Carla Kristensen
E-mail	-
Treasurer:	
Name	Isabel Chaves
E-mail	-
Peace Secretary:	
Name	Rui Miguel Rodrigues
E-mail	-
Host List Officer, if any:	
Name	Cristina Benedita
E-mail	-
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	80
How many of those host households were Day-Hosts?	28
How many individual people are listed in your host list?	141
Do hosts in your country get a copy of the list?	In 2019 - yes
Are your Servas members on ServasOnline?	yes, but not all of them (yet)
How do you incite your members to keep their profiles up-to-date?	one to one contacts

Does your Servas group run its own website?	no, just blog and facebook
Does your group accept members that are neither hosts, nor travellers?	no
Travellers	
How many Servas International stamps did your country use in 2019?	20
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	64,81€ 20/01/2020
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	yes
If the answer is yes: Could you please describe your activity/activities?	intercultural meetings with other associations
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	yes, people look for it and we have more members now
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	blog, facebook, emails, Instagram
If yes, how many were sent or used in the year 2019?	yes. No accurate number, but communication is done frequently
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	yes, regularly

Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	in some meeting around the new peace team board
Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	yes
If, yes, please give details	feminist encounters- one session about empowerment of children through education in Bangladesh, with brainstorming around the importance of knowledge; Servas dinner in a volunteer association restaurant;
Do you keep a record and publish UN peace related activities ?	yes
If, yes, please give details	A Peace related activity, where we discussed sustainable eco friendly travel and ways of living
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	yes
If, yes, please give details	peace events - peace secretary team members
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	yes: Servas Portugal Statutes
Is your Servas group registered?	yes
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	yes. End january 2020
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	yes, three or four times a year. Next june, then september and another time at the end of the year.
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	Yes

If, yes, please give details	Servas Iberian Meeting in Évora, Portugal (with Spain), peace team events, cooperation with other associations
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	yes. Publish on facebook page and on portugal servas blog. Our Iberian Meeting is only for portuguese and spanish members, so we don't advertise on the International Events page on www.servas.org
Do you plan to organise any such events in 2020?	yes.
If yes, please give details	after summer - youth team board events; national meetings with peace themes - peace secretary organization
How do you attract volunteers to help with Servas activities in your country?	for now is a small team - mainly the people from the direction board and some from the association main work (fiscal, assembly organizers, interview team, youth and peace secretaries)
Looking at the projects you have done in your country, what worked well?	intercultural meetings, iberian meeting, new themes or encounters to be done with youthe and /or peace secretary initiative
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	Increase the communication with our members; open up to more self-organised events and strengthen the team building
How can EXCO or other national groups help to improve your National Group?	suggestions on how to improve communication and to encourage people to be part of servas online
Would you like to make any other comments or suggestions?	no

Country:	GEORGIA
National Secretary:	
Name	Mary Ellen Chatwin
E-mail	georgia@servas.org
Since when have you been serving as National Secretary?	2012
Deputy National Secretary, if any:	
Name	Marianna Zonneberg
E-mail	-
Treasurer:	
Name	Elene Gelashvili
E-mail	-
Peace Secretary:	
Name	Kate Maisashvili
E-mail	-
Host List Officer, if any:	
Name	Mary Ellen Chatwin
E-mail	
Youth Reps	Nino Khundadze and Joanna Chatwin
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	33
How many of those host households were Day-Hosts?	5 or 6 in 2019
How many individual people are listed in your host list?	33
Do hosts in your country get a copy of the list?	yes
Are your Servas members on ServasOnline?	Not all
How do you incite your members to keep their profiles up-to-date?	By writing personal letters and calling/meetings where we help them walk through the process.

Does your Servas group run its own website?	FB
Does your group accept members that are neither hosts, nor travellers?	Yes, but we don't have any who are neither of these. Please explain why they would be members?
Travellers	
How many Servas International stamps did your country use in 2019?	NA
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	None
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	Yes we had 2 "invite a friend" meetings so membership increased. Are planning a talk to the Intl Women's Association. Recruited youth members last year.
If the answer is yes: Could you please describe your activity/activities?	see above. Also our school project meant that two teachers from there joined the group.
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	No, as many are not too computer literate...A few, yes.
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	newsletters every 2 months and send out newsletters from other countries + invitations
If yes, how many were sent or used in the year 2019?	see above
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	Yes, as they are on Servas Intl website, and I copy them all that is sent to key people.

Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	By having 4 Swedish girls come to volunteer at a small village school, and also to help with a disabilities project in another village.
Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	Yes, with a school and linked it with a members disabilities rights group here too.
If, yes, please give details	We have collected supplies, clothes and computers for students in a small village school. And now 2 people from there are invited to Sweden, paid by Servas Sweden.
Do you keep a record and publish UN peace related activities ?	This is an activity I will ask our Peace Officer to do. Any details on the best web materials welcome, and I will ask her to find out for Georgia in the UN Mission here.
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	We encourage travelers who come by non-air travel, and had 1 (from Japan) on foot, and 1 from France (car).
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	We cannot become official NGO here without registering for taxes, etc. Now we have established Terms of Reference for membership, as we had to exclude a person for grounds of conflictual relations in the group.
Is your Servas group registered?	No, see above
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	TBD. Probably late autumn or in winter.
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	We meet online or informally when most are available. We met 2x in 2019
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	Youth visit from Sweden
If, yes, please give details	See enclosed documents

Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	Of course. Sometimes give a report/photos on Servas Intl FB site
Do you plan to organise any such events in 2020?	yes, meeting scheduled for end of June
If yes, please give details	
How do you attract volunteers to help with Servas activities in your country?	Personal contacts is best, as we can define interests and skills. Also ask in meeting announcement, etc.
Looking at the projects you have done in your country, what worked well?	The partnership with the little Lamovani School and engaging with Swedish and Italian youth.
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	Survive pandemic...Then develop our Lamovani project into wider activities Exchange visit with Sweden (from school, 1 teacher/1 student), re-contact Turkey, Russia and Italy for youth projects.
How can EXCO or other national groups help to improve your National Group?	At the administrative level, as Nat Secy I would like to pass the position to another person, but our member who had been slated to take over then had health problems (Nino J) and couldn't take on the job. Perhaps it would be good if an EXCO member came and spoke in 1 or 2 venues, had an interview or two with media, and encouraged more Georgians to get involved. However, we must be careful not to become overwhelmed by new membership numbers, and perhaps could have some in-house group-building. Georgia is a favorite tourist destination now, and we tend to have lots and lots of visitors, while the majority of our members cannot home-host. We do have contacts with everyone, however, but a few of us are highly solicited although we have other professions and activities...This could be part of the 'training'/workshop/discussions with an experience EXCO member who has seen similar situations.

Would you like to make any other comments or suggestions?	Our membership is diverse and changes. Expats come and go, and English is spoken at meetings instead of the local language, so this limits membership. Some move back to other countries, and local members have not expressed the desire to head the organization, but more to 'use' it to travel or to meet visitors from abroad, and to host them here, to make friends. This means expats are 'left' with the organizational issues and main work/reporting...Some locals are actively participating, but not taking responsibility.

Country:	Switzerland
National Secretary:	
Name	Kuhn Christoph
E-mail	switzerland@servas.org
Since when have you been serving as National Secretary?	2013
Deputy National Secretary, if any:	
Name	
E-mail	
Treasurer:	
Name	Werner Lacher
E-mail	
Peace Secretary:	Only Servas-Switzerland-delegate @ UN High Committee of Human Rights
Name	René STEIMER
E-mail	
Host List Officer, if any:	
Name	Patricia Brägger & Michael Hübscher
E-mail	
Hosts, Host Lists and ServasOnline	database: 2020-02-14
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	about 235 (275 profiles)
How many of those host households were Day-Hosts?	52
How many individual people are listed in your host list?	282
Do hosts in your country get a copy of the list?	on request
Are your Servas members on ServasOnline?	yes
How do you incite your members to keep their profiles up-to-date?	by reminding them in our newsletters
Does your Servas group run its own website?	yes

Does your group accept members that are neither hosts, nor travellers?	very rarely, under very strict circumstances ("honorary members", e.g. the founder of Servas Switzerland)
Travellers	
How many Servas International stamps did your country use in 2019?	50
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	770.-CHF; already paid
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	Advertisements in magazines, universities etc. Assistance for new members during the whole registration process
If the answer is yes: Could you please describe your activity/activities?	-
In your country, has the new web-presence with ServasOnline a) lead to more people interested in Servas? b) Did the number of members increase?	a) yes b) not significantly
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	newsletter; website
If yes, how many were sent or used in the year 2019?	about 8
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	yes - through our newsletters, with links to the website
Servas Events and Peacebuilding	

In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	participation of our delegate at UN Human Rights Council Sessions; OREganisation of "sentier insieme" 2019
Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	-
If, yes, please give details	-
Do you keep a record and publish UN peace related activities ?	rarely
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	not yet. To come
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	yes
Is your Servas group registered?	yes
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	at Pentecoste
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	spring and autumn
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	sentier insieme, summer 2019 in Mürren; the SI president was present as a guest.
If, yes, please give details	see above
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	sentier insieme - yes; national meeting of Pentecost - yes,in 2020 for the first time; not globally published, but communicated to other countries
Do you plan to organise any such events in 2020?	see above
If yes, please give details	see above

How do you attract volunteers to help with Servas activities in your country?	by asking people directly at prior events, and by calling (without much success) in our newsletter. (It is usually the same who get involved)
Looking at the projects you have done in your country, what worked well?	sentier insieme; triannual General Assembly
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	find more members; test national meeting with international guests
How can EXCO or other national groups help to improve your National Group?	no need; most needed is a website which doesn't change too often the german terms (e.g. I write a manual for the members - when published, the terms have changed, sometimes have drawn back in english...) bug-fixing of the website (e.g. language skills sometimes are changed by the system)
Would you like to make any other comments or suggestions?	thank you to all EXCO members for your work

Country:	Austria
National Secretary:	
Name	Dorothea Schelch
E-mail	austria@servas.org
Since when have you been serving as National Secretary?	May 1 st , 2014
Deputy National Secretary, if any:	
Name	Heidi Schuster
E-mail	
Treasurer:	
Name	Walter Dieringer
E-mail	
Peace Secretary:	
Name	
E-mail	
Host List Officer, if any:	
Name	Walter Dieringer
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	~150
How many of those host households were Day-Hosts?	~25
How many individual people are listed in your host list?	261 (as shown in ServasOnline)
Do hosts in your country get a copy of the list?	yes (online access)
Are your Servas members on ServasOnline?	Yes, Austria migrated its Dolphin database to ServasOnline in May 2017.

How do you incite your members to keep their profiles up-to-date?	As of January 2020 Austria is participating in the E-stamp system, which means travellers have to complete their LOIs online; for members who have difficulties with ServasOnline we offer hands-on workshops 2-3 times a year, where they can complete or change their profiles.
Does your Servas group run its own website?	http://www.servas-austria.org/
Does your group accept members that are neither hosts, nor travellers?	We have not been confronted with this kind of request up to now.
Travellers	
How many Servas International stamps did your country use in 2019?	49
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	390 CHF transferred in Dec. 2019
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	Through one of our members we have an ongoing cooperation with a migrant & refugee organisation (http://brunnenpassage.at/) in Vienna.
If the answer is yes: Could you please describe your activity/activities?	We participate in some of the Brunnengasse events, activities and social gatherings (for example a monthly “community breakfast”) in an informal way.
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	We received about 30 membership requests via ServasOnline, the majority of which was not followed up by an interview with one of our contact persons. However, the number of members increased by about 30, who arrived through mouth-to-mouth recommendation, as has been the case since Servas was founded.
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	Email and Google newsgroup
If yes, how many were sent or used in the year 2019?	~100

Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	Any information from SI will be passed on to our members, either directly via our newsgroup, or published as a link on our website http://www.servas-austria.org/
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	Our ongoing involvement with the migrant & refugee organisation Brunnenpassage in Vienna, and the participation of Austrian members in the annual "Alpe-Adria" meeting (which took place in the Czech Republic in September 2019).
Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	yes
If, yes, please give details	Individual members continue working with various NGOs supporting refugees in Austria
Do you keep a record and publish UN peace related activities ?	yes
If, yes, please give details	Our UN representative sends out peace-related information and invites members to 'open events' at the UN in Vienna.
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	Not specifically
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	yes
Is your Servas group registered?	yes
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	Our General Assembly is taking place in April 2020; throughout the year we invite all our members to monthly informal gatherings and activities, for example hiking or dancing, mostly in Vienna and Linz, where we have most members.
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	The team usually meets twice or three times a year, in spring, fall, and winter; we are in constant email and telephone contact with each other.

Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	yes, indirectly
If, yes, please give details	We supported the organizers of the “Alpe-Adria” meeting in Sept. 2019 in the Czech Republic.
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	Our social gatherings are open to anyone; international meetings will be published on the global Servas website.
Do you plan to organise any such events in 2020?	no
If yes, please give details	
How do you attract volunteers to help with Servas activities in your country?	By offering attractive activities that will make people want to participate – but admittedly, that is one of the hardest tasks, because it's always just 'the usual suspects' who are willing to help.
Looking at the projects you have done in your country, what worked well?	Small-scale social gatherings, dances and hikes have been popular, although the numbers of participants vary greatly; the co-operation with the integrative organisation 'Brunnenpassage' works very well; the 'Alpe-Adria' meeting in the Czech Republic was a huge success, with participants from Italy, Slovakia, Czech Republic, Turkey, Austria, Germany, France, Switzerland, India, USA, Poland, Britain, Uruguay.
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	The most important task for the team will be to continue helping our members get familiar with ServasOnline, so that they can manage their own profiles. We also always encourage our members to participate in national and international meetings; we want to continue our efforts to recruit new members (particularly young ones), both hosts and travellers. Another difficult task is to find organisers for the next “Alpe-Adria” meeting.
How can EXCO or other national groups help to improve your National Group?	We will need continual help from the ServasOnline team, as there are still problems that need clarification, and glitches that need fixing.
Would you like to make any other comments or suggestions?	

Country:	Iran
National Secretary:	
Name	Behnaz Amini
E-mail	iran@servas.org
Since when have you been serving as National Secretary?	19-feb
Deputy National Secretary, if any:	
Name	Hossein Sarafraz
E-mail	
Treasurer:	
Name	Amir Asadi
E-mail	
Peace Secretary:	
Name	Zahra Karimi
E-mail	
Host List Officer, if any:	
Name	Hossein Sarafraz
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	72
How many of those host households were Day-Hosts?	11
How many individual people are listed in your host list?	90
Do hosts in your country get a copy of the list?	upon request
Are your Servas members on ServasOnline?	yes
How do you incite your members to keep their profiles up-to-date?	explaining in the interview, then asking in written by the first welcome email. Later checking their last activity time in Servas online + sending emails & reminders.
Does your Servas group run its own website?	no
Does your group accept members that are neither hosts, nor travellers?	yes

Travellers	
How many Servas International stamps did your country use in 2019?	8
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	0
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	No.we will not do it proactively, unless our members know somebody and introduce Servas. On the otherside we have requests every week which we dedicate our time to interview them
If the answer is yes: Could you please describe your activity/activities?	
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	we have more than 50 new members last year. Some of the tough have been waiting for interview for more than 1 year . As undretstood from them, when they have heard about Servas, the new website was the right place for them to start the procedure
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	yes, we have news letter and facebook page to comunicate with the members.
If yes, how many were sent or used in the year 2019?	1 newsletter
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	yes they do.
Servas Events and Peacebuilding	

In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	Event No.: 1: Visiting the Exhibition of Women and Peace in August 2019. Event No.: 2: Walking for peace in September 2019. Event No.: 3: Peace Dinner gathering in September 2019. Event No.: 4: Visiting of Tehran Peace Museum on September 21 (peace day), 2019.
Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	We intend to participated in/co-organized peace related events with other organizations in upcoming year.
If, yes, please give details	
Do you keep a record and publish UN peace related activities ?	Yes, somehow.
If, yes, please give details	We shared the report of the International Peace Team participation in CSW63 and also the Peace Calendar with all members of the Servas Iran.
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	Yes, somehow.
If, yes, please give details	We have asked all members of the Srrvas Iran to participate in the preparation of the SI Ethical Travelling Document. Three members contributed in preparing this document. Our interviewers also explain activities to promote ethically and ecologically sustainable travels to new members.
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	We have a draft and soon we will present it in general assembly.
Is your Servas group registered?	No
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	In 2019 we had some meetings but for 2020 not yet planed.
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	Normally each month but via Internet.
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	2 gatherings, for 70th anniversary of Servers and another one.

If, yes, please give details	
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	Normally we will send a summary to Servas International.
Do you plan to organise any such events in 2020?	Not yet, the new Board will organise one.
If yes, please give details	
How do you attract volunteers to help with Servas activities in your country?	Yes, members will help.
Looking at the projects you have done in your country, what worked well?	
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	Selecting the new Board and Conflict resolution committee. Having the first general assembly.
How can EXCO or other national groups help to improve your National Group?	We will ask the help of EXCO for the election.
Would you like to make any other comments or suggestions?	

Country:	Canada
National Secretary:	
Name	Julie L. Cormack
E-mail	canada@servas.org
Since when have you been serving as National Secretary?	April 2016
Deputy National Secretary, if any:	
Name	Nancy Palardy
E-mail	
Treasurer:	
Name	Christine Fernie
E-mail	
Peace Secretary:	
Name	None; still seeking Francophone and Anglophone peace secretaries
E-mail	
Host List Officer, if any:	(for international host lists not on ServasOnline)
Name	Marion Copleston / Herman Bakker
E-mail	mcopleston@gmail.com / hhbakker@yahoo.ca
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	No data provided
How many of those host households were Day-Hosts?	No data provided
How many individual people are listed in your host list?	No data provided
Do hosts in your country get a copy of the list?	No; members access host, traveller, and supporter details in ServasOnline
Are your Servas members on ServasOnline?	Yes

How do you incite your members to keep their profiles up-to-date?	This is a challenge. Regular messaging from National Secretary and Members' Manager; regional coordinators send out reminder to members in their area in January
Does your Servas group run its own website?	Yes
Does your group accept members that are neither hosts, nor travellers?	Yes; supporters (friends), volunteers, donors
Travellers	
How many Servas International stamps did your country use in 2019?	From Treasurer: 126 e-stamps (10 youth; 97 individuals, 20 (or 40 individuals) to joint ServasOnline profiles for total of (10+97+ (2x20) =) 147 members
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	Canada to pay CHF 2940 in either Euros or USD
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	Yes. NB: Servas Canada members are identified as hosts, travellers, supporters, volunteers, etc. There is no particular strategy to recruit specifically hosts or travellers. Our focus is building an engaged membership where members will take on whatever role(s) they feel comfortable.
If the answer is yes: Could you please describe your activity/activities?	1. We have significantly streamlined our administrative processes including work by our Volunteer Coordinator in simplifying volunteers roles and tasks into a single detailed Excel spreadsheet. 2. We are encouraging grassroots dialogue where local members engage and hopefully bring in potential members to these activities. For example, two Servas members in British Columbia gave a presentation to ElderCollege with an audience of 31 people; and several Servas members are talking about having local social events. 3. More members are putting their name forward to volunteer with administration, which I (Julie Cormack) would like to think is a result of our efforts of streamlining and clarifying administrative processes, and may also be the result of instituting an annual membership fee where members may be seeing their commitment to Servas more seriously. 4. We continue to build our new Servas Canaad website and develop a social media presence.

In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	Possibly; it would be beneficial to make ServasOnline as streamlined and easy as possible for users. We anticipated an initial drop in membership due to the institution of an annual membership fee, which did happen. Youth and post-secondary students do not pay a membership fee, and we have seen an increase in youth members.
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	There are no newsletters, bulletins, or blogs. The new Servas Canada website is public (March 2020) and along with social media (FB, Twitter, Instagram) being developed will be the primary way Servas Canada members receive news (including SI Bulletins), Servas opportunities, and stories. The National Secretary sends out an annual message in December, and less than 10 emails/year to the membership re: significant information including administrative changes and reminders to pay fees and update ServasOnline profiles. Our Contact Us Responders team answers initial enquiries or if necessary forwards to the appropriate administrator.
If yes, how many were sent or used in the year 2019?	N/A
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	The National Secretary forwards SI Bulletins to Servas Canada Board members. See comment in box C26.
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	No peacebuilding activities due to no peace secretaries
Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	No
If, yes, please give details	
Do you keep a record and publish UN peace related activities ?	No

If, yes, please give details	Julie Cormack writes and distributes an Annual Message from the National Secretary to all Servas Canada members (starting in 2016), which usually talks about the United Nations Year of ##
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	No activities: see comment in C35
If, yes, please give details	Ethical and climate-conscious travel first discussed in 2018 at the Servas Canada Board; now part of our 2020-2022 Strategic Plan (see attached); to be part of regular dialogue once administrative streamlining is complete
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	Yes. Various governing documents have been revised, simplified, and streamlined including Servas Canada Constitution, volunteer tasks and roles, interviewing, financial, and ServasOnline profile procedures. Julie Cormack is currently writing a formal Servas Canada Operations Manual, and also a history of Servas Canada from historical documents at the National Archives and Library of Canada
Is your Servas group registered?	No. For cost and administration, it is not worth our efforts
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	No. Regional coordinators are encouraged to host local annual meetings; listed as part of their job description
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	Yes. As of March 2020, our current Board is nine members (maximum). The Servas Canada Board tries to meet every 2 months by Skype; in 2019, we met six times. The Servas Canada Board has an in-person extended weekend retreat every three years; in 2019, we met in Victoria, BC. Only Skype meetings are planned for 2020
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	No
If, yes, please give details	
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	The Servas Canada Board is currently discussing these issues (open Board meetings to interested members; accessible Board minutes)

Do you plan to organise any such events in 2020?	Not discussed
If yes, please give details	
How do you attract volunteers to help with Servas activities in your country?	See C24
Looking at the projects you have done in your country, what worked well?	Simplifying and streamlining administrative documents and procedures (especially administrative tasks and roles) and rebuilding and streamlining communications including our new Servas Canada website and social media to make Servas Canada more efficient
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	See attached 2020-2022 Strategic Plan
How can EXCO or other national groups help to improve your National Group?	(same as 2018 except point 5) 1. Keep ServasOnline simple and efficient. 2. Add a toggle variable (one for hosting, one for participating) on ServasOnline that indicates interest in hosting or participating in <i>Making Connections</i> (language, cultural/experiential, volunteer) programming. This motion was put to the 2016 EXCO and was presented as a formal motion to 2018 SICOGA, where it was transferred to the responsibility of the ServasOnline team. 3. Create a French version of the Servas International Bulletin. 4. Simplify and correct the transfer of membership data downloaded from ServasOnline into Mailchimp for easier and more efficient national distribution 5. Create a maximum ten page Executive Summary of the Servas International Annual Report
Would you like to make any other comments or suggestions?	Promote and market Servas as "an international peace and travel community that engages in intercultural dialogue through the mechanism of hosting and travelling"

Country:	SURINAME
National Secretary:	
Name	LIDIA HENNA SEYMONSON
E-mail	suriname@servas.org
Since when have you been serving as National Secretary?	2006
Deputy National Secretary, if any:	
Name	
E-mail	
Treasurer:	
Name	ETHEL M. LEWIS-BANSIA
E-mail	
Peace Secretary:	
Name	LIDIA H. SEYMONSON
E-mail	
Host List Officer, if any:	
Name	LIDIA H. SEYMONSON
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	13
How many of those host households were Day-Hosts?	13
How many individual people are listed in your host list?	15
Do hosts in your country get a copy of the list?	YES
Are your Servas members on ServasOnline?	SOME
How do you incite your members to keep their profiles up-to-date?	PHONECALLS, APPS, MEETINGS
Does your Servas group run its own website?	NO
Does your group accept members that are neither hosts, nor travellers?	IT DEPENDS

Travellers	
How many Servas International stamps did your country use in 2019?	0
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	0
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	NOT SPECIFIC, BUT ALWAYS TRYING TO PROMOTE SERVAS ON EVENTS
If the answer is yes: Could you please describe your activity/activities?	
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	NO
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	PHONE EMAILS, APPS AND MEETINGS
If yes, how many were sent or used in the year 2019?	FREQUENTLY
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	YES, SI NEWS
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	BY PAYING ATTENTION TO THE POOR AND NEEDY PEOPLE IN OUR COMMUNITY

Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	NO
If, yes, please give details	
Do you keep a record and publish UN peace related activities ?	NO RECORD AND PUBLISH BUT PAYING ATTENTION TO
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	NO
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	NO
Is your Servas group registered?	NO
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	YEAR CLOSING DINNER IN DECEMBER.
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	WE REGULARLY HAVE 4 MEETINGS A YEAR AND A CLOSING DINNER IN DECEMBER BUT DUE TO THE CORONA CRISIS WE HAVE NOT HAD 1 MEETING YET. PLANNING TO HAVE A VIDEO CONFERENCE.
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	WORK CAMP AND GROUP TRAVEL
If, yes, please give details	2 WORK CAMPS AND 2 GROUP TRAVELS
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	IT SHOULD BE BUT WE ONLY HAVE 1 SERVAS GROUP IN OUR COUNTRY. NO WE DONOT PUBLISH ANYTHING ON THE SERVAS WEBSITE
Do you plan to organise any such events in 2020?	WE HAD, BUT NOW DIFFICULT TO SAY WITH THE CORONA CRISIS
If yes, please give details	
How do you attract volunteers to help with Servas activities in your country?	GROUP TRAVELS ARE OPEN FOR INTRODUCTIONS WHERE INFORMATION IS GIVEN ABOUT SERVAS

Looking at the projects you have done in your country, what worked well?	GROUP TRAVELS AND THE AID TO POOR AND NEEDY PEOPLE.
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	TO ATTRACT NEW AND YOUNG MEMBERS AND TO FINALLY HAVE A NEW BOARD
How can EXCO or other national groups help to improve your National Group?	ANY HELP IS WELCOME. WHAT WE NEED IS A CONFERENCE ROOM FOR MEETINGS, BUT WE CANNOT FINANCE THAT AND IF POSSIBLE A LAPTOP
Would you like to make any other comments or suggestions?	TO RECONSIDER THE DECISION NOT TO FINANCE NATIONAL SECRETARIES THAT ARE LONGER THEN 6 YEARS IN FNCTION. THAT IS WHY SURINAME CANNOT ATTEND GENERAL ASSEMBLIES ANYMORE.

Country:	France
National Secretary:	
Name	Erick Lefort
E-mail	france@servas.org
Since when have you been serving as National Secretary?	May 2018
Deputy National Secretary, if any:	
Name	Isabelle Girard
E-mail	
Treasurer:	
Name	Chantal Larue
E-mail	
Peace Secretary:	
Name	None
E-mail	
Host List Officer, if any:	
Name	None
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	2554
How many of those host households were Day-Hosts?	805, but they are not Days Host only. Many of them are also hosts
How many individual people are listed in your host list?	All of them (2554)
Do hosts in your country get a copy of the list?	no
Are your Servas members on ServasOnline?	yes
How do you incite your members to keep their profiles up-to-date?	Coordinators send messages One person looks at profiles (at random)
Does your Servas group run its own website?	Yes, we are building a new one.
Does your group accept members that are neither hosts, nor travellers?	no

Travellers	
How many Servas International stamps did your country use in 2019?	608 10331 € have been collected
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	11620 € - Payd in December With flat rates, we lost 1289 €...
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	Some. It depends on the regions. At the initiative of regional coordinators
If the answer is yes: Could you please describe your activity/activities?	Participation in local meetings, in travellers events in regions and in exhibitions of art organised by Servas Artists We made some documents for external communication (postcards, visit cards). A group is working on a new flyer for officials (politicians or local civil administrators)
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas?	Yes
Did the number of members increase?	No change of number of members Many demands are not followed by membership
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	Board reports Brèves de Servas (newsletter) Forum on national site (in progress to be rebuilt) Facebook group A group is working on a new magazin (electronic and paper)
If yes, how many were sent or used in the year 2019?	Reports : 4 Brèves de Servas : 4 Website and Facebook : regularly
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	Yes National board → Regional coord → Members

Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	- Participation in the UNO debates in march in Geneva -Transborder meetings organized with Italy, Spain, Switzerland
Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	Yes, UNO
If, yes, please give details	Participation of members in the debates
Do you keep a record and publish UN peace related activities ?	On Servas France website
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	Project for 2020.
If, yes, please give details	A workshop will be organize at our GA
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	Yes, Statutes and Rules of procedure
Is your Servas group registered?	Yes
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	Yes → Week-end (Easter or Pentecost)
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	Yes : March, May (or June) & October We had an extra on in january 2020 this year Plus some Skype meetings of board of Directors
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	Some transborders events with neighbour countries (Spain, Italy, Switzerland, Germany), regional meetings open to national members, group travelers and trekking groups
If, yes, please give details	Calanques in Marseille Route de l'Amitié Voyager en France (Normandy)
Are your meetings open to members of other Servas groups? Do you publish	Yes

them on the global Servas website?	
Do you plan to organise any such events in 2020?	with Italy, Spain, Belgium, Switzerland
If yes, please give details	in progress
How do you attract volunteers to help with Servas activities in your country?	Regional calls for volunteers Newsletter (Brèves de Servas)
Looking at the projects you have done in your country, what worked well?	Depends on the regions and the dates.
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	Make the new website operational, make the new bulletin, make a flyer for officials. Only one payment by members (national and international part). Paiement by member. Workshop in our GA about how to travel in a sustainable way Looking for someone to take in charge a youth committee.
How can EXCO or other national groups help to improve your National Group?	
Would you like to make any other comments or suggestions?	Rates to pay to exco based on the number of members, not on the households. Contribution of France looks too much, in comparaison with other similar countries, counting by households.

País:	Argentina
Secretario Nacional:	
Nombre	Maria Elena Gnecco
Correo Electrónico	argentina@servas.org
Desde cuando usted está sirviendo como Secretario Nacional	jan-19
Subsecretario, si existe:	
Nombre	Guillermina Enid Koch
Correo Electrónico	
Tesorero:	
Nombre	Marcela Rosales
Correo Electrónico	
Secretario de Paz:	
Nombre	Cintia Amor
Correo Electrónico	
Coordinador de Listas, si existe:	
Nombre	Ana Manghi
Correo Electrónico	
Anfitriones, Listas de Anfitriones y ServasOnline	
¿Cuántos anfitriones (anfitriones de día más anfitriones con alojamiento) tenía usted durante el año hasta el 31 de Diciembre de 2019?	280 miembros
¿Cuántos de estos eran anfitriones de día?	42 anfitriones de día
¿Cuántos miembros individuales tiene su grupo nacional?	280 miembros individuales
¿Los anfitriones de su país tienen copia de la lista?	utilizan Servas on line
¿Cuales son sus planes para migrar (su lista de anfitriones) a ServasOnline?	Ya hemos completado la lista online

¿Cómo incitais a vuestros miembros a mantener sus perfiles actualizados?	Por medio de mail y en las reuniones de miembros
¿Tu grupo Servas tiene su propio sitio web?	Si
¿Acepta su grupo miembros que no son ni anfitriones ni viajeros?	No
Viajeros	
¿Cuántas estampillas de Servas International usó su país en 2019?	32 estampillas
¿Cuánto dinero ha pagado su país a Servas International por estampillas en 2019, y en qué fecha fue o será hecha la transferencia)?	320 CHF, la transferencia se realizó en el mes de febrero del 2020
¿Llevan a cabo actividades específicas para reclutar nuevos anfitriones y viajeros como miembros Servas?	Sí
Si la respuesta es sí: ¿Podrían por favor describirlas?	Se invitan amigos a las reuniones de miembros
En su país, ¿la nueva presencia en la web con ServasOnline ha llevado a más gente interesada en Servas? ¿Aumentó el número de miembros?	Hay muchos miembros nuevos, pero se dieron de baja también muchos. Se depuró la lista, fue una oportunidad para dar de baja a los miembros que no estaban activos y tener una lista real.
Comunicación con miembros	
¿Usa usted periódicos, boletines, blogs u otros métodos de comunicación con los miembros en su país?	whatsapp ,mails y redes (Facebook)
Si es así, ¿cuántos fueron enviados o utilizados en 2019?	No los contabilizamos
¿Los miembros (anfitriones y viajeros) de su país reciben otras informaciones de Servas Internacional, como SI News, los requerimientos de voluntarios que son enviados a la persona clave?	Si

Eventos de Servas y Proyectos de construcción de Paz	
¿En qué formas ha avanzado su grupo nacional Servas en la misión de "construcción de paz" Servas en 2019?	Intercambio realizado entre viajeros y anfitriones , reuniones de miembros bimensuales, reuniones por el Día de la Paz y Reunión de fin de año. Plantación de libros, colaboración con merendero.
¿Su grupo nacional adhirió/participó o coorganizó eventos relacionados con Paz con otras organizaciones?	
Si es así, por favor dé detalles	Colaboración con un merendero
¿Guarda usted un registro y publica las actividades referidas a acciones de paz en ONU?	No
Si es así, por favor dé detalles	
¿Ha organizado alguna actividad / actividades para promover viajes sostenibles ética y ecológicamente?	Si, se organiza un viaje anual con miembros nacionales y extranjeros donde se visita a comunidades de Pueblos originarios, difundiendo su artesanía y su cultura.
Si es así, por favor dé detalles	
Reuniones nacionales	
¿Tienen estatutos (también llamados reglamentos y / o constitución) que regulan las actividades en su grupo Servas nacional?	Sí
¿Su grupo Servas está registrado?	No
¿Ustedes tienen alguna reunión anual? Si es así ¿cuándo ésta programada o existe cualquier otra reunión que tenga lugar en 2020?	Sí, una reunión para el Día de la Paz y otra reunión para Fin de año, además de las reuniones bimensuales. Hoy en cuarentena
¿Tiene reuniones periódicas de la junta nacional / comité? Cuando prevé celebrar estas reuniones en el 2020?	Sí, cuando se levante la cuarentena
¿Su grupo nacional organizó algún evento nacional o internacional Servas en 2019 (por ejemplo, campamentos de trabajo, reuniones de	Sí, clases de Tango, Encuentros para meditación, Reunión de jóvenes, viaje en grupo.

jóvenes, viajes en grupo, etc.)?	
Si es así, por favor dé detalles	
¿Son sus reuniones abiertas a los miembros de otros grupos Servas? ¿Las publican en la página web global de Servas?	Son abiertas, enviamos mail grupal haciendo extensiva la invitación a amigos y familiares de los miembros
¿Planea organizar alguno de estos eventos en 2020?	Todavía estamos en cuarentena por el COVID
Si es así, por favor dé detalles	
¿Cómo atrae usted voluntarios para ayudar con las actividades Servas en su país?	Cuesta muchísimo conseguir voluntarios
¿Teniendo en cuenta los proyectos que Usted ha llevado a cabo en su país, que ha funcionado bien?	El Focus Tango, los viajes anuales a diferentes regiones de nuestro país lejos de los circuitos turísticos, las visitas a sitios de interés, las reuniones de miembros
¿Cuáles son sus prioridades de Servas para el 2020 en su país? (Desarrollo/ procesos internos/ aspectos financieros/ actividades de paz/ comunicaciones)	La cuarentena impide la realización de actividades. Antes de la cuarentena tuvimos una fluida actividad de encuentros con visitas Servas del exterior. Hoy sólo encuentros virtuales .
Cómo puede EXCO u otros países ayudar a mejorar su grupo nacional?	Nuestro país se encuentra en emergencia económica y sanitaria. No se han vendido estampillas porque las fronteras están cerradas. Los miembros que adquirieron stamps, no las pudieron usar. No podremos afrontar el pago promedio que nos solicita EXCO
¿Desea hacer algún otro comentario o sugerencia?	Nos agradecería que se extienda la validez de las stamps a los miembros que no pudieron usarlas a causa de la Pandemia

Country:	Australia
National Secretary:	
Name	Lauren Gordon
E-mail	australia@servas.org
Since when have you been serving as National Secretary?	2015
Deputy National Secretary, if any:	PRESIDENT
Name (we have ea president but not a dep sec)	Derek Curnow
E-mail	
Treasurer:	
Name	Peter Lee
E-mail	
Peace Secretary:	
Name	Chloe Mason
E-mail	
Host List Officer, if any:	membership officer
Name	Paul Nielsen
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	381 Host Households
How many of those host households were Day-Hosts?	23 day hosts
How many individual people are listed in your host list?	394
Do hosts in your country get a copy of the list?	yes
Are your Servas members on ServasOnline?	yes
How do you incite your members to keep their profiles up-to-date?	email and newsletter notices
Does your Servas group run its own website?	yes
Does your group accept members that are neither hosts, nor travellers?	yes - basic members

Travellers	
How many Servas International stamps did your country use in 2019?	unknown
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	paid 25/2/20 amount: \$4253.93AUD (or as of 29/3/20 = 2494.86 Swiss Francs)
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	yes
If the answer is yes: Could you please describe your activity/activities?	2019 Birthday Celebrations we had community events and advertised in local publications, and on local radio; sent around invitations to associated peace organisations and groups, and invited friends and members of public to attend
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	unknown
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	newsletter, facebook, instagram, emails
If yes, how many were sent or used in the year 2019?	various - 4 editions of the newsletter
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	yes
Servas Events and Peacebuilding	

In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	<p>Peace Secretary participated in SERVAS Britain's AGM. At the residential AGM, Peace Secretaries for Australia and Britain ran a workshop on Peace and Servas where there was much discussion about critical peace/conflict and environmental issues of the day; also discussed the contemporary significance of International Conscientious Objectors Day at Tavistock Square, London, attended by several Servas members, both Peace Secretaries, and Canadian Servas travellers.</p> <p>Australian National Secretary participated in Servas Delegation to the UN Commission on the Status of Women (CSW63) in March 2019 - wrote report and made podcast episode for members post event</p>
Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	yes
If, yes, please give details	<p>Celebrated Servas' birthday with other organisations, including Parks Victoria (a state agency managing national parks and a leader in sustainability).</p> <p>Met with Medical Association for the Prevention of War and a member of Doctors for the Environment Australia to consider peace & environment priority issues for 2020 (e.g. war powers; climate change). Discussed with these two groups the role of Servas and gave them our Servas Australia pamphlets.</p>
Do you keep a record and publish UN peace related activities ?	No - will try harder in the new year!
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	yes - Rules and By-Laws
Is your Servas group registered?	yes

Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	yes. April 4 2020
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	Yes. Every 3 months (quarterly)
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	yes -
If, yes, please give details	Birthday Celebrations across almost all states and territories. Lunches and dinners ; Camps and local get-togethers in Victoria.
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	open to others - not published on servas international. Often published on Servas Australia facebook page
Do you plan to organise any such events in 2020?	yes
If yes, please give details	if pandemic circumstances allow, we will hold dinners and public meetings. We have cancelled our in-person AGM meeting in April which will now be held by teleconference will discuss activities that can be done online
How do you attract volunteers to help with Servas activities in your country?	talk to people at servas events; call by telephone.
Looking at the projects you have done in your country, what worked well?	widely publicised birthday celebrations worked fairly well locally. Local dinners in Melbourne worked well.
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	expanding our membership/ recruiting younger members; building our peace networks
How can EXCO or other national groups help to improve your National Group?	
Would you like to make any other comments or suggestions?	



Country:	Bolivia
National Secretary:	
Name	Danny Margoth Balderrama Rocha
E-mail	bolivia@servas.org
Since when have you been serving as National Secretary?	2016
Deputy National Secretary, if any:	
Name	
E-mail	
Treasurer:	
Name	Lilian Mendez
E-mail	
Peace Secretary:	
Name	
E-mail	
Host List Officer, if any:	
Name	
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	27
How many of those host households were Day-Hosts?	15
How many individual people are listed in your host list?	24
Do hosts in your country get a copy of the list?	yes
Are your Servas members on ServasOnline?	no
How do you incite your members to keep their profiles up-to-date?	In the meetings we have every other month.
Does your Servas group run its own website?	no
Does your group accept members that are neither hosts, nor travellers?	yes

Travellers	
How many Servas International stamps did your country use in 2019?	none
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	We have never had any money. We never had stamps given to any traveler. I requested 5 stamps this year, but I had no answer.
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	Yes.
If the answer is yes: Could you please describe your activity/activities?	We invited people to be part of our September, 2019 activity of planting trees.
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	We have no web-presence.
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	We have a Facebook page and a Whatsapp group to get in touch with our members.
If yes, how many were sent or used in the year 2019?	Every activity we had was posted in the Facebook, and practically every day we send greeting to our members in Whatsapp.
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	Yes
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	We had a planting trees activity in September, 2019. We had the 70th Servas Anniversary celebration.

Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	no
If, yes, please give details	
Do you keep a record and publish UN peace related activities ?	no
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	no
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	Yes, we passed the internal Statutes las year in the Servas anniversary Celebration.
Is your Servas group registered?	Yes
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	We hold meetings the first Saturday every other month. We didn't do it in April due to the quarentine, but we will have it in Zoom meeting next June.
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	We were supposed to have one this year in September, but due to the covid19 crisis, we will put it off.
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	no
If, yes, please give details	
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	yes, We publish in the Facebook.
Do you plan to organise any such events in 2020?	no
If yes, please give details	
How do you attract volunteers to help with Servas activities in your country?	Talking person to person.

Looking at the projects you have done in your country, what worked well?	Planting the trees last year.
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	Mainly financial.
How can EXCO or other national groups help to improve your National Group?	Getting in touch with us more.
Would you like to make any other comments or suggestions?	The current situation the world is living the crisis of the COVID19, has to make us reflect more on our role as peace promoters. The whole world has to be our home. We have to be united in the isolation.

Country:	Bulgaria
National Secretary:	
Name	Jivko Gradinarov
E-mail	bulgaria@servas.org
Since when have you been serving as National Secretary?	1st of October 2019
Deputy National Secretary, if any:	
Name	Tania Bojadjieva
E-mail	
Treasurer:	none
Name	
E-mail	
Peace Secretary:	none
Name	
E-mail	
Host List Officer, if any:	none
Name	
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	30
How many of those host households were Day-Hosts?	12
How many individual people are listed in your host list?	18
Do hosts in your country get a copy of the list?	yes
Are your Servas members on ServasOnline?	yes
How do you incite your members to keep their profiles up-to-date?	annual emails
Does your Servas group run its own website?	no
Does your group accept members that are neither hosts, nor travellers?	no

Travellers	
How many Servas International stamps did your country use in 2019?	1
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	none
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	no
If the answer is yes: Could you please describe your activity/activities?	
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	yes
If yes, how many were sent or used in the year 2019?	since I was in charge 2
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	yes
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	none

Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	none
If, yes, please give details	
Do you keep a record and publish UN peace related activities ?	no
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	not yet
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	no
Is your Servas group registered?	no
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	no
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	no
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	no
If, yes, please give details	
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	no
Do you plan to organise any such events in 2020?	yes
If yes, please give details	I plan to gather servas members from Bulgaria and meet with the new members for introduction
How do you attract volunteers to help with	no

Servas activities in your country?	
Looking at the projects you have done in your country, what worked well?	teambuilding
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	Recruiting new members and organising event to gather all members
How can EXCO or other national groups help to improve your National Group?	n/a
Would you like to make any other comments or suggestions?	no

Country:	Croatia
National Secretary:	
Name	Jerina Malešević
E-mail	croatia@servas.org
Since when have you been serving as National Secretary?	2001
Deputy National Secretary, if any:	
Name	Carla Biancotti
E-mail	
Treasurer:	
Name	
E-mail	
Peace Secretary:	
Name	
E-mail	
Host List Officer, if any:	
Name	
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	17
How many of those host households were Day-Hosts?	12
How many individual people are listed in your host list?	17
Do hosts in your country get a copy of the list?	yes
Are your Servas members on ServasOnline?	yes
How do you incite your members to keep their profiles up-to-date?	contact them
Does your Servas group run its own website?	no
Does your group accept members that are neither hosts, nor travellers?	no

Travellers	
How many Servas International stamps did your country use in 2019?	none
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	I tried in Croatia by many contacts and managed only to get one member - the only one outside of the capital Zagreb - in town Sibenik
If the answer is yes: Could you please describe your activity/activities?	I have been trying hard to refresh members in Serbia as I habve manyx friends there. Only one member is not my friend- the oldest member and only one had been for long time. But none wished to be NS and I found some new friends and they may be willing to accept two roles. Every time I go to Belgrade, Serbia we meet and I hope this year untul summer they will be having active members and roles.
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	no, some older members due to ilnees , changed family cicumstances came out
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	through mails and several meetings
If yes, how many were sent or used in the year 2019?	
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	Everything I receive I distribute to al members. That was how three of us members went cycling on the invitation of Turkay Servas
Servas Events and Peacebuilding	

In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	no
Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	no
If, yes, please give details	
Do you keep a record and publish UN peace related activities ?	no
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	no
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	no
Is your Servas group registered?	no
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	In March or April a regulat meeting
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	no
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	no
If, yes, please give details	
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	no
Do you plan to organise any such events in 2020?	For long time I plan to organise an event - we are too small group but it is high time to concentrate my efforts
If yes, please give details	

How do you attract volunteers to help with Servas activities in your country?	
Looking at the projects you have done in your country, what worked well?	
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	To organize a meeting for Mediterranean countries To finish helping Servas Serbia be active and overtake the roles of NS and Deputy To start planning to activate and find members in Bosnia and Herzegovina
How can EXCO or other national groups help to improve your National Group?	Just a thought: Is there a form of announcement for the invitation of a four, five days meeting - I can do it by myself but why to invent Does any of the people in Servas know anyone in Bosnia and Herzegovina who can be interested in Servas there. I proposed to Servas Serbia to make a trip to Sarajevo and start there. Specially as I know the old Servas member there - Dževad
Would you like to make any other comments or suggestions?	Thanks to all hard working Servas members :):)

Country:	DENMARK
National Secretary:	
Name	Jan Degrauwe
E-mail	denmark@servas.org
Since when have you been serving as National Secretary?	2004
Deputy National Secretary, if any:	
Name	
E-mail	
Treasurer:	
Name	Ingrid Pedersen
E-mail	
Peace Secretary:	
Name	
E-mail	
Host List Officer, if any:	
Name	Susanne Thestrup
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	299
How many of those host households were Day-Hosts?	1
How many individual people are listed in your host list?	299
Do hosts in your country get a copy of the list?	Online
Are your Servas members on ServasOnline?	Yes
How do you incite your members to keep their profiles up-to-date?	Newsletters
Does your Servas group run its own website?	Yes
Does your group accept members that are neither hosts, nor travellers?	Yes, if they have been hosts or travellers before

Travellers	
How many Servas International stamps did your country use in 2019?	70
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	CHF 890. The transfer has been made at the end of December 2019.
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	No
If the answer is yes: Could you please describe your activity/activities?	
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	Maybe to early to conclude.
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	Newsletters
If yes, how many were sent or used in the year 2019?	Several. 3-4 newsletters.
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	Yes
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	By sending travellers out.

Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	No
If, yes, please give details	
Do you keep a record and publish UN peace related activities ?	No
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	No
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	Yes
Is your Servas group registered?	Yes
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	Yes. Our general assembly will be hold the 3. of Maj 2020.
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	Yes. March and August 2020.
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	Yes
If, yes, please give details	Member-gathering in August 2019.
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	Yes, but we have not publish them globally.
Do you plan to organise any such events in 2020?	No
If yes, please give details	
How do you attract volunteers to help with Servas activities in your country?	By website, facebook.

Looking at the projects you have done in your country, what worked well?	
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	Our new website.
How can EXCO or other national groups help to improve your National Group?	
Would you like to make any other comments or suggestions?	

Country:	Finland
National Secretary:	
Name	Arja Sigfrids
E-mail	finland@servas.org
Since when have you been serving as National Secretary?	2018
Deputy National Secretary, if any:	
Name	
E-mail	
Treasurer:	
Name	Leena Juth
E-mail	
Peace Secretary:	
Name	
E-mail	
Host List Officer, if any:	
Name	Arja Sigfrids
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	82
How many of those host households were Day-Hosts?	12
How many individual people are listed in your host list?	63
Do hosts in your country get a copy of the list?	No
Are your Servas members on ServasOnline?	Yes
How do you incite your members to keep their profiles up-to-date?	I write a membership letter once a month
Does your Servas group run its own website?	yes
Does your group accept members that are neither hosts, nor travellers?	no

Travellers	
How many Servas International stamps did your country use in 2019?	9
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	in June when we know how much to pay
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	Every member should get one new Member, we got + 20 new members
If the answer is yes: Could you please describe your activity/activities?	former
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	No
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	Monthly letter
If yes, how many were sent or used in the year 2019?	12
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	I write about these to others, 4 of us in Finland get teh emails
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	We had our Yearly meeting, we did not have at least in past 7 years, and we discussed about the theme, but because we are so few in Finland, and many of us are active in other organizations, there is not other need nor capacity to do more.

Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	No
If, yes, please give details	No
Do you keep a record and publish UN peace related activities ?	I sedn in the newsletter links what you give us
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	Yes, our meeting last august 3 days
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	no
Is your Servas group registered?	no
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	yes, in archipelago near Vaasa . We arre 3 families here, so we could have with us oen night, one night together in teh arcipelago, quite primitive
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	No, only calling, and e mails, and in the annoual meetings in the future
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	We had our meeting half openm to some of our Servas friends. One came from Greece, 2 not from Scotland, lady got cancer last minutes
If, yes, please give details	
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	yes, in the future we try
Do you plan to organise any such events in 2020?	No, servas, maybe only for finnish people, maybe not even that.. COVID -19 reason
If yes, please give details	
How do you attract volunteers to help with Servas activities in your country?	no

Looking at the projects you have done in your country, what worked well?	The last yera meeting for so long time. We want to continue!
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	Lay still, without travelling at all beacuse of Corona
How can EXCO or other national groups help to improve your National Group?	
Would you like to make any other comments or suggestions?	Thank you fro your vouluntray work all the active groupmembers!!

Country:	MEXICO
National Secretary:	
Name	Francisco Salomón Luna Abuto
E-mail	mexico@servas.org
Since when have you been serving as National Secretary?	2018
Deputy National Secretary, if any:	
Name	Ana Jimenez
E-mail	
Treasurer:	
Name	Rosalinda Cázares
E-mail	
Peace Secretary:	
Name	Paty Fuentes
E-mail	
Host List Officer, if any:	
Name	Fabián Trejo
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	Todos son anfitriones con alojamiento. En promedio tenemos 60 miembros
How many of those host households were Day-Hosts?	Todos son anfitriones con alojamiento.
How many individual people are listed in your host list?	Todos son en familia.
Do hosts in your country get a copy of the list?	Usamos solamente SOL
Are your Servas members on ServasOnline?	Ya estamos en la plataforma todos los miembros vigentes.
How do you incite your members to keep their profiles up-to-date?	Haciendo recordatorios constantes en las reuniones mensuales.
Does your Servas group run its own website?	solamtne Facebook.
Does your group accept members that are neither hosts, nor travellers?	Las reuniones son para publico en general. Para ser miembro solo si es anfitrión o viajero.

Travellers	
How many Servas International stamps did your country use in 2019?	18
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	50 CHF
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	SI
If the answer is yes: Could you please describe your activity/activities?	Caminatas por la paz. Activides culturales. Exposiciones. Presentaciones de libros. Platicas en café. Reuniones mensuales. Visita a museos. Etc.
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	si.
If yes, how many were sent or used in the year 2019?	Facebook y correo electronico.
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	si. Por medio de correo electronico. WhatssApp y facebook.
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	Realizamos diversas actividades con otras organizaciones de paz. Hacemos páticas. Conferencias y eventos. Caminatas de paz.

Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	Si.
If, yes, please give details	Eventos culturales. Ambientales. Sociales.
Do you keep a record and publish UN peace related activities ?	Si.
If, yes, please give details	Sobre los 17 Objetivos de de la ONU de sustentavilidad. Participamos en la reunión de Salt Lake City con el equipo de Servas Paz.
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	Si.
If, yes, please give details	Específicamente sobre el cuidado del agua. Baños secos. Uso de plásticos y servicio voluntariado.
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	Si.
Is your Servas group registered?	No.
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	Tenemos reuniones mensuales.Una reunión anual con expresidentes en el mes de febrero. Reunión anual de fin de año en diciembre.
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	Si. Tenemos nuestra Asamblea Nacional en Junio.
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	si.
If, yes, please give details	Solamente con miembros locales. Caminatas por la paz.
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	si son abiertas a todo publico en general.
Do you plan to organise any such events in 2020?	si
If yes, please give details	actividades culturales y artísticas. Caminatas por la paz.

How do you attract volunteers to help with Servas activities in your country?	motivándolos a que participen en las reuniones. Ofreciendo apoyos para viajes de representación de servas.
Looking at the projects you have done in your country, what worked well?	si
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	Poder lograr más eventos con otras organizacones hermanas. Mas difusión. Realizar un encuentro con otras organizaciones junto con las caminatas de paz.
How can EXCO or other national groups help to improve your National Group?	Considero que necesitamos más apoyo debido a que somos paises anfitriones. Tenemos pocos viajeros y recibimos a muchos. Queremos participar más en eventos internacionales.
Would you like to make any other comments or suggestions?	No.

Country:	Morocco
National Secretary:	
Name	Nabaoui My Abdellah
E-mail	morocco@servas.org
Since when have you been serving as National Secretary?	
Deputy National Secretary, if any:	
Name	
E-mail	
Treasurer:	
Name	Ahmed Lamzari
E-mail	
Peace Secretary:	
Name	Mourad El Kadiri
E-mail	
Host List Officer, if any:	
Name	
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	25
How many of those host households were Day-Hosts?	1
How many individual people are listed in your host list?	
Do hosts in your country get a copy of the list?	no
Are your Servas members on ServasOnline?	no
How do you incite your members to keep their profiles up-to-date?	
Does your Servas group run its own website?	no
Does your group accept members that are neither hosts, nor travellers?	

Travellers	
How many Servas International stamps did your country use in 2019?	0
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	0
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	
If the answer is yes: Could you please describe your activity/activities?	
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	no
If yes, how many were sent or used in the year 2019?	
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	yes
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	mobilize for the organization of the 2020 youth summer camp

Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	no
If, yes, please give details	
Do you keep a record and publish UN peace related activities ?	no
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	no
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	
Is your Servas group registered?	
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	no
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	no
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	no
If, yes, please give details	
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	
Do you plan to organise any such events in 2020?	no
If yes, please give details	
How do you attract volunteers to help with Servas activities in your country?	

Looking at the projects you have done in your country, what worked well?	
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	recruit new members especially young members
How can EXCO or other national groups help to improve your National Group?	
Would you like to make any other comments or suggestions?	

Country:	Nepal
National Secretary:	
Name	Shiva Shrestha
E-mail	nepal@servas.org
Since when have you been serving as National Secretary?	since 3years
Deputy National Secretary, if any:	
Name	Dinesh Tripathy
E-mail	
Treasurer:	
Name	Babu Rasaili
E-mail	
Peace Secretary:	
Name	Birendra Hada
E-mail	
Host List Officer, if any:	
Name	Ramesh Ghimire
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	36 Host
How many of those host households were Day-Hosts?	10 Day Host
How many individual people are listed in your host list?	46
Do hosts in your country get a copy of the list?	yes
Are your Servas members on ServasOnline?	No
How do you incite your members to keep their profiles up-to-date?	we have file to keep their profile
Does your Servas group run its own website?	we have onlu facebook
Does your group accept members that are neither hosts, nor travellers?	yes

Travellers	
How many Servas International stamps did your country use in 2019?	3
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	we do not have to pay
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	we have organized servas nepal travelling team to recruit new members
If the answer is yes: Could you please describe your activity/activities?	Servas Nepal travel team
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	we do not have but servas member increased
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	servas nepal Message group
If yes, how many were sent or used in the year 2019?	46
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	yes
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	Organized , international Peace Day

Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	No
If, yes, please give details	
Do you keep a record and publish UN peace related activities ?	No
If, yes, please give details	No
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	we organized Nepal Servas travel team
If, yes, please give details	every year we organize
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	
Is your Servas group registered?	No.
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	yes, every year ... in this end of March or April we will have AGM
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	Yes we have every three months.
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	International Pece Day
If, yes, please give details	International Peace Day
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	No.
Do you plan to organise any such events in 2020?	Yes
If yes, please give details	Intrenational P[each day will be celebrated
How do you attract volunteers to help with Servas activities in your country?	organizing talk program and some events as well through friends

Looking at the projects you have done in your country, what worked well?	no any project
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	Peace activities , Development / internal process
How can EXCO or other national groups help to improve your National Group?	sometime about oneline
Would you like to make any other comments or suggestions?	No

Country:	The Netherlands
National Secretary:	
Name	Veerle Simons
E-mail	netherlands@servas.org
Since when have you been serving as National Secretary?	2018
Deputy National Secretary, if any:	
Name	
E-mail	
Treasurer:	
Name	Dirk-Jaap Klaassen
E-mail	
Peace Secretary:	
Name	
E-mail	
Host List Officer, if any:	
Name	Ginger Breeveld
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	260
How many of those host households were Day-Hosts?	55
How many individual people are listed in your host list?	We don't count individual people. We only count households. However, we have 283 members in Servas Online, this includes travellers
Do hosts in your country get a copy of the list?	No, we don't provide a hostlist anymore. Everybody is in Servas Online
Are your Servas members on ServasOnline?	Yes

How do you incite your members to keep their profiles up-to-date?	This is a very difficult task. We have send many e-mails about it, we try to contact people personally when we see that they haven't filled out their profile, we put it on our blog and we help people during our annual meeting. People can also call or e-mail us when they have questions. Once they actually use Servas Online, it usually goes well. Our problem is more that some people just don't understand how to use it.
Does your Servas group run its own website?	Yes
Does your group accept members that are neither hosts, nor travellers?	Yes, we do.
Travellers	
How many Servas International stamps did your country use in 2019?	60
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	€ 579,12 (we already paid on March 19th)
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	No, we didn't. However, we like to what kind of activities other countries have to recruit new hosts and travellers. It would be a good thing.
If the answer is yes: Could you please describe your activity/activities?	
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	No, ServasOnline did not increase our amount of members. We didn't expect that either.
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	Yes. We have an online blog, called Dialoog (Dialogue). On this blog, we post travel stories from our members, but also news from Servas International and invites for international meetings. We update our blog regularly. We also send e-mails to our members.
If yes, how many were sent or used in the year 2019?	

Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	We try to put everything on our blog, also information about Servas International. If we think it is of utmost importance that everybody reads it, we send it by e-mail to all our members.
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	We didn't to any specific activities for "peacebuilding" this year. However, we put information from / about different peacemovements on our blog.
Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	We only provide a platform (our blog) for some other peacemovements. We haven't (co)organized or participated in any of these events.
If, yes, please give details	
Do you keep a record and publish UN peace related activities ?	No
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	No
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	Yes
Is your Servas group registered?	Yes
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	Yes, we have an annual meeting. It was supposed to be on March 22, but because of corona we had to cancel it. We don't know what the new date will be, because in our country it is not allowed to have meetings with multiple people yet and we don't know when that will change.
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	Yes, we try to have at least 3 meetings a year. We don't plan these in advance. Most of our meetings are done via skype or combined with other Servas-events.

Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	Yes.
If, yes, please give details	We organised a 'New Years Walk' and a national outing to the Biesbosch. The walk was organised by the national board and the national outing was organised by two members.
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	Yes, our annual meeting is open. But we don't publish these on the global Servas Website. We didn't know that that was a possibility but also, our meetings are in Dutch so not many people will be able to understand. The events are sometimes open to members of other Servas groups. Our national outing is not but the walk would be. Again, we didn't publish this on the global Servas website as we didn't know this was a possibility.
Do you plan to organise any such events in 2020?	Yes
If yes, please give details	We organised a New Years Walk in the beginning of February. We also wanted to organise a Servas Surprise Weekend. You sign up and then the board will decide by which other Dutch Servas Member you will stay. But due to corona this is put on hold. If this works, we want to organise this more often.
How do you attract volunteers to help with Servas activities in your country?	During the New Years Walk, you talk with people and then it turns out some people like to help, which you didn't know before. If we need help, we contact those people directly with a specific task. That works best.
Looking at the projects you have done in your country, what worked well?	The New Years Walk works pretty well and the national outings are always a big success with many people joining. The national outing is organised once every two years.
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	Well, our priority WAS to start thinking about an international meeting and set up the Servas Surprise Weekend. However, due to corona our main focus is to keep in touch with our members and try to keep them together.
How can EXCO or other national groups help to improve your National Group?	A website with good practices would be nice. Where all the activities are summed up which work. Activities for your own Servas Country, activities to get more members and activities for international meetings. Also, like we said last year, it would be nice to give us a platform where we can give information for travellers about The Netherlands. There should be a website for each country where countries can put interesting information and locations to visit.

Would you like to make any other comments or suggestions?	We would like to know what you do with these answers apart from the financial part of it. It is totally not clear why we need to fill this out.

Country:	Norway
National Secretary:	
Name	Michael Wechsler
E-mail	norway@servas.org
Since when have you been serving as National Secretary?	
Deputy National Secretary, if any:	
Name	Liv Melbye Wechsler
E-mail	
Treasurer:	
Name	Marit Skille
E-mail	
Peace Secretary:	
Name	Michael Wechsler
E-mail	
Host List Officer, if any:	
Name	Ragnhild Andersland
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	88
How many of those host households were Day-Hosts?	
How many individual people are listed in your host list?	
Do hosts in your country get a copy of the list?	SOL
Are your Servas members on ServasOnline?	Many
How do you incite your members to keep their profiles up-to-date?	Encourage them
Does your Servas group run its own website?	Not at the moment. Have a facebook page
Does your group accept members that are neither hosts, nor travellers?	No

Travellers	
How many Servas International stamps did your country use in 2019?	3
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	0
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	Not in 2019
If the answer is yes: Could you please describe your activity/activities?	
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	No
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	
If yes, how many were sent or used in the year 2019?	
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	Yes
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	we did nothing

Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	No
If, yes, please give details	
Do you keep a record and publish UN peace related activities ?	Rarely
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	No
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	Yes
Is your Servas group registered?	Yes
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	Hope to. Not planned yet because of pandemic
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	We have had few meetings due to health issues
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	No
If, yes, please give details	
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	Nothing to publish
Do you plan to organise any such events in 2020?	No
If yes, please give details	
How do you attract volunteers to help with Servas activities in your country?	Meetings. Will discuss Servas in a podcast in 2020

Looking at the projects you have done in your country, what worked well?	We struggle to just keep Servas alive in a very large country with great distance between members. We are unable to do projects
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	Always looking for new, younger people to join. Had a Youth Coordinator who was delegated to set up website and recruit young people but she resigned because of the burdens.
How can EXCO or other national groups help to improve your National Group?	Not really sure. Our National Secretary has some major health issues.
Would you like to make any other comments or suggestions?	We are trying to stay above water here. The pandemic we are in does not help the situation very much.

Country:	Poland
National Secretary:	
Name	Joanna Mozga
E-mail	poland@servas.org
Since when have you been serving as National Secretary?	2017
Deputy National Secretary, if any:	
Name	Aissa Zakrzewska
E-mail	
Treasurer:	
Name	Marcin Ostaszewski
E-mail	
Peace Secretary:	
Name	
E-mail	
Host List Officer, if any:	
Name	Jan Dzierżawski
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	305
How many of those host households were Day-Hosts?	42
How many individual people are listed in your host list?	724
Do hosts in your country get a copy of the list?	yes
Are your Servas members on ServasOnline?	yes, but still in transition
How do you incite your members to keep their profiles up-to-date?	we send emails
Does your Servas group run its own website?	yes, www.servas.pl
Does your group accept members that are neither hosts, nor travellers?	Imprecise question. For Servas online not, but fore some common activities, yes.

Travellers	
How many Servas International stamps did your country use in 2019?	50
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	Already paid
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	yes
If the answer is yes: Could you please describe your activity/activities?	Servas local meetings and common activities
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	we did not observe such a relation so far
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	Yes, website, Facebook, information sent by emails
If yes, how many were sent or used in the year 2019?	We send information on a regular basis, about Polish activities, as well as SI newsletters and other notices, especially about Servas activities around the world.
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	Sure
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	Mainly supporting immigrants

Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	
If, yes, please give details	
Do you keep a record and publish UN peace related activities ?	No
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	On every meeting we discuss about such an important things. Additionally, I (Joanna Mozga) was a participant on the workshop organised by Servas Spain and membres of Greenpeace.
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	Servas Poland operates on the basis of the adopted statue of the organization (registered in National Court Register).
Is your Servas group registered?	Yes
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	We have the official GA meeting every 3 years. Should be this March but because of coronavirus epidemic, it was cancelled. So far, we cannot plan but hope it will be possible this year.
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	Yes, we have but this year we cancelled most of them because of coronavirus epidemic.
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	Yes, we had International Servas meeting with many activities (kayaking and bikes).
If, yes, please give details	
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	Yes, we publish them. Sometimes new people came.
Do you plan to organise any such events in 2020?	After epidemic time, we hope
If yes, please give details	
How do you attract volunteers to help with Servas activities in your country?	We talk abot Servas as an organisation

Looking at the projects you have done in your country, what worked well?	International meeting, that was a great integration, we are still in touch with all the participants
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	Some new activities after pandemic time.
How can EXCO or other national groups help to improve your National Group?	Support our activities.
Would you like to make any other comments or suggestions?	Thank you :)

Country:	Russia
National Secretary:	
Name	Iuliia (Julia) Mezenina
E-mail	russia@servas.org
Since when have you been serving as National Secretary?	October 2017
Deputy National Secretary, if any:	
Name	no
E-mail	
Treasurer:	
Name	Elena Yagodkina
E-mail	
Peace Secretary:	
Name	Michail Kalinin
E-mail	
Host List Officer, if any:	
Name	no
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	126
How many of those host households were Day-Hosts?	57
How many individual people are listed in your host list?	81
Do hosts in your country get a copy of the list?	yes
Are your Servas members on ServasOnline?	yes
How do you incite your members to keep their profiles up-to-date?	no way
Does your Servas group run its own website?	no
Does your group accept members that are neither hosts, nor travellers?	no

Travellers	
How many Servas International stamps did your country use in 2019?	25
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	20 euros
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	no
If the answer is yes: Could you please describe your activity/activities?	
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	no, only the Russian international meetings which I organized
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	yes
If yes, how many were sent or used in the year 2019?	page in FB, bulletin, group in whatsapp
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	yes
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	organized 3 international meetings and started the international project for children and grandchildren of the Seras members "Servas Pen Pals"

Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	1 member visited the international meeting in Italy
If, yes, please give details	
Do you keep a record and publish UN peace related activities ?	no
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	yes
If, yes, please give details	3 international meetings
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	some rules
Is your Servas group registered?	???
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	8-13 of August the 5th international meeting
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	yes, but don't plan the date
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	yes
If, yes, please give details	
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	yes, on the page in FB
Do you plan to organise any such events in 2020?	8-13 of August the 5th international meeting
If yes, please give details	https://www.facebook.com/ServasRussia
How do you attract volunteers to help with Servas activities in your country?	no way because we have no volunteers

Looking at the projects you have done in your country, what worked well?	all my projects
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	find a successor
How can EXCO or other national groups help to improve your National Group?	no way because I have already asked
Would you like to make any other comments or suggestions?	I want to wish: do more and say less

Country:	TURKEY
National Secretary:	
Name	Zeynep Aydın Başıbüyük
E-mail	turkey@servas.org
Since when have you been serving as National Secretary?	February, 2020
Deputy National Secretary, if any:	
Name	M.Bülent Savran
E-mail	-
Treasurer:	
Name	Feride Şermin Utku
E-mail	-
Peace Secretary:	
Name	Mehmet Ateş
E-mail	-
Host List Officer, if any:	
Name	Özlem Engin
E-mail	-
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	229
How many of those host households were Day-Hosts?	48
How many individual people are listed in your host list?	229
Do hosts in your country get a copy of the list?	Yes.They can have it in pdf when they login to the dolphin/system.
Are your Servas members on ServasOnline?	yes
How do you incite your members to keep their profiles up-to-date?	We send reminder e-mails.

Does your Servas group run its own website?	yes
Does your group accept members that are neither hosts, nor travellers?	yes
Travellers	
How many Servas International stamps did your country use in 2019?	22
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	100 USD January 07, 2020
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	Yes.
If the answer is yes: Could you please describe your activity/activities?	Servas Peace School
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	Yes, of course. Near 25 members.
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	We use the bulletins and newsletters issued by Servas International, google email group to communicate, and facebook and other social channels
If yes, how many were sent or used in the year 2019?	We rerouted all the Servas International issued bulletins and newsletters.
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	Yes they receive those kind of information whenever the key people receive them.

Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	In July 2019, "Live with us, Share with us" volunteer peace activity was held in Ekinici Village of Antakya City. For this activity, a facebook page is available. Servas International is informed about this peace activity every year and international volunteers are invited to join.
Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	No
If, yes, please give details	-
Do you keep a record and publish UN peace related activities ?	Yes, since started a few years ago, "Live with us, Share with us" peace activity is published in Servas International Newsletter.
If, yes, please give details	The activities of Servas Peace School are explained as blogs and news to SI newsletter.
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	No
If, yes, please give details	-
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	Yes. We have had a set of statutes since 1996.
Is your Servas group registered?	No.
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	Yes. We have had several meetings and get together in 2019.
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	We are scheduled to have tri-monthly meetings in a year.
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	No.
If, yes, please give details	-

Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	Yes, everyone is welcome.
Do you plan to organise any such events in 2020?	We plan, but under these circumstances, we hope.
If yes, please give details	-
How do you attract volunteers to help with Servas activities in your country?	We encourage them to come up with complementary plans, ideas of events and take a role.
Looking at the projects you have done in your country, what worked well?	We have seen that local organizations work well.
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	Development and peace activities. Governments for people.
How can EXCO or other national groups help to improve your National Group?	Build on social networking to build peace, improve people's health standards and conditions, access to health institutions and set a system that works for people have equal access to sources.
Would you like to make any other comments or suggestions?	

Country:	Uruguay
National Secretary:	
Name	Dinorah Sanz
E-mail	uruguay@servas.org
Since when have you been serving as National Secretary?	2012
Deputy National Secretary, if any:	
Name	Gabriela Etchebehere
E-mail	
Treasurer:	
Name	
E-mail	
Peace Secretary:	
Name	
E-mail	
Host List Officer, if any:	
Name	Daniela Duarte
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	30
How many of those host households were Day-Hosts?	10 (day host only)
How many individual people are listed in your host list?	30
Do hosts in your country get a copy of the list?	They have it in ServasOnline
Are your Servas members on ServasOnline?	Already all the Host list is on ServasOnline
How do you incite your members to keep their profiles up-to-date?	It is difficult, phone calls
Does your Servas group run its own website?	No
Does your group accept members that are neither hosts, nor travellers?	yes

Travellers	
How many Servas International stamps did your country use in 2019?	less than 10
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	free
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	No
If the answer is yes: Could you please describe your activity/activities?	
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	We received more requests but the majority didn't continue the process to be a member
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	mails and whatsapp
If yes, how many were sent or used in the year 2019?	no datum
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	Yes
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	No

Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	No
If, yes, please give details	
Do you keep a record and publish UN peace related activities ?	No
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	No
If, yes, please give details	Sí, octubre
	octubre
National Events	No
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	
Is your Servas group registered?	No
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	There is a new board. They are meeting every month in 2020.
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	No
If, yes, please give details	
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	the meetings are open for all national members.
Do you plan to organise any such events in 2020?	No
If yes, please give details	
How do you attract volunteers to help with Servas activities in your country?	

Looking at the projects you have done in your country, what worked well?	
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	
How can EXCO or other national groups help to improve your National Group?	The new Board (Daniela Duarte, Helena Winterhauer and Marisa Contini) are thinking alternatives and changes, if we need, we are going to ask for help. Thanks.
Would you like to make any other comments or suggestions?	

Country:	VENEZUELA
National Secretary:	
Name	Victor Gutierrez
E-mail	venezuela@servas.org
Since when have you been serving as National Secretary?	2008
Deputy National Secretary, if any:	
Name	
E-mail	
Treasurer:	
Name	
E-mail	
Peace Secretary:	
Name	Yamellys Sanchez
E-mail	-
Host List Officer, if any:	
Name	Victor Gutierrez Veliz
E-mail	-
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	40
How many of those host households were Day-Hosts?	6
How many individual people are listed in your host list?	65
Do hosts in your country get a copy of the list?	no
Are your Servas members on ServasOnline?	Most of them
How do you incite your members to keep their profiles up-to-date?	

Does your Servas group run its own website?	No
Does your group accept members that are neither hosts, nor travellers?	No
Travellers	
How many Servas International stamps did your country use in 2019?	None
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	None
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	Yes
If the answer is yes: Could you please describe your activity/activities?	personal contact
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	yes
If yes, how many were sent or used in the year 2019?	20
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	yes

Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	The group is more sensitive to the pursuit of peace
Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	No
If, yes, please give details	
Do you keep a record and publish UN peace related activities ?	No
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	No
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	We are working on it
Is your Servas group registered?	No
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	No
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	.Yes. Several in 2020
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	No
If, yes, please give details	
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	

Do you plan to organise any such events in 2020?	No
If yes, please give details	
How do you attract volunteers to help with Servas activities in your country?	Personal contact
Looking at the projects you have done in your country, what worked well?	
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	Uptake new members.
How can EXCO or other national groups help to improve your National Group?	
Would you like to make any other comments or suggestions?	No

Country:	INDIA
National Secretary:	
Name	Shri Abhay Shah
E-mail	india@servas.org
Since when have you been serving as National Secretary?	2017 March
Deputy National Secretary, if any:	
Name	Shri B M Doddaiiah
E-mail	
Treasurer:	
Name	Dr Ulhas Joshi
E-mail	
Peace Secretary:	
Name	Smt Hamsavahini Singh
E-mail	
Host List Officer, if any:	
Name	Shri Hiren Goradia
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	204
How many of those host households were Day-Hosts?	11
How many individual people are listed in your host list?	98
Do hosts in your country get a copy of the list?	Yes
Are your Servas members on ServasOnline?	Yes
How do you incite your members to keep their profiles up-to-date?	Periodic Requests on national whatsapp group
Does your Servas group run its own website?	Yes
Does your group accept members that are neither hosts, nor travellers?	No, except for Day Hosts

Travellers	
How many Servas International stamps did your country use in 2019?	About 35
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	USD 165 already remitted to Servas International on 30th January 2020
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	Only through reference of existing members and queries received through Servas Portal
If the answer is yes: Could you please describe your activity/activities?	As above
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	Not really, yet
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	One or two newsletters annually but regular communication through national whatsapp group
If yes, how many were sent or used in the year 2019?	As above
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	Information about S I Events all around the world communicated to members through e mail, in addition to posting on whatsapp group
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	Not too much activity on the front

Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	No
If, yes, please give details	
Do you keep a record and publish UN peace related activities ?	No
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	No
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	Yes, but the constitution is for the functioning of the organisation and not specifically to activities
Is your Servas group registered?	Yes
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	Yes. We had our AGM for 2018 in December 2018, for 2019 in November 2019 and expect the 2020 AGM to be held in Nov 2020
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	We have EXCO meetings quarterly wherein at least 4 out of 7 committee members get together and the rest are on skype. No dates fixed yet for 2020 meets
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	We organised the Ganesh Festival in 2018 as well as 2019, in addition to the 2 AGMs
If, yes, please give details	
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	Yes. We publish through Servas Portal as well as through posts on the closed Servas Facebook group
Do you plan to organise any such events in 2020?	In the pipeline but nothing firmed up yet
If yes, please give details	
How do you attract volunteers to help with Servas activities in your country?	Through our members

Looking at the projects you have done in your country, what worked well?	The Ganesh Festivals went well and all Servas International members (37 total) who attended enjoyed their trip and the festival
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	1. Get more members to join 2. Get more youth to join. 3. Get more members to travel internationally. 4. Set up a youth wing. 5. Get S I EXCO to invite us to hold SICOGA 2021
How can EXCO or other national groups help to improve your National Group?	EXCO is responsive to our queries and we are happy about that
Would you like to make any other comments or suggestions?	EXCO may look at ensuring more members in their 40s & 50s are involved in decision making processes at all management posts including EXCO to enable S I to keep up with changes happening in our world

Country:	Bangladesh
National Secretary:	
Name	Mohd. Rezaul Karim
E-mail	bangladesh@servas.org
Since when have you been serving as National Secretary?	Since 2015
Deputy National Secretary, if any:	
Name	
E-mail	
Treasurer:	
Name	Kamrul Hasan
E-mail	
Peace Secretary:	
Name	Golam Rubbani Hiru
E-mail	
Host List Officer, if any:	
Name	
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	36 day host plus overnight hosts
How many of those host households were Day-Hosts?	12
How many individual people are listed in your host list?	41
Do hosts in your country get a copy of the list?	Yes
Are your Servas members on ServasOnline?	29 members are already on Servas Online.
How do you incite your members to keep their profiles up-to-date?	Arranged orientation session on how to keep update of members profile with the help of Servas Online Team
Does your Servas group run its own website?	No
Does your group accept members that are neither hosts, nor travellers?	No

Travellers	
How many Servas International stamps did your country use in 2019?	1
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	Not Applicable
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	Yes,
If the answer is yes: Could you please describe your activity/activities?	Arrange event (presentation) during National Youth Day Festival and also Arrange meeting while any Servas guest stay with our Host.
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	Yes,
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	No
If yes, how many were sent or used in the year 2019?	N/A
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	Yes
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	Servas Bangladesh work as co-organizer with other organizations in various event like "Mock Youth Parliament" in which we inform to audience about the "peacebuilding mission of Servas.

Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	Yes
If, yes, please give details	Servas group linked with other organizations like: i. Youth Against Hunger ii. SONNE International Bangladesh office iii. HOPE '87 Bangladesh
Do you keep a record and publish UN peace related activities ?	No
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	Yes, we arrange "International Youth Exchange Program" till now with Sri Lanka, India, China and Switzerland. We are interested to arrange this program with other countries Servas group. This is a reciprocal basis study and cultural visit for 2 weeks home stay with volunteer option.
If, yes, please give details	Mentioned above in column 34
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	NO, we do not have any statutes yet.
Is your Servas group registered?	NO
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	Yes, we had annual meeting in 2019.
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	Yes, we have regular meeting of our national committee. We have plan to take place such meeting in June and December 2020.
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	No, but In future we would like to arrange youth meet and group travel.
If, yes, please give details	
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	Yes
Do you plan to organise any such events in 2020?	Yes
If yes, please give details	We would like to arrange International Youth Camp tentatively in October 2020

How do you attract volunteers to help with Servas activities in your country?	To provide them certificates and issue a Volunteer Passbook in which they can keep record of their voluntary services.
Looking at the projects you have done in your country, what worked well?	1. The Night School/Evening School program and 2. Mobile Quality School for working children and underprivileged childrens.
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	Development internal process
How can EXCO or other national groups help to improve your National Group?	By sending more Servas Travers and International Volunteers for i) Spoken English Teacher ii) Car driving school instructor iii) School Teacher or iv) Youth Program Manager
Would you like to make any other comments or suggestions?	As an international non profit peace organisation Servas International should initiate joint projects with UN agencies i.e. UNESCO, UNDP, UNV on education, culture and youth work together with the Servas National Group.

Country:	BOTSWANA
National Secretary:	
Name	Keletso Patience Mompoti
E-mail	botswana@servas.org
Since when have you been serving as National Secretary?	11-aug
Deputy National Secretary, if any:	
Name	FELIX MULENGA
E-mail	
Treasurer:	
Name	
E-mail	
Peace Secretary:	
Name	
E-mail	
Host List Officer, if any:	
Name	
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	Nil
How many of those host households were Day-Hosts?	Nil
How many individual people are listed in your host list?	24
Do hosts in your country get a copy of the list?	NO
Are your Servas members on ServasOnline?	YES
How do you incite your members to keep their profiles up-to-date?	By checking on their profiles
Does your Servas group run its own website?	NO
Does your group accept members that are neither hosts, nor travellers?	NO

Travellers	
How many Servas International stamps did your country use in 2019?	Nill, still waiting to do the online ones when travelling.
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	Nill
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	Our other member heard about Servas when she was at the restaurant.
If the answer is yes: Could you please describe your activity/activities?	
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	No, (only one member did through servas online last year.
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	No
If yes, how many were sent or used in the year 2019?	
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	yes
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	

Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	YES (We are in touch with Quarkers Botswana), we want to do some peace activities with them.
If, yes, please give details	
Do you keep a record and publish UN peace related activities ?	No
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	No
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	No
Is your Servas group registered?	Not yet
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	Yes, due to Covid 19, will arrange either by zoom, or to gathers since we are looking for more people to join.
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	No
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	No, because of financial problems.
If, yes, please give details	
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	No
Do you plan to organise any such events in 2020?	Yes
If yes, please give details	To meet at the rural areas, where the members are very tough to go to town, look for more people so that they learn about Servas International, and can be easier for others that do not have accomodation when they are at town to run their errands. Also to do peace activities.

How do you attract volunteers to help with Servas activities in your country?	
Looking at the projects you have done in your country, what worked well?	The one, that has worked well was the one that we were picking liters.
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	Peace activities, Financial, development and communications
How can EXCO or other national groups help to improve your National Group?	By helping with little finances so that we can have meetings annually, and peace activities, to buy materials and also so that we can manage to recruit new members. Also for communication atleast to use internet, most of members doesn't have internet at home.
Would you like to make any other comments or suggestions?	Maybe some one from Internationally, to give us more guidelines or monitor our activities. Also being helped financially.

Country:	ISRAEL
National Secretary:	
Name	Claudia Sagie
E-mail	israel@servas.org
Since when have you been serving as National Secretary?	2012
Deputy National Secretary, if any:	
Name	Ishai Avraham
E-mail	
Treasurer:	
Name	Ishai Avraham
E-mail	
Peace Secretary:	Executive team
Name	
E-mail	
Host List Officer, if any:	Executive team
Name	
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	175
How many of those host households were Day-Hosts?	27
How many individual people are listed in your host list?	n/a
Do hosts in your country get a copy of the list?	no, since every mmebr has access to ServasOnline and can download the list
Are your Servas members on ServasOnline?	yes
How do you incite your members to keep their profiles up-to-date?	one of the tasks of the regional coordinators, and one of the tasks of the Executive team - when they ask to approve a new LOI or when they ask to make a change or any other request
Does your Servas group run its own website?	yes - https://israel.servas.org/

Does your group accept members that are neither hosts, nor travellers?	no, actually we don't accept traveller only, as everyone is expected to be a day host if they cannot be a full host - everyone has to give and not only take, for reciprocity - from the start
Travellers	
How many Servas International stamps did your country use in 2019?	0
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	average of 2018+2017+2016 = 630 CHF. Paid 642 CHF on 14 January 2020
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	yes
If the answer is yes: Could you please describe your activity/activities?	friend bring friend activities in each region (5 regional meetings in 2019), and reminding members - new and old - to bring friends, tell about Servas on any occasion
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	I cannot compare to past years - only 7 members joined in 2020 until 12 February 2020 when the coronavirus started. Maybe statistics reports should be added to ServasOnline
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	emails, WhatsApp regional/board/coordinators groups, Facebook page and Facebook private group
If yes, how many were sent or used in the year 2019?	every quarter, more or less - email to everyone
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	yes, when the general email is sent
Servas Events and Peacebuilding	

In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	meeting with minorities, visiting ethnic group villages : 8 March 2019 Women Day - visit Jisar Azarka villagers/artists, 26 October - visit R&D center in Kfar Qara..
Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	not with political organizations, Servas being apolitical
If, yes, please give details	
Do you keep a record and publish UN peace related activities ?	yes
If, yes, please give details	we publish in our website : https://israel.servas.org/?CategoryID=167 and Servas Facebook pages and groups - local and International
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	yes
If, yes, please give details	we use only recyclebles in our meetings and encourage members to do so also in their private lives
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	yes, as Israel NGO authority reguests
Is your Servas group registered?	yes, NGO
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	yes every second Saturday in March - except 7 March 2020 was cancelled because of the coronavirus - it is planned for July if situation allows
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	not planned yet because of the coronavirus - all discussions are via emails, phone calls, WhatsApp groups
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	see : https://israel.servas.org/?CategoryID=167
If, yes, please give details	Annual meeting, Women Day, Friend brings Friend meetings, Volunteers meeting, December holidays International meeting
Are your meetings open to members of other Servas groups? Do you publish	yes, if they are in English

them on the global Servas website?	
Do you plan to organise any such events in 2020?	no , because the situation with coronavirus is not clear
If yes, please give details	
How do you attract volunteers to help with Servas activities in your country?	we have a large group of active volunteers and reginal coordinators ask for help when necessary
Looking at the projects you have done in your country, what worked well?	all projects did well - our members are dedicated to Servas
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	only back office work - archive, ServasOnline, keeping in touch with members... until coronavirus situation is clear
How can EXCO or other national groups help to improve your National Group?	guidelines how to succeed adding young members
Would you like to make any other comments or suggestions?	thank you

Country:	Kyrgyzstan
National Secretary:	
Name	Gulzat Konokbaeva
E-mail	kyrgyzstan@servas.org
Since when have you been serving as National Secretary?	Since August, 2017
Deputy National Secretary, if any:	
Name	Aisuluu Amangul kyzy
E-mail	
Treasurer:	
Name	Saikal Toichubai kyzy
E-mail	
Peace Secretary:	
Name	Nurzat Esengeldieva
E-mail	
Host List Officer, if any:	
Name	Gulzat Konokbaeva
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	19 (8 day hosts plus 11 overnight hosts)
How many of those host households were Day-Hosts?	Day Hosts- 8
How many individual people are listed in your host list?	All of them
Do hosts in your country get a copy of the list?	Yes
Are your Servas members on ServasOnline?	Yes, all of them are on ServasOnline.
How do you incite your members to keep their profiles up-to-date?	To inform if they have changes
Does your Servas group run its own website?	No
Does your group accept members that are neither hosts, nor travellers?	There has never been such a case. Maybe mostly they are not travellers, but they can host

Travellers	
How many Servas International stamps did your country use in 2019?	No stamps
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	N/A
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	Yes, several times.
If the answer is yes: Could you please describe your activity/activities?	Especially among the English Teachers. When we have meetings we can present/inform about Servas International organization and our history related to Servas
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	The same number. But this year we had new members. Hope we have active members.
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	What`s App Group, Emails
If yes, how many were sent or used in the year 2019?	We can send if we have them
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	We always forward all infos of Servas to the members via What`s App Group, Emails
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	All our members always have meetings with Servas travellers-guests and discuss about intercultural understanding.

Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	Yes. English Teachers Association and Peace Corps Volunteers.
If, yes, please give details	During the annual English Teachers` Conference with PC volunteers
Do you keep a record and publish UN peace related activities ?	No
If, yes, please give details	N/A
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	Yes
If, yes, please give details	In summer 2019 when we went to lake and mountains with our guests-travellers
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	No
Is your Servas group registered?	No
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	We plan to have annual meeting in September, because of Coronavirus
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	As usual we had in spring and late autumn. Before and after touristic season. It is planned in September 2020.
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	Group travel to Karabalta town
If, yes, please give details	We met when one of our member has birthday
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	We plan publish them in 2020
Do you plan to organise any such events in 2020?	Yes
If yes, please give details	In September we would like to meet and organize any event.

How do you attract volunteers to help with Servas activities in your country?	As usual we invite our friends, relatives, students, and other people to take part in our meetings and we make a presentation/talk about SERVAS. Also in the Teacher Trainings, Association meetings I always tell about SI.
Looking at the projects you have done in your country, what worked well?	ServasOnline
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	We don't know to say anything for 2020 because of coronavirus. But we are ready to join any Servas world Online activities.
How can EXCO or other national groups help to improve your National Group?	No way without them. If any help is needed, we always turn confidently. Thank you for all! Hope we will be informed all about events/projects/programs of Servas Int.
Would you like to make any other comments or suggestions?	We are looking forward to seeing/hosting our guests-travellers. Maybe we will meet all of you in our country next year! Good luck, dear friends!

Country:	CHILE
National Secretary:	
Name	Aneris Cao
E-mail	chile@servas.org
Since when have you been serving as National Secretary?	apr-17
Deputy National Secretary, if any:	
Name	Joel Poblete
E-mail	
Treasurer:	
Name	Paz Undurraga
E-mail	
Peace Secretary:	
Name	Javier Heusser
E-mail	
Host List Officer, if any:	
Name	Angela Cortés
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	29
How many of those host households were Day-Hosts?	14
How many individual people are listed in your host list?	33
Do hosts in your country get a copy of the list?	Yes, they can access by SOL System
Are your Servas members on ServasOnline?	Yes, during the last years our Servas members have began to use and be part of Servas online, even if still some of our members have not become totally familiar with SOL, and as we wrote in our former annual report, SOL itself it's not very user friendly.
How do you incite your members to keep their profiles up-to-date?	We write to them with video tutorials, trying to incite them to keep their profiles up to date, but we know we have still work there

Does your Servas group run its own website?	Yes, www.servaschile.cl , and we are also in Facebook and Instagram.
Does your group accept members that are neither hosts, nor travellers?	No
Travellers	
How many Servas International stamps did your country use in 2019?	6
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	0 (we used less than 10 stamps)
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	Yes
If the answer is yes: Could you please describe your activity/activities?	It's not an specific activity, but as we have already wrote in our formers annual reports, we have invited some people to join us in our annual meeting, to talk a bit about what we do and introduce Servas to them.
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	Maybe, we are not totally sure about it, but regarding the people that contact us through SOL at least we can have the idea that more people is getting interested in Servas Chile, even if finally not many of them become members.
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	We don't use newsletters, bulletins or blogs, but we are constantly forwarding mails with Servas information during the year, around six or seven mails every year and many WhatsApp messages during the year in our Servas Chile group chat, very active in WhatsApp.
If yes, how many were sent or used in the year 2019?	
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	Yes, every important official communication from Servas International that has to be shared is properly forwarded to our members, as we wrote before we are constantly forwarding mails with Servas information during the year.

Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	As in the three former years, we suggested to our members to organize activities related with the International Peace Day, and the International Servas Week. Besides that, we received a SYLE from USA in august-september 2019, activity that we think is also peacebuilding, crossing cultures borders.
Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	Yes
If, yes, please give details	We think here we can talgo about the SYLE we received from USA in the months of august and september. This activity allowed us to make meetings for our guest, which stregethen also the relations between local members. Her name is Kassia Rudd and che left Chile with a very grateful experience, where she could meet several hosts in different cities, and the cultural exchange has been very postive for all.
Do you keep a record and publish UN peace related activities ?	Yes
If, yes, please give details	We use to forward every information sent by the International Peace Secretary, and that information usually includes the activities of the UN peace area.
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	Not yet
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	Not yet
Is your Servas group registered?	No
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	Yes, we always have an annual meeting, a general assembly. This year we were originally planning it for the 19th of April, but the world pandemic and the situation regarding the CO-VID19 is affecting also our country, so thinking on the uncertainty of the moment, we don't have a deffinitive date by now... Everything will depend on how the situation evolves in Chile during the next months.

Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	Yes, we organize regular meetings of our executive committee, at least two or three meetings every year. We were planning originally one for the 22nd of March, but the situation in our country regarding the CO-VID 19 forced us to stop any activities during the next months, while we wait until the pandemic can be controlled.
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	Yes
If, yes, please give details	For the second consecutive year, on 2019 we organized our work and meeting camp to share and exchange good moments between our members, in the same weekend of our general assembly, on April 6th and 7th, a special moment in which we also remembered the 70th anniversary of Servas International. During the meeting, our Peace Secretary, Javier Heusser, informed us about the SICOGA 2018 from South Korea. In 2019 we also helped to organize the SYLE for Kassia Rudd, a young girl from Portland (USA), she stayed in our country between August and September, and she was very happy with the experience, as we said before
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	Until now, we only have organized our meeting for our members, so we haven't published or announced them on the Servas website, but we have received Servas visitors that were hosted by our national members. So our meetings have been international. Our but is to strengthen the ties between local members, that's why we didn't open our meetings yet. We hope to do so soon.
Do you plan to organise any such events in 2020?	We would love to, but as we wrote before in this report, the world pandemic and the situation regarding the COVID-19 is also affecting our country in this moment, and by now we don't have certainty on how everything will evolve, so everything will depend on how will be the situation in Chile during the next months.
If yes, please give details	
How do you attract volunteers to help with Servas activities in your country?	We continue developing informal meetings with people that we think may be interested in joining Servas, specially young people, explaining to them what is Servas and how does it work.
Looking at the projects you have done in your country, what worked well?	Until now, all the activities have been working well, and as we said in the last reports, we are happy regarding how in the last years there is more, better and constant communication between our members.

<p>What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)</p>	<p>As we wrote last year in our former report, during the last years we have been attracting more people to Servas Chile, but we think that we still can do even more, so we still would like to have more new members, specially young people, and also inform more to the people about Servas, and organize new activities with our members, and have a better communication with the other Servas in the world, specially in Latin America. In this way, we are participating virtually in whatsapp group and meetings of the Servas latinamerician NS, kindly coordinated by Lilly Kerekes. Even if we would like to improve all this, we have a context that makes it difficult: since past October our country has been in the middle of a complex social crisis that have affected many things in Chile, and now with the world pandemic regarding the COVID-19, everything can be changing during the next months, so by now it's even more difficult to think in the future, because everything will depend on how will be the situation in Chile during the next months.</p>
<p>How can EXCO or other national groups help to improve your National Group?</p>	<p>As we wrote on our former report, maybe the most important would be to keep improving the development of SOL, so in that way more Servas member would be using it more fluently. And, also as we wrote last year, we keep thinking that it is totally necessary to improve the communication between the Servas members in Latin America, to be more coordinated and in contact. We think this has a good start with the whatsapp group of latinamerican NS, and we hope it will go deeper. But, at the same time, we understand that the world is having such a complex moment right now because of the pandemic situation, that in the next future, all the efforts after that should go first on that direction.</p>
<p>Would you like to make any other comments or suggestions?</p>	

Country:	Slovakia
National Secretary:	
Name	Zuzana Polakova
E-mail	slovakia@servas.org
Since when have you been serving as National Secretary?	2012
Deputy National Secretary, if any:	
Name	
E-mail	
Treasurer:	
Name	
E-mail	
Peace Secretary:	
Name	
E-mail	
Host List Officer, if any:	
Name	
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	30
How many of those host households were Day-Hosts?	5
How many individual people are listed in your host list?	30
Do hosts in your country get a copy of the list?	
Are your Servas members on ServasOnline?	yes
How do you incite your members to keep their profiles up-to-date?	by email
Does your Servas group run its own website?	facebook page
Does your group accept members that are neither hosts, nor travellers?	yes when travelling with Servas member

Travellers	
How many Servas International stamps did your country use in 2019?	5
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	N/A
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	
If the answer is yes: Could you please describe your activity/activities?	
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	email, phone
If yes, how many were sent or used in the year 2019?	10
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	yes
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	No

Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	No
If, yes, please give details	
Do you keep a record and publish UN peace related activities ?	No
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	No
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	
Is your Servas group registered?	
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	Yes, in January 2020
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	Yes, in September 2020
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	No
If, yes, please give details	
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	No
Do you plan to organise any such events in 2020?	
If yes, please give details	
How do you attract volunteers to help with Servas activities in your country?	

Looking at the projects you have done in your country, what worked well?	
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	
How can EXCO or other national groups help to improve your National Group?	
Would you like to make any other comments or suggestions?	

Country:	Uganda
National Secretary:	
Name	Margaret Ntambi
E-mail	uganda@servas.org
Since when have you been serving as National Secretary?	October 2015
Deputy National Secretary, if any:	
Name	Moses Kigozi
E-mail	
Treasurer:	
Name	Kalanzi Robinson
E-mail	
Peace Secretary:	
Name	Prossy Nampijja
E-mail	
Host List Officer, if any:	
Name	John Hopekins Kinene
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	38
How many of those host households were Day-Hosts?	22
How many individual people are listed in your host list?	22
Do hosts in your country get a copy of the list?	Yes
Are your Servas members on ServasOnline?	Yes
Travellers	
How many Servas International stamps did your country use in 2019?	None

How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	N/A (Less travellers)
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	Yes
If the answer is yes: Could you please describe your activity/activities?	Hosted Servas Regional and Youth meeting in September 2019
	Hosted various travellers from different countries who in the long run attract the attention of nationals and hence get interested in Servas Below are some of the pictures of long stay (hosted for more than 2 days & nights Servas Travellers
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	Yes
If yes, how many were sent or used in the year 2019?	SMS, Emails and WhatsApp
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	Yes
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	Participated in Peace riding along River Nile
Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	Yes

If, yes, please give details	Collaborated with Seeds for African Children to support the poor at Missioneries of the Poor Orphanage home
Do you keep a record and publish UN peace related activities ?	Yes
If, yes, please give details	We keep a record of photographs when we participate in voluntary activities
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	yes
Is your Servas group registered?	Yes, we have a registration Certificate as a Community Based Organisation
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	Our annual meeting takes place in July of every year
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	Board meetings are held on a quarterly basis (every after 3 months)
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	Yes
If, yes, please give details	Hosted Servas Regional and Youth meeting in September 2019
Do you plan to organise any such events in 2020?	No
If yes, please give details	Such meetings are rotational, another African Country to organise
How do you attract volunteers to help with Servas activities in your country?	During visits to to vulnerable groups of people other non Servas members join us and hence get to know about Servas
Looking at the projects you have done in your country, what worked well?	We had a successful Regional and youth meeting held in September 2019 which was accompanied by the Cycling tour
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	Increase membership from Shs.50,000 to help increase the treasury, Recruitment of more members, More involvement in communal work and Embark on sensitization of youth and young children from schools on benefits of environmental preservation

How can EXCO or other national groups help to improve your National Group?	Continue funding some of the activities of member countries
Would you like to make any other comments or suggestions?	Appreciation to the Exco team for implementing our suggestion which appeared in the report for the year 2018 which states that "EXC should also consider visiting member countries and meet with member groups that will promote a sense of membership to some of the members who have not got a chance to host and travel". Members were so happy to the Vice President attending our Regional Meeting. It increased their morale and felt a sense of being recognised
Would you like to make any other comments or suggestions?	No
	
	

Country:	Colombia
National Secretary:	
Name	Ana Maria Fajardo Maldonado
E-mail	colombia@servas.org
Since when have you been serving as National Secretary?	Septiembre 2013, ratificado para continuar marzo 2019
Deputy National Secretary, if any:	
Name	Elsa Prieto
E-mail	
Treasurer:	
Name	Emeilandis Mercado Coronado
E-mail	
Peace Secretary:	
Name	Monica Ramirez
E-mail	
Host List Officer, if any:	
Name	Leandro Hoyos
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	122
How many of those host households were Day-Hosts?	82
How many individual people are listed in your host list?	130
Do hosts in your country get a copy of the list?	No. Tenemos un chat WA nacional.
Are your Servas members on ServasOnline?	Motivacion uno a uno. Talleres grupales. Atención individual por coordinador de listas.Requisito parte del proceso para nuevos ingresos. Contar con el apoyo de la persona de sistemas de Servas On Line.
Travellers	
How many Servas International stamps did your country use in 2019?	0

How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	0
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	Si.
If the answer is yes: Could you please describe your activity/activities?	Reuniones al mes con invitados visitantes en el pais. Presentaciones de Servas en Universidades y Escenarios Culturales. Acuerdos de Cooperacion. Caminatas ecologicas. Presentaciones artisticas. Proyectos sociales. Publicaciones en medios como prensa, radio, TV y redes sociales.
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	Si.
If yes, how many were sent or used in the year 2019?	Mas de 1000. Uso de WA diario de servas colombia. Uso de Facebook : con frecuencia semanal. Uso de correo mail cada vez que se requiere y recibe solicitud. Tanto a nivel Servas Colombia, como de Servas Internacional, Servas Trip y Servas Arts y Servas de otros paises en sus paginas web.
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	Si.
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	Adelantamos el Proyecto EPIICAS Exploraciones Integrales InterCulturales Accion Social ; en todo el territorio colombiano. Desarrollo social, intercambio cultural, musica, danza, gastronomia, arte, agricultura, asistencia humanitaria y trabajo con las comunidades indigenas y vulnerables.
Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	Si.

	<p>Junto con la Armada Nacional de Colombia, apoyamos la XIII Binacional Colombia Peru 2019. Continuamos promoviendo y apoyando el desarrollo de turismo social en la comunidad indígena del Amazonas colombiano: Santa Sofía. Con el Museo del Vidrio en Bogotá Mevivo, realizamos talleres de formación de guías y vigías culturales. Con Servas Arts se continuó la promoción de valores de paz. Se continuó la promoción de 10 videos de Servas Colombia y Servas Internacional. Se apoyó la filmación de un documental sobre el árbol de la vida en la comunidad indígena de Santa Sofía Amazonas al grupo que vino desde Montpellier Francia. Participamos en las Ferias Culturales, Literarias, Teatrales y de Cine, generamos notas informativas educativas y formativas a través de redes sociales.</p>
If, yes, please give details	
Do you keep a record and publish UN peace related activities ?	Si guardamos registro documental en el Facebook de Servas Colombia. Aún nuestras actividades no son publicadas en ONU ni Unesco.
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	Usamos los estatutos de Servas Internacional que fueron traducidos por Pablo Colangelo. Última actualización en Febrero 10 del 2020.
Is your Servas group registered?	No
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	Si. Esta prevista para septiembre del 2020 en el marco del Desarrollo de Servas en Latinoamérica.
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	2 reuniones formales de la junta. Una en cada semestre.
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	Si.

	El Festival del libro del 6 al 10 de Febrero. Participación en el Festival Internacional Colombo Francés junto con Servas Arts, Servas Francia y otras asociaciones francesas con el Arte Amazonico colombiano en Mayo. Caminata Páramo Cruz Verde en Junio 27. Conferencia Concierto en Julio 10. Jueves de Jazz en Julio 11. Caminata al Cerro Elefante en julio 21. Parranda Santandereana en Julio 21. Derechos de la Madre tierra el 1 de Agosto. El Festival Ambiental el 12 de Agosto. El Patrimonio cultural de carrozas Guavata del 18 al 21 de Agosto, La Carrera 5K por la Amazonia el 30 de Agosto, la Reunión Nacional Servas Colombia y celebración navideña el 15 de diciembre del 2019. Todas las actividades con una respuesta exitosa.
If, yes, please give details	
Do you plan to organise any such events in 2020?	Si.
If yes, please give details	
How do you attract volunteers to help with Servas activities in your country?	Invitacion personal por cada miembro de servas colombia.
Looking at the projects you have done in your country, what worked well?	Todo, muy importante los proyectos sociales de voluntariado.
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	Servas On Line.
How can EXCO or other national groups help to improve your National Group?	Necesitamos apoyo para pago internet, mantenimiento equipo computadora y cables, pagar un tiempo semanal a una persona para sacar adelante el directorio de Servas Colombia con buena informacion.
Would you like to make any other comments or suggestions?	Promoviendo y apoyo en gastos de viaje a un miembro servas de la region para reactivar a otros grupos Servas, por ejemplo en Peru.
Would you like to make any other comments or suggestions?	Que incluyan en el Calendario de Servas Internacional las Actividades que planeamos en Colombia para ser visibles a los viajeros de Servas. Usar link a Eventos de nuestro Face book @servas.colombia

Country:	Germany
National Secretary:	
Name	Conni Geisendorf
E-mail	germany@servas.org
Since when have you been serving as National Secretary?	2013
Deputy National Secretary, if any:	
Name	Peter Kraus
E-mail	
Treasurer:	
Name	Katja Hilbrig
E-mail	
Peace Secretary:	
Name	
E-mail	
Host List Officer, if any:	
Name	
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	1222
How many of those host households were Day-Hosts?	56
How many individual people are listed in your host list?	1990
Do hosts in your country get a copy of the list?	yes
Are your Servas members on ServasOnline?	yes
How do you incite your members to keep their profiles up-to-date?	with a strong campaign in the beginning now; through the communication from the regional coordinators and through regular mailings
Does your Servas group run its own website?	yes
Does your group accept members that are neither hosts, nor travellers?	no

Travellers	
How many Servas International stamps did your country use in 2019?	422
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	paid in Dec. 2019. 5.723,- €
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	yes
If the answer is yes: Could you please describe your activity/activities?	We start with more local Servas groups with regular meetings and they are all always also open to interested people who are not yet members. Interested people can take part in the annual meeting. Most people who are joining as new members to Servas are coming through word of mouth recommendation.
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	yes
If yes, how many were sent or used in the year 2019?	3 general ones and single announcements i.e. for pathways together, the invitation for the annual german Servas meeting and for the the member data updates and asking for mail addresses per person for the SOL preparation (migration); additional local mails for invitations to local meetings in five or six regions.
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	yes

Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	Many members are involved in peace activities in their local communities, i.e. refugee work, teaching german, helping with local authorities; sometimes they report in local Servas meetings about their activities, i.e. a couple which has accepted a Syrian refugee in their homes for a year
Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	yes
If, yes, please give details	We are in contact with Esperanto groups, greeters (a hospitality org. on day hosts base)
Do you keep a record and publish UN peace related activities ?	Yes, we publish UN related activities
If, yes, please give details	We published lately about the status of women at UN in N.Y and additionel in was mentioned in the last newsletter which is going to members and in Servas interested people.
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	yes
If, yes, please give details	We always choose a location for the annual german Servas meeting which is accessible by public transportation. We encourage people to come to Servas meetings with public transportation.
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	yes
Is your Servas group registered?	yes
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	yes, will take place in Oct 2020
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	yes, not yet fixed; net will be after the migration to SOL
Did your group organise any national or international Servas events in 2019 (for example,	yes

work camp, youth meet, group travel etc.)?	
If, yes, please give details	Servas Marseille came to Hamburg, twin city meeting in April 2019; Servas Japan visited Servas Germany in Advent season/ Pre-Christmas time, stayed with hosts in four different places in Germany.
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	yes
Do you plan to organise any such events in 2020?	yes
If yes, please give details	Ruhr region international meeting in autumn 2020
How do you attract volunteers to help with Servas activities in your country?	<p>This gets more and more complicated because either the members are young ones who are mostly traveling with Servas and studying here and there and don't want to commit to a longer engagement for Servas. Or the middle-aged members are very busy with raising their kids and caring for their professional life. In addition the rising group of people who are not working any more, but travel a lot and dislike to do continuously work for Servas because they are happy that they've overcome the every day liability. Maybe this is „extremely“ strong in Germany that if people promise s.th., the majority is sticking very heavy to their given promises. But we still find people for temporary project work, espec. if we organize meetings. Most Servas members in Germany have a professional background in social professions, so not many are interested in the administration work which is „dry and boring“. „Their idea of Servas is not connected with boring office work“ Regarding Servas meetings, our main focus is always that people stay in the hosts home instead of doing big meetings which are very demanding and difficult to organize, finding a big house to rent and so on. When we had the Japanese Servas group in Germany for in December it was not too difficult to find regions which liked to care for them and find hosts. It was a group of ten people. And it has been a quite manageable project. I think this might be a similar situation in the so called „old Servas countries in what we call „western countries“ like Western Europe, US, Canada, Australia, NZ. The motivation in these countries might be similar. In the so called newer, „younger Servas countries“ like i.e. Eastern European countries or Turkey or South and Middle America my impression is that members are more motivated (at least until they realize how slow-moving it is to build up an organisation like Servas.) Because to build up trust needs time and if some people are motivated it doesn't mean that all the others around them are aware of that. So I'm noting that over all the years people are disappointed if Servas is not running like they thought and stopping their engagement. People have the idea the „rules“ in an organisation like Servas is very different from what they've got to know in their professional lives and they like to do their own thing. People nowadays is my impression give up quicker if things are not going like they imagined before. And I think continuity is important for Servas additionell to find new and younger activists with their energy. Because a lot of things were already started in previous times and it would be good to use these experiences instead of trying again and again the same things and waste time with it. Of course I do know that especially younger ones need to make their own mistakes and not only young ones. So I let people try to make their own experiences even though I tell them what I've found out. Very often they come to the same conclusion in the end. Well, I let them do it their way.</p>

Looking at the projects you have done in your country, what worked well?	<p>The local meetings work well. Also we did SOL preparation workshops. The visits of Servas groups from Marseille and Japan went very well. We have translated Bob Luitweilers „green“ book into german. We receive more and more travel reports which we publish on the webside. We have a key word/subject heading mostly for countries but also on SOL, YOUTH etc. So people can find easily all articles which we have published on the website to this subject. More and more members find out about it and use it. One „main problem“ is that because Servas has good reputation, professionell volunteers thing in a fantastic organisation like Servas is working professionell. Not it's not. People who bring in their knowledge have to work together who might not have the professionell view or background. This leads to some problems, i.e. the quite professional working people who might have just stopped working and transfer their working attitude into Servas were there are people who are not working as professional as they think. Or you have people who have difficulties to work in a team or are specific in other aspects (example Terry, Jaime...). Well the conclusion is that the professionell people stop helping Servas because they are frustrated how they are forced to work in Servas. And they are not willing to keep on doing this now in their retirement. An association like Servas is always attracting very different people. Maybe this is one reason why also Exco/SI is looking for volunteers with special knowledge, mostly, but not always technically. Because the idea of Servas is attracting easier people with professional background with social professions then technical ones.</p>
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	<p>The migration to SOL and the acceptance and the active use of SOL through the members, finding more volunteers, esp. For long term work, for continuously work, strengthen local Servas groups, so that the binding to Servas gets closer and stronger.</p>

How can EXCO or other national groups help to improve your National Group?	<p>EXCO could maybe help with the the promotion of the differences in Servas (countries). Let's have a look on Syle. My experience is that the countries were Syle is active don't understand why Germany is not using this format. Our coordinators who would do to the main work because they are in contact with families and members who like to host young ones for a longer time don't want to do it in the way how Syle is organised. It's too formal, you have to read these long papers of introduction and so on. One mayor barrier is that we recieve these applications but not with specific dates because somehow it seems like they are advised not to put pressure on the families if they have already a specific date when they want to come. But the households who like to host for a longer time like to know the exact date because then they can say easily yes or no. The trust in Servas in Germany is high, I think. I organised quite a few longer stay visits and the families gave the feed back they want to have it easy. Servas Germany has five appendices at the end of the hostlists. Family proof hosts and young members hosts. But more and more we get the impression that people want a full service. They write an email and there we go. When I write back to those people, they write again as if they have not read what I've written. We cannot offer a „commercial“ Servas for youth exchange or similar things. We are not working on a economic base. I know that in many Servas countries the active members promote that Servas is doing Syle exchange and so on and it doesn't cost anything. Maybe to attract new members, but they shouldn't those kidn of things. This is one of the reasons which pushes Servas in a doubtful direction and new members Yes it does, the time of the volunteers. But the people expect a service which cannot sometimes not even fulfilled by professionell commercial organisations. I.e. when there are travellers from the US travelling they have sometimes higher expectations because their fee is quite high. So we receive questions like can you tell me what we should visit in Germany? No we cannot, because we are not a travel agency. Same thing with youth exchange or Syle requests. In Germany people in their twenties are quite independant and autonomous, but this might differ a lot in other countries where the parents are afraid if not everything is organised in advance. Servas means also to learn while beeing with others, learn to get a view from inside but from another perspective and to see that in other countries there are other cultural values. So please if in any case possible promote that Servas means variety and this is a Servas value itself. It's not possible to do everything in the same way like in other (or your own) countries. This is part of the core value of Servas. As I could read SI is looking for editors, correspondents and graphic design specialists. So I think Exco is aware of the problem in general.</p>
Would you like to make any other comments or suggestions?	<p>The experience when we get requests for Syle, they hardly write when exactly they are coming, they write in summer or sometimes they write I'm coming for a month. But then it gets difficult to organize this. Families are open to host young ones, but they will know the exact dates. Because the world has also changed in families and they are not planning month and month in advance. They aslo want to be flexible. I'm sure there will be enough families who would host young ones for a longer stay if the ask with a clear date.</p>

Country/Pais	GUATEMALA
	Secretario Nacional:
	ADELA SEGURA
	guatemala@servas.org
	Desde cuando usted está sirviendo como Secretario Nacional
	sep-19
	Subsecretario, si existe:
	Nombre
	Correo Electrónico
	Tesorero:
	Jose Roberto Montes
	Correo Electrónico
	Secretario de Paz:
	Priscila Rojas
	Coordinador de Listas, si existe:
	Nombre
	Correo Electrónico
	Anfitriones, Listas de Anfitriones y ServasOnline
	¿Cuántos anfitriones (anfitriones de día más anfitriones con alojamiento) tenía usted durante el año hasta el 31 de Diciembre de 2019? 26
	¿Cuántos de estos eran anfitriones de día? 11
	¿Cuántos miembros individuales tiene su grupo nacional? 33
	¿Los anfitriones de su país tienen copia de la lista? Solo cuando la solicitan
	¿Cuales son sus planes para migrar (su lista de anfitriones) a ServasOnline? Estamos en la organización
	¿Cómo incitais a vuestros miembros a mantener sus perfiles actualizados? Por mail
	¿Tu grupo Servas tiene su propio sitio web? No
	¿Acepta su grupo miembros que no son ni anfitriones ni viajeros? Si son simpatizantes
	Viajeros

	¿Cuántas estampillas de Servas International usó su país en 2019? 6
	¿Cuánto dinero ha pagado su país a Servas International por estampillas en 2019, y en qué fecha fue o será hecha la transferencia)? Nada
	¿Llevan a cabo actividades específicas para reclutar nuevos anfitriones y viajeros como miembros Servas? Si
	hacemos reuniones en cafeteria, tenemos pamfletos, bolsas biodegradables para regalar, donaciones
	En su país, ¿la nueva presencia en la web con ServasOnline ha llevado a más gente interesada en Servas? ¿Aumentó el número de miembros? Si se interesan, pero no se mantienen
	Comunicación con miembros
	¿Usa usted periódicos, boletines, blogs u otros métodos de comunicación con los miembros en su país? Pamfletos distribuidos de persona en persona.
	Si es así, ¿cuántos fueron enviados o utilizados en 2019? Boletines 4, pamfletos 20
	¿Los miembros (anfitriones y viajeros) de su país reciben otras informaciones de Servas Internacional, como SI News, los requerimientos de voluntarios que son enviados a la persona clave? Si, siempre.
	Eventos de Servas y Proyectos de construcción de Paz
	¿En qué formas ha avanzado su grupo nacional Servas en la misión de "construcción de paz" Servas en 2019? Hemos hecho actividades como servicio social.
	¿Su grupo nacional adhirió/participó o coorganizó eventos relacionados con Paz con otras organizaciones? Si siempre promovemos que las fechas sean conmemoradas.
	Si es así, por favor dé detalles, se envían recordatorios de las fechas principales de la ONU y otras organizaciones de Paz., y se hace la reunión en Septiembre por el aniversario.
	¿Guarda usted un registro y publica las actividades referidas a acciones de paz en ONU? SI
	Si es así, por favor dé detalles: Se envían recordatorios motivando las celebraciones. Y se celebran las fechas como Día del Árbol, y otros.

	¿Ha organizado alguna actividad / actividades para promover viajes sostenibles ética y ecológicamente?
	Anteriormente hacíamos caminatas, escalábamos volcanes, aunque ya no lo hacemos mucho,
	Reuniones nacionales
	¿Tienen estatutos (también llamados reglamentos y / o constitución) que regulan las actividades en su grupo Servas nacional? Si tenemos,
	¿Su grupo Servas está registrado? No, es muy costoso.
	¿Ustedes tienen alguna reunión anual? Si es así ¿cuándo ésta programada o existe cualquier otra reunión que tenga lugar en 2020? La reunion anual general, es en Septiembre en un restaurante o casa particular. Hacemos servicio social, llevamos donativos a grupos escolares.
	¿Tiene reuniones periódicas de la junta nacional / comité? Cuando prevé celebrar estas reuniones en el 2020? Las reuniones del comité son cada 2 o 3 meses,
	¿Su grupo nacional organizó algún evento nacional o internacional Servas en 2019 (por ejemplo, campamentos de trabajo, reuniones de jóvenes, viajes en grupo, etc.)? No
	Si es así, por favor dé detalles , tratamos de participar en las reuniones que organizan otros países.
	¿Son sus reuniones abiertas a los miembros de otros grupos Servas? ¿Las publican en la página web global de Servas? No
	¿Planea organizar alguno de estos eventos en 2020? No, planeamos participar en la Convencion de Colombia, a nivel Latinoamericano.
	Si es así, por favor dé detalles , Colombia organiza la Reunion Latinoamericana , en Cartagena, en Septiembre.
	¿Cómo atrae usted voluntarios para ayudar con las actividades Servas en su país? Invitaciones personales, por mail.
	¿Teniendo en cuenta los proyectos que Usted ha llevado a cabo en su país, que ha funcionado bien? Las tertulias en cafeterías, el servicio social en grupo.
	¿Cuáles son sus prioridades de Servas para el 2020 en su país? (Desarrollo/ procesos internos/aspectos financieros/ actividades de paz/ comunicaciones) ayuda para actualizar datos de anfitriones el programa On Line.

	Cómo puede EXCO u otros países ayudar a mejorar su grupo nacional? Enviar tutoriales para actualizar los Listados Online de anfitriones. Y la emisión de Timbres Online para LOI.
	¿Desea hacer algún otro comentario o sugerencia? En Guatemala, la gente no viaja mucho, trabaja mucho y no tiene tiempo, o dinero. Es difícil mantener a los anfitriones interesados.

Country:	Hong Kong
National Secretary:	
Name	CHEUNG SZE SHUN Iris
E-mail	hongkong@servas.org
Since when have you been serving as National Secretary?	15-sep
Deputy National Secretary, if any:	
Name	
E-mail	
Treasurer:	
Name	
E-mail	
Peace Secretary:	
Name	
E-mail	
Host List Officer, if any:	
Name	
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	31
How many of those host households were Day-Hosts?	31
How many individual people are listed in your host list?	31
Do hosts in your country get a copy of the list?	yes
Are your Servas members on ServasOnline?	partially
How do you incite your members to keep their profiles up-to-date?	yes
Does your Servas group run its own website?	no
Does your group accept members that are neither hosts, nor travellers?	yes

Travellers	
How many Servas International stamps did your country use in 2019?	3
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	0
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	email, whatsapp, annual BBQ
If the answer is yes: Could you please describe your activity/activities?	reunion gathering
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	no
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	whatsapp
If yes, how many were sent or used in the year 2019?	always communicating thro whatsapp especially welcoming new members.
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	yes
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	annual BBQ

Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	no
If, yes, please give details	
Do you keep a record and publish UN peace related activities ?	no
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	no
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	no
Is your Servas group registered?	no
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	yes annual BBQ
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	once a year
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	no
If, yes, please give details	
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	yes
Do you plan to organise any such events in 2020?	yes in Sept when Covid 19 situation is released
If yes, please give details	
How do you attract volunteers to help with Servas activities in your country?	no

Looking at the projects you have done in your country, what worked well?	no
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	internal process
How can EXCO or other national groups help to improve your National Group?	nil
Would you like to make any other comments or suggestions?	nil

Country:	Hungary
National Secretary:	
Name	Gábor Magyarfalvi
E-mail	hungary@servas.org
Since when have you been serving as National Secretary?	2009
Deputy National Secretary, if any:	
Name	Orsolya Harrach
E-mail	
Treasurer:	
Name	
E-mail	
Peace Secretary:	
Name	Miklós Bodrogi
E-mail	
Host List Officer, if any:	
Name	
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	107 (probably an overestimate)
How many of those host households were Day-Hosts?	No way to tell as this information was lost with the transfer to SOL, and many hosts do not update their info. Approximately 20.
How many individual people are listed in your host list?	no separate count (impossible in SOL)
Do hosts in your country get a copy of the list?	NO
Are your Servas members on ServasOnline?	YES
How do you incite your members to keep their profiles up-to-date?	emails, and deletion
Does your Servas group run its own website?	NO
Does your group accept members that are neither hosts, nor travellers?	YES

Travellers	
How many Servas International stamps did your country use in 2019?	We were fully on SOL in 2019 where this can be checked centrally.
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	280 CHF, payment was made Jan 3rd
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	yes
If the answer is yes: Could you please describe your activity/activities?	ethical travel conference, members picnic
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	Yes, a newsletter via email and homepage.
If yes, how many were sent or used in the year 2019?	1
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	Via links in the newsletter (pointing to servas.org)
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	We hosted travelers and sent travelers.

Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	no
If, yes, please give details	
Do you keep a record and publish UN peace related activities ?	No
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	participated in ethical travel conf.
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	yes
Is your Servas group registered?	yes
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	Yes. Who knows in the pandemic
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	The 3 of us meet reasonably frequently, but we are in constant touch electronically.
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	yes
If, yes, please give details	members picnic
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	no
Do you plan to organise any such events in 2020?	not currently
If yes, please give details	
How do you attract volunteers to help with Servas activities in your country?	There are more volunteers than work

Looking at the projects you have done in your country, what worked well?	Administration is streamlined.
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	Recruitment of youth, cleaning up the host database
How can EXCO or other national groups help to improve your National Group?	
Would you like to make any other comments or suggestions?	

Country:	Indonesia
National Secretary:	
Name	Amin Sudarto
E-mail	indonesia@servas.org
Since when have you been serving as National Secretary?	Novembre 2014
Deputy National Secretary, if any:	
Name	Djoko Suwito Santosa
E-mail	
Treasurer:	
Name	Sri Harmastuti
E-mail	
Peace Secretary:	
Name	Kahari
E-mail	
Host List Officer, if any:	
Name	Warsito
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	33
How many of those host households were Day-Hosts?	0
How many individual people are listed in your host list?	33
Do hosts in your country get a copy of the list?	yes
Are your Servas members on ServasOnline?	yes
How do you incite your members to keep their profiles up-to-date?	I ask them to via whatsapp group
Does your Servas group run its own website?	no
Does your group accept members that are neither hosts, nor travellers?	no

Travellers	
How many Servas International stamps did your country use in 2019?	1
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	nil
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	mostly the candidates know servas through the web and I have done many interviews to candidates
If the answer is yes: Could you please describe your activity/activities?	Interviewing candidates, giving explanation about Servas to candidates
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	Yes
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	Yes I do, we have whatsapp group and googlegroups
If yes, how many were sent or used in the year 2019?	More than 20 items
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	Yes they do
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	By holding a national meeting annually

Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	no
If, yes, please give details	
Do you keep a record and publish UN peace related activities ?	yes
If, yes, please give details	I share it to members
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	no
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	no
Is your Servas group registered?	no
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	yes we do, it scheduled in September 2020
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	we discuss matters via WA groups
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	Yes we do
If, yes, please give details	We had our National annual meeting in Desembre 2019 in Solo, central java
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	no
Do you plan to organise any such events in 2020?	yes we do
If yes, please give details	we will have Servas Indonesia Annual Meeting in Septembre 2020 in Lake Toba, north sumatra
How do you attract volunteers to help with	

Servas activities in your country?	
Looking at the projects you have done in your country, what worked well?	
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	Internal process
How can EXCO or other national groups help to improve your National Group?	We want more foreign travellers to visit us
Would you like to make any other comments or suggestions?	

Country:	Ireland
National Secretary:	
Name	Olive Thorpe / Don Lucey (Acting)
E-mail	ireland@servas.org
Since when have you been serving as National Secretary?	September 2017 / February 2020 (Acting)
Deputy National Secretary, if any:	
Name	n/a
E-mail	
Treasurer:	
Name	Don Lucey
E-mail	
Peace Secretary:	
Name	Donal Coleman
E-mail	
Host List Officer, if any:	
Name	William Fine
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	62
How many of those host households were Day-Hosts?	11
How many individual people are listed in your host list?	70
Do hosts in your country get a copy of the list?	No
Are your Servas members on ServasOnline?	Yes
How do you incite your members to keep their profiles up-to-date?	Annual reminder to update information
Does your Servas group run its own website?	Yes
Does your group accept members that are neither hosts, nor travellers?	No

Travellers	
How many Servas International stamps did your country use in 2019?	13
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	134 CHF was transferred 13 february 2020.
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	Word of mouth. Facebook and new website
If the answer is yes: Could you please describe your activity/activities?	The new website https://www.servas-ireland.org/ is creating much more interest.
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	Yes. 2 new members joined but we some also retired from Servas.
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	Facebook and email updates
If yes, how many were sent or used in the year 2019?	Facebook is updated every 2 months. Emails are sent 2-3 times a year.
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	Yes
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	Attended Interfaith meetings. Also discussion on climate change/environmental activities.

Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	no
If, yes, please give details	
Do you keep a record and publish UN peace related activities ?	no
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	no
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	We have a constitution
Is your Servas group registered?	No
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	Yes
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	The AGM is on 20th June via zoom
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	no
If, yes, please give details	
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	no
Do you plan to organise any such events in 2020?	Due to covid, there are no plans
If yes, please give details	
How do you attract volunteers to help with Servas activities in your country?	Word of mouth

Looking at the projects you have done in your country, what worked well?	n/a
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	Promote Servas Ireland through new website, Facebook and e-stamps.
How can EXCO or other national groups help to improve your National Group?	Advice on how to attract new members.
Would you like to make any other comments or suggestions?	

Country:	PANAMA
National Secretary:	
Name	MARIA SANG
E-mail	panama@servas.org
Since when have you been serving as National Secretary?	9 years
Deputy National Secretary, if any:	
Name	
E-mail	N/A
Treasurer:	
Name	N/A
E-mail	
Peace Secretary:	
Name	Eufracio Centella
E-mail	
Host List Officer, if any:	
Name	Maria Sang
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	12
How many of those host households were Day-Hosts?	4
How many individual people are listed in your host list?	12
Do hosts in your country get a copy of the list?	Yes
Are your Servas members on ServasOnline?	We are in ServasOnline
How do you incite your members to keep their profiles up-to-date?	Send email to allo the members
Does your Servas group run its own website?	N/A
Does your group accept members that are neither hosts, nor travellers?	None

Travellers	
How many Servas International stamps did your country use in 2019?	None
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	N/A
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	Yes
If the answer is yes: Could you please describe your activity/activities?	During the meeting
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	No
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	Yes
If yes, how many were sent or used in the year 2019?	By email around six
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	Yes
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	A lot

Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	No
If, yes, please give details	
Do you keep a record and publish UN peace related activities ?	Yes
If, yes, please give details	Yes, I keep a record and publish UN peace related activities to all the members
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	No
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	Yes
Is your Servas group registered?	No
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	No
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	Yes, each three month. In two month.
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	Yes
If, yes, please give details	We had the recycling and tree planting seedling
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	Yes.
Do you plan to organise any such events in 2020?	Yes
If yes, please give details	Recycling.
How do you attract volunteers to help with	From mouth to mouth

Servas activities in your country?	
Looking at the projects you have done in your country, what worked well?	Recycling.
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	Continue to promote the peace activities.
How can EXCO or other national groups help to improve your National Group?	Try to get travelers from pther countries to keep their ServasOnline up to date as many of those who travel do not have it updated.
Would you like to make any other comments or suggestions?	If there is any way how it could attract more host.

Country:	PARAGUAY
National Secretary:	
Name	EDGAR ADAN MORA ALMADA
E-mail	paraguay@servas.org
Since when have you been serving as National Secretary?	april, 1, 2019
Deputy National Secretary, if any:	
Name	MAGDALENA BARROS
E-mail	
Treasurer:	
Name	nothing
E-mail	nothing
Peace Secretary:	
Name	nothing
E-mail	nothing
Host List Officer, if any:	
Name	MIRIAN AMADA MORA ALMADA
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	23 (Twenty Three)
How many of those host households were Day-Hosts?	3 (three)
How many individual people are listed in your host list?	about five
Do hosts in your country get a copy of the list?	I do not know yet
Are your Servas members on ServasOnline?	We are in a process of reorganization. To the current members of Servas Paraguay, I don't know them for the most part. I must start over, with new members, because the current ones do not manifest.
How do you incite your members to keep their profiles up-to-date?	I have not yet been able to contact several . C36they do not aswer.
Does your Servas group run its own website?	nothing

Does your group accept members that are neither hosts, nor travellers?	nothing
Travellers	
How many Servas International stamps did your country use in 2019?	nothing
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	nothing
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	Yes.
If the answer is yes: Could you please describe your activity/activities?	we invite you to be members of Servas Paraguay through a courtesy note and information. We have also held two meetings to have lunch with travelers and explain what Servas consists of.
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	A single person interested through the web.
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	No, just was app.
If yes, how many were sent or used in the year 2019?	
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	Yes, through a summary , information.
Servas Events and Peacebuilding	

In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	nothing
Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	nothing
If, yes, please give details	
Do you keep a record and publish UN peace related activities ?	nothing
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	nothing
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	nothing
Is your Servas group registered?	nothing
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	We meet once a year or when we receive a traveler.
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	Not yet.
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	No, just lunch meetings.
If, yes, please give details	
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	nothing
Do you plan to organise any such events in 2020?	Not yet.
If yes, please give details	

How do you attract volunteers to help with Servas activities in your country?	nothing
Looking at the projects you have done in your country, what worked well?	Meetings for lunch and share with travelers.
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	Incorporate new members with whom you can project work in common.
How can EXCO or other national groups help to improve your National Group?	A regional meeting.
Would you like to make any other comments or suggestions?	You must start over in Paraguay in terms of organization and new members.

Country:	Sweden
National Secretary:	
Name	Eva Hartman-Juhlin
E-mail	sweden@servas.org
Since when have you been serving as National Secretary?	2017-03-18
Deputy National Secretary, if any:	
Name	
E-mail	
Treasurer:	
Name	Kristina Båth-Sågänger
E-mail	
Peace Secretary:	
Name	
E-mail	
Host List Officer, if any:	
Name	Harley Thomas
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	363
How many of those host households were Day-Hosts?	
How many individual people are listed in your host list?	
Do hosts in your country get a copy of the list?	If someone specifically asks for a list we send it to them as a pdf.
Are your Servas members on ServasOnline?	Yes
How do you incite your members to keep their profiles up-to-date?	

Does your Servas group run its own website?	
Does your group accept members that are neither hosts, nor travellers?	
Travellers	
How many Servas International stamps did your country use in 2019?	23
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	330 CHF
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	Yes
If the answer is yes: Could you please describe your activity/activities?	We have it under news on our web-page and on Facebook. We try to forward all types of information, as long as it is a very clear, in an informationletter sent by e-mail.
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	Yes, and the amount of members has raised about 10% and we have more young members.
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	We try to forward all types of information, as long as it is a very clear, in an informationletter sent by e-mail.
If yes, how many were sent or used in the year 2019?	Three
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	Yes, we have on Facebook and we forward all types of information, as long as it is a very clear, in an informationletter sent by e-mail.

Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	
Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	We are a part of the peace network-group in Uppsala.
If, yes, please give details	Attending their meetings.
Do you keep a record and publish UN peace related activities ?	
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	Yes. At our annual meeting we had a workshop about sustainable travels.
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	Yes
Is your Servas group registered?	
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	We had our annual meeting February 29th 2020 in Trollhättan.
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	Yes and we meet by Zoom about 6-8 times a year.
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	Yes
If, yes, please give details	Yes, we had an open Servas 70th celebration at the Peace Museum in Uppsala with over 50 participants.
Are your meetings open to members of other Servas groups? Do you publish	Yes

them on the global Servas website?	
Do you plan to organise any such events in 2020?	We did, but due to the corona we don't have any plans at the moment.
If yes, please give details	Two students and one teacher from Georgia were supposed to come for a two week exchange in June.
How do you attract volunteers to help with Servas activities in your country?	Four Servas-youthmembers volunteers came to Uppsala for a week in May and did volunteer work at the Cultural Carnival. Together with Servas Georgia we worked out a cultural exchange and four young people from Uppsala were given the opportunity to visit the country for ten days in April.
Looking at the projects you have done in your country, what worked well?	Yes, and we have a better program for youthmembers.
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	<ol style="list-style-type: none"> 1. continue the work to increase the number of members focusing on young people and participating in Servas International membership acquisition 2. expand and develop international youth exchange and engagement 3. Get a better overview of what is happening within Servas Sweden 4. To be more active on our website and on social media such as Facebook and Instagram 5. Regularly send out newsletters by mail 6. continue the work of getting more Servas members to actively use Servas on-line 7. Increase the number of actively involved in Servas Sweden
How can EXCO or other national groups help to improve your National Group?	
Would you like to make any other comments or suggestions?	

Country:	Japan
National Secretary:	
Name	Tomoko HIRAI
E-mail	japan@servas.org
Since when have you been serving as National Secretary?	since April 2019
Deputy National Secretary, if any:	
Name	Motonobu TAKEYAMA
E-mail	
Treasurer:	
Name	Sumiko SAITO
E-mail	
Peace Secretary:	
Name	We don't have
E-mail	
Host List Officer, if any:	
Name	Motonobu TAKEYAMA
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	202 host households
How many of those host households were Day-Hosts?	50 day hosts
How many individual people are listed in your host list?	206 members
Do hosts in your country get a copy of the list?	Yes, they do.
Are your Servas members on ServasOnline?	Yes
How do you incite your members to keep their profiles up-to-date?	Servas Japan is managed in 7 Regions and each Regional Coordinator urges members to update their profiles in various occasions.

Does your Servas group run its own website?	Yes, we have Servas Japan website
Does your group accept members that are neither hosts, nor travellers?	No, we don't.
Travellers	
How many Servas International stamps did your country use in 2019?	45
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	We Servas Japan payed CHF 360 to SI on 16th Dec 2019.
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	Yes
If the answer is yes: Could you please describe your activity/activities?	<ul style="list-style-type: none"> • We prepare brochures and distribute them to interested organizations. • Our members invite friends who are interested in Servas to their Servas meeting, and to their home when Servas guests come. • Our members introduce Servas at their personal meeting.
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	No increase has yet been seen as an obvious effect of ServasOnline.
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	National Servas Japan Newsletters were published on the website. On the same website, 7 Regional Servas newsletters are published,too.
If yes, how many were sent or used in the year 2019?	In 2019, a total of 22 newsletters were published in the Servas Japan website.

Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	Yes.SI News and other information from SI and other overseas Servas communities are sent to Regional Servas Coordinators.The latter introduces them to members in each Region in various channels.
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	Each of 7 Regions of Servas Japan is working independently for peacebuilding.
Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	Yes
If, yes, please give details	<p>The International Festa 2019</p> <p>The International Festa, sponsored by Hiroshima Peace and Culture Center, is led by citizens' groups and companies that continue international exchange and cooperation activities in Hiroshima City. The participating citizens, including foreign residents, are able to experience foreign culture and deepen understanding of multiculturalism while having fun. Servas Japan Chugoku Shikoku region participates in this event every year, introducing Servas to visitors and deepening exchanges with other groups.</p> <p>There were many visitors this year. We exhibited a world map showing the countries where Servas is located, and photographs introducing host/traveler experiences. We also explained the Servas activities to visitors and enjoyed folding paper cranes, the symbol of peace, with the children.</p>
Do you keep a record and publish UN peace related activities ?	Yes

If, yes, please give details	Information about UN Peace Day was sent to Regional Coordinators with the request that each Region may organize some special activity, if possible.
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	No. This topic has not yet widely been discussed in Japan.
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	Yes
Is your Servas group registered?	No.Servas Japan is a purely voluntary organization and has not been registered under the Non-Profit Organization Law.
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	Servas Japan holds an annual meeting once every 2 years, and we don't hold it in 2020.
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	No
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	Yes
If, yes, please give details	Group Exchange programs with Servas Germany and Servas Taiwan.
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	One of our region does it by facebook.
Do you plan to organise any such events in 2020?	Servas Taiwan Group visited Japan in 2019. Servas Japan had planned to send its group to Taiwan in 2020, but it was cancelled due to the Corona Virus problem.
If yes, please give details	

How do you attract volunteers to help with Servas activities in your country?	<ul style="list-style-type: none"> •Some volunteers are willing to help guide Servas Travellers around. We must convince them to formally join Servas Japan. •Some Servas members are getting more interested in Servas , and help our activity as volunteer staff
Looking at the projects you have done in your country, what worked well?	Each of 7 Regions hold Regional Servas Meeting occasionally. All meetings are successful in building closer ties among Servas members.
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	1st priority of 2020 is to increase active users of ServasOnline, so that members can make their LOI by ServasOnline. We have to prepare for e-Stamp on LOI before 2021.
How can EXCO or other national groups help to improve your National Group?	We are thankful to EXCO and other national groups for many event information. Some members of Servas Japan are interested in participating.
Would you like to make any other comments or suggestions?	

Country:	USA
National Secretary:	
Name	Chris-Ann Lauria
E-mail	usa@servas.org
Since when have you been serving as National Secretary?	18-jun
Deputy National Secretary, if any:	
Name	Barb Pioli
E-mail	
Treasurer:	
Name	Steve Kanters
E-mail	
Peace Secretary:	
Name	Josi McIntire
E-mail	
Corporate Secretary:	
Name	David Schwartz
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	1031
How many of those host households were Day-Hosts?	655
How many individual people are listed in your host list?	1031
Do hosts in your country get a copy of the list?	Yes
Are your Servas members on ServasOnline?	Hosts are on ServasOnline as on 1-11-2020
How do you incite your members to keep their profiles up-to-date?	Send email reminders
Does your Servas group run its own website?	Yes
Does your group accept members that are neither hosts, nor travellers?	Not yet, but once our technology is updated and allows for it, this is a motion the BOD passed that will be implemented.

Travellers	
How many Servas International stamps did your country use in 2019?	912
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	15,980 CH, paid 31 January, 2020
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	yes
If the answer is yes: Could you please describe your activity/activities?	Servas Experiences, local gatherings, open invite to our annual conference
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	Increase marketing by emailing monthly newsletters, initiating Servas Experiences, participating in outreach events such as the Women's Travel Fest in NYC, increasing awareness through increased participation in UN events in the US.
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	Monthly Open Doors newsletter, quarterly Kye Notes newsletter to Key Persons, US Servas social media (Facebook, Instagram, Twitter), underutilized blog, sharing of positive comments on Travelers Reports in newsletters on our website.
If yes, how many were sent or used in the year 2019?	At least quarterly with a goal of every other month
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	Yes, all correspondence of SI gets shared with US Servas members via MailChimp emails or in monthly newsletters.
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	Participation in UN meeting in Salt Lake City, Utah, peace & social activism during local Servas Experiences

Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	Yes, locally. I.e. Welcome Meals
If, yes, please give details	
Do you keep a record and publish UN peace related activities ?	We publish articles about them in our quarterly Open Doors newsletter
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	no
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	Yes
Is your Servas group registered?	Yes as a 501c3
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	Yes, October 2020 in Ashville, North Carolina. It was cancelled due to COVID but will take place there in 2021.
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	Ye, our bylaws requirie an annual membership meeting. It will take place virtually on October 10thh or 11th, 2020.
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	yes
If, yes, please give details	US Servas nnual meeting and conference in San Rafael, CA, July 26-28, 2019
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	Yes, they are open to other Servas groups. Invites were posted via social media and shared with other North American countries.
Do you plan to organise any such events in 2020?	not now due to COVID-19
If yes, please give details	
How do you attract volunteers to help with	We place volunteer ads in our Open Doors newsletters. I.e. EAGERLY SEEKING! volunteers for the below positions...

Servas activities in your country?	
Looking at the projects you have done in your country, what worked well?	National conferences
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	1. Improve website functionality for efficiency and user-friendly experience. 2. Improve US Servas' long term financial viability. 3. Strengthen human resource organization to support goals and effectively implement projects. 4. Grow US Servas host and traveler base to increase membership, expand younger demographics, and increase engagement for a richer experience. 5. Increase US Servas visibility to broaden and increase overall membership.
How can EXCO or other national groups help to improve your National Group?	Continue to improve Servas Online
Would you like to make any other comments or suggestions?	Standard as much as possible amongst national groups

Country:	Czech Republic
National Secretary:	
Name	Vera Frühaufova
E-mail	czechrepublic@servas.org
Since when have you been serving as National Secretary?	2003
Deputy National Secretary, if any:	
Name	Vladimir Nyvlt
E-mail	
Treasurer:	
Name	Martin Chytil
E-mail	
Peace Secretary:	
Name	Vladimir Rocek
E-mail	
Host List Officer, if any:	
Name	Martin Chytil
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	120
How many of those host households were Day-Hosts?	33
How many individual people are listed in your host list?	189
Do hosts in your country get a copy of the list?	yes
Are your Servas members on ServasOnline?	yes
How do you incite your members to keep their profiles up-to-date?	e-mail notification
Does your Servas group run its own website?	yes
Does your group accept members that are neither hosts, nor travellers?	yes

Travellers	
How many Servas International stamps did your country use in 2019?	25
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	CF 210, already paid
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	No
If the answer is yes: Could you please describe your activity/activities?	
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	Yes, but only by a few newcomers
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	Yes - facebook and e-mails sent to individual members
If yes, how many were sent or used in the year 2019?	on facebook there are frequent news
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	yes - this information is distributed via e mails
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	yes - ALPE-ADRIA 2019 was organised in Cesky Krumlov (September 2019)

Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	see above
If, yes, please give details	socialising meeting over weekend, over 100 participants from Central Europe
Do you keep a record and publish UN peace related activities ?	no
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	No
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	no
Is your Servas group registered?	no
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	yes, but spring one was canceled due to COVID 19. New one is planned for autumn 2020
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	yes, the board meets several times in a year
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	yes - ALPE-ADRIA 2019 was organised in Cesky Krumlov (September 2019)
If, yes, please give details	
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	no
Do you plan to organise any such events in 2020?	no
If yes, please give details	

How do you attract volunteers to help with Servas activities in your country?	Regular meetings of the board plus annual meeting combined with leisure activities. We are also promoting Servas events on webpages and facebook. We are sending young people abroad and host young people from abroad as well through Servas Youth (SYLE Program).
Looking at the projects you have done in your country, what worked well?	ALPE-ADRIA 2019
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	Difcicult to plan any international meetings due to a possible travel restriction. We are trying continuesly to attract younger people to become Servas members. We are being active on facebook.
How can EXCO or other national groups help to improve your National Group?	
Would you like to make any other comments or suggestions?	

Country:	South Korea
National Secretary:	
Name	LEE, BYUNG HUN
E-mail	korea@servas.org
Since when have you been serving as National Secretary?	JAN. 2019
Deputy National Secretary, if any:	
Name	SONG, SANG KEE
E-mail	
Treasurer:	
Name	KIM, NAM HUI
E-mail	
Peace Secretary:	
Name	KIM, KYU OK
E-mail	
Host List Officer, if any:	
Name	CHONG, HYON SUK
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	134 hosts
How many of those host households were Day-Hosts?	23 hosts
How many individual people are listed in your host list?	261 people
Do hosts in your country get a copy of the list?	Yes, they have a copy in an electronic form
Are your Servas members on ServasOnline?	Yes, Servas Korea members are on ServasOnline.
How do you incite your members to keep their profiles up-to-date?	Servas Korea has checked if members update their profiles at the Servas meetings.
Does your Servas group run its own website?	Yes, Servas Korea runs the website(http://www.servas.or.kr/) for exchnaging information among members.
Does your group accept members that are neither hosts, nor travellers?	No, Servas Korea accepts members who agree the spirits of Servas and meet the requirement for being a SERVAS member.

Travellers	
How many Servas International stamps did your country use in 2019?	38 stamps
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	The total ammount to pay for 2019 stamps is 280 Swiss CHF. It was already transferred to the Servas International.
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	
If the answer is yes: Could you please describe your activity/activities?	
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	Servas Korea has its own website (www.servas.or.kr) and it is the main way to communicate between Servas Korea members. Members also use three SNS(BAND) networks for communication actively. Three BANDs include Servas Korea Seoul with 101 members, Servas Peace Rider with 83 members, and Korea Servas with 149 members. Another Bands for local servas members have been used. In Korea, Kakaotalk has been widely used to communicate with members and group chatting rooms using Kakaotal are open to exchnage information on Servas related events. It has published Servas Korea Newsletter twice a year since 2013.
If yes, how many were sent or used in the year 2019?	All of announcements, events, and any news were posted at Korea Servas homepage and all information are shared through it. Another active way for the comunication is BAND. A large of messages are posted to inform and shared among members in 2019. Every day some messages are posted at homepage and bands. No bulletins were published for sharing the activities in 2019.

Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	Yes, it is sent to key people through email and requests from international servas members are posted on the homepage to increase the possibilities for host volunteers. The special section of Servas International News in Servas Korea homepage has been prepared for posting information on Servas International requests, news, all events requested to be informed to Servas Korea members.
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	In 2019, Discover Korea was held in Gunsan on April 13 and 14. More than 100 Servas members participated in the event. Servas Korea members voluntarily gathered many items of school stationery supplies and used clothes. The 2019 National General Assembly was held in Damyang on November 9 and 10, 2019 for Bangladesh, and sent 9 boxes to Bangladesh.
Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	Servas Korea has linked East Asia Servas and Africa Servas very closely, and actively linked with Province of ILOILO, Phillipine.
If, yes, please give details	Servas Korea has linked East Asia Servas and Africa Servas closely. Seventeen Servas Korea members participated at the 9th East Asia Servas meeting that was held in Mongolia from July 15 to July 17. Six Servas Korea members joined the Servas Africa Regional conference on September 9 to 14, and Servas Uganda Peace Riding 2019 on September 14 to 16. Members of Servas Korea and Korean Traditional Culture Promotion Institute travelled to join the event that was held in Province of ILOILO in Phillipine to build international peace network.
Do you keep a record and publish UN peace related activities ?	No
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	No
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	
Is your Servas group registered?	

Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	Yes, every year Servas Korea has an annual meeting at the end of the year. In 2019, it was held at Damyang on Nov. 9th -10th 2019. In 2020, the meeting is planned to be held in November.
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	Yes, Servas Korea has regular board/committee meeting quarterly base per year. An EXCO meeting was held at Daejeon on Feb. 1th 2019.
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	Yes, Servas Korea organized regional meetings, Discover meetings, peace riding and summer camp.
If, yes, please give details	Servas Korea has 11 regional groups and each of the group had a meeting with regional Servas members every three months. Servas Korea hosted two Discover meetings, a summer camp, and more than ten peace riding meetings.
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	Yes, all the meetings are open to members of other Servas groups and several international Servas members joined meetings. Servas Korea posted the meeting information on some global Servas website.
Do you plan to organise any such events in 2020?	No, because of COVID-19 most of meetings planned in 2020 were canceled and there is no specific plan for organizing events.
If yes, please give details	
How do you attract volunteers to help with Servas activities in your country?	Servas Korea has regular regional meetings quarterly base and keeps having small activities to form friendship each other. Due to the efforts to make closer friendship, the members of Servas Korea are willing to attend meetings at regional level and are involved as volunteers to help travellers and hosts.
Looking at the projects you have done in your country, what worked well?	'Discover Korea project' has worked well in Servas Korea since 2014. It has provided good opportunities to experience the beauty of Korea more closely and increase the partnership and friendship between regional members by travelling since 2009. We travel the country on foot and by depending on their desire. It is being held twice a year as a two days and one night program during Weekend. It is a short overnight itinerary but our Servas Korea members are waiting for this Discover Korea project.
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	We will do a NGO activity for Nepal labor working in Korea. 'Servas Korea proposed the Ministry of Interior and Safety to have an opportunity to help Nepal people living in Korea. Recently it was accepted as a project available to receive financial support. This kind of activity will be attractive to volunteers because they can be deeply involved in helping people.

How can EXCO or other national groups help to improve your National Group?	
Would you like to make any other comments or suggestions?	

Country:	Rwanda
National Secretary:	
Name	Claudine Uwamahoro
E-mail	Rwanda@servas.org
Since when have you been serving as National Secretary?	2018
Deputy National Secretary, if any:	
Name	Christine Umuhoza
E-mail	
Treasurer:	
Name	Agnes Umutesi
E-mail	
Peace Secretary:	
Name	Josee Munyaruganda
E-mail	
Host List Officer, if any:	
Name	Jane Kayirebwa
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	50
How many of those host households were Day-Hosts?	7
How many individual people are listed in your host list?	50
Do hosts in your country get a copy of the list?	No
Are your Servas members on ServasOnline?	Yes
How do you incite your members to keep their profiles up-to-date?	through meetings and through whatsapp group
Does your Servas group run its own website?	Yes. www.servasrwanda.org
Does your group accept members that are neither hosts, nor travellers?	Yes

Travellers	
How many Servas International stamps did your country use in 2019?	0
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	0
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	Yes
If the answer is yes: Could you please describe your activity/activities?	Face to face meetings, conviviality events, community work
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	Yes and No
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	Yes
If yes, how many were sent or used in the year 2019?	We use whatsapp groups and face to face meetings
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	Yes
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	We have organized servas oeace activities like organizing the peace international day, youth peace activities, etc....

Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	Yes
If, yes, please give details	International peace day
Do you keep a record and publish UN peace related activities ?	No
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	No
If, yes, please give details	
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	Yes
Is your Servas group registered?	
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	Yes in Nocember 2020
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	Yes in November 2020
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	Yes
If, yes, please give details	We co organized the servas africa meeting
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	Yes
Do you plan to organise any such events in 2020?	
If yes, please give details	
How do you attract volunteers to help with Servas activities in your country?	by recruiting young people

Looking at the projects you have done in your country, what worked well?	The youth project to fight against drugs
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	Our priorities for 2020 include organizing servas national meeting, support poor people among our members, attend servas international solidarity meetings, organize the international peace day.
How can EXCO or other national groups help to improve your National Group?	We request EXCO to keep informing us on what is going on in Servas, sensitize servas members in Europe to facilitate our members in getting letters of invitation to apply for visa. We host servas travellers from europe but our members do not travel due to many reasons. We request EXCO to play a key role in facilitating our members who wish to travel and dont get facilitation in terms of invitation.
Would you like to make any other comments or suggestions?	Servas International may dissapear if we don't change working strategies. Servas International needs to legally be registered and be able to raise money for its functioning.

Country:	Spain
National Secretary:	
Name	Gabriel Lopez Navarro
E-mail	spain@servas.org
Since when have you been serving as National Secretary?	sep-16
Deputy National Secretary, if any:	
Name	Jesus Vinuesa Cambra
E-mail	
Treasurer:	
Name	Teresa Rivera Tejero
E-mail	
Peace Secretary:	
Name	Anouk Iraola
E-mail	
Host List Officer, if any:	
Name	
E-mail	
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	693
How many of those host households were Day-Hosts?	60
How many individual people are listed in your host list?	112
Do hosts in your country get a copy of the list?	If they want in paper, yes
Are your Servas members on ServasOnline?	Yes, since January 2020
How do you incite your members to keep their profiles up-to-date?	Personal contact, website and mail
Does your Servas group run its own website?	Yes, www.servasspain.es
Does your group accept members that are neither hosts, nor travellers?	No
Travellers	

How many Servas International stamps did your country use in 2019?	50
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	963 euros, transfer made 09.01.2020
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	Interested people are invited in our meetings
If the answer is yes: Could you please describe your activity/activities?	Cultural and Nature meetings, with France, Portugal and international

Country:	Italy
National Secretary:	
Name	Alfredo Rubino
E-mail	italy@servas.org
Since when have you been serving as National Secretary?	november 2018
Deputy National Secretary, if any:	
Name	Antonia Cocozza
E-mail	-
Treasurer:	
Name	Prisca Salmieri
E-mail	-
Peace Secretary:	
Name	Raffaella Rota
E-mail	-
Host List Officer, if any:	
Name	Antonio Calvagno
E-mail	-
	Italian ex.Co. Counts other two elected members, the Membership Secretary Mauro Pellegrino (informale@libero.it) and the Communication Manager Francesco Castracane (francesco.castracane@gmail.com)
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	1200
How many of those host households were Day-Hosts?	350
How many individual people are listed in your host list?	1750
Do hosts in your country get a copy of the list?	All italian members can get italian PDF list through italian website (www.servas.it). They can ask for the paper copy that is printed every two years in about 600 copies
Are your Servas members on ServasOnline?	Italian servas members are on SOL if they agreed with publishing there their own data. About 150 single members are not on SOL, at the moment
How do you incite your members to keep their profiles up-to-date?	Through e-mails, through direct communications by local coordinatoors, and through webmaster
Does your Servas group run its own website?	yes we do (www.servas.it)

Does your group accept members that are neither hosts, nor travellers?	no
Travellers	
How many Servas International stamps did your country use in 2019?	350
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	CHF 3250
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	Yes. Beside the simplifying of travelling including the price of the stamp in the member fee, we encourage people through plenty of social activities and meeting occasions, and keeping the fee quite low (€15-€5)
If the answer is yes: Could you please describe your activity/activities?	-Introduction of Servas in workshops with HighSchool Students on EU subjects. -Cooperation with other local Associations on Peace subjects
In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	not yet
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	We publish a proper registered newspaper twice a year, written by members and coordinated by our communication manager. Members receive it by e-mail or in a paper copy, if they ask for, or they can download it from the website. The communication manager sends newsletter to all members everytime it is needed. We don't have an official national FB profile, but there are several informal open groups, national and regional. Many local servas groups communicate through whatsapp too.
If yes, how many were sent or used in the year 2019?	members received 23 newsletter by e-mail
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	all these kind of informations are sent on time through newsletters
Servas Events and Peacebuilding	

In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	Presentation of Peace School Turkey during National Assembly and funding volunteers (1-2 persons). Organizing with International Youth&Family Committee the International Youth & family Camp in Fano, August 2019, 68 participants, on "Mediterraneo, Sea of Peace". SYLE projects with youngsters and teenagers.(reports available).
Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	Yes, we invite regional coordinators to cooperate with local groups/associations.
If, yes, please give details	Servas Group took part to International Day against Racial Discrimination, cooperating with a regional welcome refugee Group in a Performance on this subject
Do you keep a record and publish UN peace related activities ?	no, we don't
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	not really, but we are trying to introduce a new life-style during our meeting.
If, yes, please give details	we support regional/local Servas events by bike and on foot. We banned plastic from Servas Meetings and support ethical consumption.
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	We have Statute and Rules of Procedure
Is your Servas group registered?	Yes, it is
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	We hold two national meeting a year, during one weekend in springtime and one weekend in falltime. The one in springtime is a formal assembly. The next meetings are planned in Gorizia (4-6 April) and in Assisi (8-10 october). In wintertime we have usually a meeting only for regional coordinatoors and national board, that means about 25 people
Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	We meet about once a month through hangout, and fisically once a year, beside the other national meetings. We have still to decide the 2020 date. It will be most probably in early summer in the middle of Italy.
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	We organized in August the international Youth and Family Camp in Fano. Beside that we were part of the organisation of Sentieri Insieme (july), Alpe Adria (september) and Provence-Liguria meeting (september)
If, yes, please give details	

Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	Yes, they are Yes we do
Do you plan to organise any such events in 2020?	There will be Servas by Bike in Alto Adige next may. We shall take part to the Peace March Perugia-Assisi, October 2020. We support the International Peace March Jaijagat 2020.
If yes, please give details	Perugia-Assisi Peace March October 2020: we planned our national assembly on the same week end of the Peace March, inviting our member to take part. Jaijagat International Peace March: we met the Coordinators of the Event and we are planning to welcome the walking people, to introduce Servas, and probably walking with them.
How do you attract volunteers to help with Servas activities in your country?	Inviting them to be part of our events.
Looking at the projects you have done in your country, what worked well?	Cooperation with the International Y&F committee for the International Summer Camp. Cooperation with High school and other Groups/associations. SYLE and Youth Exchange.
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	re-discovering the values of Servas and to offer opportunities to make experience of them.
How can EXCO or other national groups help to improve your National Group?	advertising/sharing experiences. Supporting/funding volunteers in international events.
Would you like to make any other comments or suggestions?	to improve visibility of Youth Page on www.servas.org

Country:	BRAZIL
National Secretary:	
Name	Neuma Augusta Dantas e Silva
E-mail	brazil@servas.org
Since when have you been serving as National Secretary?	Since january/2020
Deputy National Secretary, if any:	
Name	Maria do Socorro Aragão
E-mail	brazil@servas.org
Treasurer:	
Name	Lucilea Oliveira da Silva / Severina Santana
E-mail	brazil@servas.org
Peace Secretary:	
Name	Marcos Goursand
E-mail	brazil@servas.org
Host List Officer, if any:	
Name	Terezinha de Paula (Host List) / Yara Silva (Servas online)
E-mail	brazil@servas.org
Hosts, Host Lists and ServasOnline	
How many host households (day hosts plus overnight hosts) did you have on December 31, 2019?	148
How many of those host households were Day-Hosts?	31

How many individual people are listed in your host list?	192
Do hosts in your country get a copy of the list?	Yes, upon request . However, they are instructed to access the profiles on Servas Online to avoid printing.
Are your Servas members on ServasOnline?	Yes, since February of 2017
How do you incite your members to keep their profiles up-to-date?	Since date migration, we advised members to keep their profiles updated them from time to time. As we charge an annual fee, volunteers at least one a year would update their profile.
Does your Servas group run its own website?	We have a website(servasbrasil.org.br) where interested people can apply to join Servas .
Does your group accept members that are neither hosts, nor travellers?	Yes, we accept day hosts. Servas Brasil adopts two categories Host & Traveller or Day Host only & Traveller.
Travellers	
How many Servas International stamps did your country use in 2019?	32
How much money does your country need to pay to Servas International for 2019 stamps, and on what date will the transfer be made?	190CHF - Feb 04. 2020
Recruitment of New Members	
Have you carried out any specific activity/activities to recruit new hosts and travellers as Servas members?	Yes.
If the answer is yes: Could you please describe your activity/activities?	Presenting Servas in events. Also at the university.

In your country, has the new web-presence with ServasOnline lead to more people interested in Servas? Did the number of members increase?	As soon as Servas Online was launched we received many requests to join that we always answered with more information and inviting for interview. Most, however, did not returned, so the number of members has not increased.
Communication with Members	
Do you use any newsletters, bulletins, blogs or other methods to communicate with members in your country?	Yes. We use whatsapp groups nationally and for each Brazilian state. The newsletters are sent by the Mailchimp tool. We also have a blog (servasbrasilis.blogspot.com), Facebook (Servas Brasil), Instagram (@servasbrasil) and yahoo groups.
If yes, how many were sent or used in the year 2019?	15
Do the members (hosts and travelers) in your country receive other Servas International information, such as SI News, requests to volunteers, that is sent to the key people?	Yes. The information received is passed on to members via whatsapp, mailchimp or even through our social media channels and website.
Servas Events and Peacebuilding	
In what ways did your Servas Group advance the "peacebuilding" mission of Servas in 2019?	Servas' participation seeks to partner with similar organizations in the development of activities that provide reflections on current topics related to peaceful objectives, following the precepts of our bylaws. Furthermore, organizing joint events, mainly on Sustainable Development Goals (SDGs). We contributed writing a letter calling the attention on the performance of our organization in the year to celebrate 70 years of Servas Internacional.

Has your Servas group linked with/participated in/co-organized peace related events with other organizations?	Yes. Collective Beds (Canteiros Coletivos) environmental protection / Writing Contest "Environment and Peace" (BA). Ghana - Brotar Nascentes Group (BA) Women Association of Bairro José e Maria e Adjacências in Petrolina (PE). Lacemaker Association of Bairro José e Maria e Adjacências in Petrolina (PE).
If, yes, please give details	Servas Brasil in a joint action with the Regional Environmental Prosecutor's Office of the Southern Recôncavo of the State of Bahia and Santiago EcoAmigas (SEA), developed with the Secretaries of Education and Environment of Santo Antonio de Jesus (BA).
Do you keep a record and publish UN peace related activities ?	No
If, yes, please give details	
Have you arranged any activity/activities to promote ethically and ecologically sustainable travels?	Participation in the 1st Writing Contest "Environment and Peace" in partnership with Servas Brasil through the National Secretariat for Peace.
If, yes, please give details	The contest aimed to stimulate reading, textual production and draw the attention of elementary school students to the Sustainable Development Goals of the UN Agenda 2030, which deal with climate change, peace and justice.
National Events	
Do you have any statutes (or what is also called bylaws and/or a constitution) that regulate your activities in your national Servas group?	Yes. We have a draft of the Servas Brasil statute that was presented and discussed at the last national assembly (EnParaty-RJ). We also have an internal regulation under construction.
Is your Servas group registered?	No
Do you have an annual meeting? If so when will this or any other meeting take place in 2020?	Yes. We have 09 regional coordinators covering 16 states, that usually are organizing regional meetings and other activities (2019).

Do you have regular meetings of your national board/committee? When are these planned to take place in 2020?	We have general meetings every two years. The last meeting of the national committee was in 2019. The next will be in 2021.
Did your group organise any national or international Servas events in 2019 (for example, work camp, youth meet, group travel etc.)?	Yes.
If, yes, please give details	Our National Assembly occurred in November 2020.
Are your meetings open to members of other Servas groups? Do you publish them on the global Servas website?	Yes. Our last national meeting received a servant from Germany who was in Brazil. No. We only publish our National Meeting Report in the country itself.
Do you plan to organise any such events in 2020?	As we said in answer 38, we organized regional activities throughout the year, but with the advent of the coronavirus, we cannot do it, we can only plan.
If yes, please give details	Normal meetings of groups in the states.
How do you attract volunteers to help with Servas activities in your country?	Usually inviting members to join Servas meeting, even Sicoga.
Looking at the projects you have done in your country, what worked well?	We have partnerships with socio-environmental protection and reforestation project, "Santiago EcoAmigas (SEA)"; the realization of Writing Contest "Environment Peace", the urban intervention "Canteiros Coletivos" and everyone who was mentioned before. All of them worked well.
What are your priorities for 2020 for Servas in your country? (Development/internal process/ financial/peace activities/communications)	Internal process and communications. Translation of the book "Seeds of Servas" into Portuguese and other activities in partnership with Servas Portugal. Rescue old members and conquer new ones. Develop the servants.

How can EXCO or other national groups help to improve your National Group?	<p>1 - It could help us in relation to participation in SICOGA. We would treat the issue as a Cooperation Treaty”, that is, countries with more cash could re-allocate funds to help those less capitalized. The purpose is for the National Secretaries to be able to attend the General Assembly. 2- Making more contacts; 3 -doing other activities together.</p>
Would you like to make any other comments or suggestions?	<p>Yes. Expand the SLE and SILE programs so that countries can receive more foreign visitors in order to increase the cultural and linguistic exchange between servants, including classes in the new language.</p>