

Status Report

# Servas

# International

# (SI)

January 2014

–

December 2014

[www.servas.org](http://www.servas.org)



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**Aneris Cao**

*Assisting Editor*

*SI EXCO Status Report*

STRENGTHEN THE SERVAS FOUNDATION

Dear Servas friends around the world,

During 2014 there were global attitude changes that were in favour of our peace and hospitality organisation. The interest in collaborative economy grew at a fast pace. As a not-for profit volunteer organisation Servas is very much part of that movement and shift of attitude towards more sharing and less consumption of resources. More sharing of resources leads to more sustainable ways of traveling. More sustainable ways of traveling are directly connected to our ultimately goal: a more peaceful world.

The concept of green peace has become one of the more and more multifaceted and complex definitions of the word "peace".

In Servas the search for definitions have so far come up with four alternatives that can coexist:

- Positive peace: this definition stands for social justice and is therefore the opposite of structural and cultural violence. Positive peace is often compared to negative peace which is the absence of war and direct violence.
- Human rights peace: persons with this perspective on peace argue that both direct and structural violence need to be tackled also at the individual level as well, and that it's not enough to just tackle the problems at the system-level.
- Green peace: this perspective stands for the opinion that humanity is destroying our planet's ecosystems and at the same time is eliminating the basic living conditions of future generations. For this perspective, peace with the environment has become another key element.
- Inner peace: this is the belief that inner peacelessness is the cause of all forms of violence. Only a strong inner balance and harmony can lead to outer peace. The idea is often to base the balance and harmony on some form of spirituality.

These definitions of "peace" are the foundation for a serious discussion within Servas about which definition or definitions the organisation could embrace.

Our movement was started in 1949 under the name Peace Builders. As the movement grew it evolved into the Open Door network. It later got the name Servas, which is esperanto for "we serve". This was most probably the first official hospitality program of its kind. Bob Lutweiler and the other founders aimed at building the foundations of justice that can lead to a peaceful world. Servas main focus is still to give a contribution to reach that goal.

It could be argued that Servas as a peace and hospitality organisation had a "first mover advantage" – it was a pioneer which offered a new way of travel experience. Now more and more travelers search for the kind of indepth experience it gives to visit and live with a person or a family in their own home. And maybe the "first mover advantage" that Servas had, became a "first mover disadvantage", which sometimes happens to organisations and companies that focus too much on the internal activities and forget to keep a close eye on what is happening in the outside world.

The Servas movement was for a long time generally sceptical to the phenomom of Internet and the world wide web. And while many Servas countries held on to to host lists printed on paper, which don't offer the possibility to search for hosts in a fast and efficient way, other organisations saw and used the possibilities and benefits with digitalisation and the world wide communications.

Servas was too cautious about taking advantage of the inherent potential in Internet based information and communication tools to facilitate for our members travels, hosting, networking and peace activities. Members have left Servas – or decided not to join – because they perceive the organisation as being too old fashioned and not responsive enough to the current demands of the convenience offered by fast, reliable and efficient tools for digital communication via Internet.

Today there are well over thirty other groups operating around the world with a focus on "hospitality exchange". The vast majority of these have sprung up in the last 10–15 years. Most of these organisations or networks are based on a single, centralized and global model for storing their individual members' personally identifiable information and providing controlled access to their information repositories.

It's no secret that Servas due to this development is going through one of the most challenging periods in the history of the organisation.

The good news is that many of the technical and infrastructural deficiencies of Servas are about to be eliminated. Servas members around the world will in due time be able to communicate and interact via their computers on a new website which is being developed on a new Internet based platform in the project ServasOnline System, SOLSYS.

It can be argued that Servas has been at a significant disadvantage compared to other groups with similar hospitality programs and peace goals, because of our governance model based on a federation of national member groups. Decision making can be very slow in a democratic organisation. The advantage is that when many people back up an idea and a project it can mobilize a lot more resources and strength than organisations that are governed by a few persons.

I sincerely think that the modernized website on the Internet domain servas.org and the ServasOnline System will be the vitamine injection that will make Servas thrive again.

In this status report you can read about some of the work that has been done during 2014 by SI Exco, other committees and officers who dedicate time and energy as volunteers to maintain and develop Servas as an organisation fit for the challenges of the contemporary world.

For more information about definitions of "peace" have a look at the website of Service Civil International in Switzerland <http://peace-learning.scich.org/>

In peace

Jonny Sågänger

President Servas International





## SI EXECUTIVE COMMITTEE (SI EXCO) – TEAM WORK

The creation of mission, vision and a new logo for SI have been some of the main actions in our efforts to modernize the external and internal identity and image of Servas. The mission, vision and a new logo were integrated, to an holistic message about SI during the Exco face-to-face meeting in France in March 2014.

The current Servas International Executive Committee (SI Exco) was elected at the SI General Assembly in Poland in August 2012, SIGA2012.

Since SI Exco was elected by the delegates at SIGA2012 our efforts are focused on fulfilling the decisions that were made by this assembly. SIGA is the highest democratic authority in our federative, country based organisation.

It's also Exco's responsibility to interpret which decisions SIGA collectively has decided are most important for the maintenance and development of Servas as a movement and Servas International as an organisation. In order to act responsible Exco must prioritize and not try to do everything. If we would go down that road, we would just try to do everything and achieve nothing.

EXCO has a responsibility as Servas' international board to be both visionary and realistic.

During its first and constituent meeting the new board agreed that the following SIGA decisions would have the highest priority during our mandate period:

- Fullfill and prioritize the decisions from SIGA2012.
- Modernize Servas International web site [www.servas.org](http://www.servas.org).
- A future plan to strengthen Servas identity, vision and mission.
- Register Servas International as an international NGO

## MODERNIZATION OF SERVAS.ORG

The work on the creation of a redesigned and modernized Servas web site on [www.servas.org](http://www.servas.org) started during SIGA 2012, as soon as the new Exco was elected. Exco took over a project with the working name ServasOnline, SOL.

A group named ServasOnline Working Group, SOLWG, was formed in order to create a solid foundation for the continuation of the project. However, the SOLWG project group experienced problems in accomplishing the tasks needed to move the project ahead. This is a quite normal development for a non governmental organisation like Servas, which relies on voluntary efforts from non-paid individuals with no written contracts. Two steps forward, one backwards and then three steps forward, one backwards, and then it goes on and on...

A new project leader and additional group members were appointed by Exco on the 23rd of February 2013. During the Summer the same year of 2013 two new members joined the new group ServasOnline Steering Committee Management Team, SOL SCMT, and that was the start for major developments in the project.

SOL SCMT created an overall plan for a public bidding and procurement process to attract proposals from professional web development teams. The plan was successfully pursued. In December 2014 the French web design and development company Oonops delivered new versions of specification documents for the ServasOnline system and so called mockups for the new website that will be located on the domain servas.org.

A mock-up is a static (not interactive) version of the new website. The mock-up shows the graphical design and some basic functionality on the website (please find example of screen image of mock-up in Section 8 Illustrations below).

This is part of the design phase of the SOL project. The big, following step in the project is called the development phase which is being carried out during 2015 and onwards.

The graphical design has been developed by Oonops in cooperation with the ServasOnline Steering Committee Management Team (SOL SCMT) and SI Exco during the second half of 2014. The new SI logo is one of the main components for the website.

The selection of Oonops was the result of the procurement process for the design phase of the SOL project.

It has over time become evident that a more correct name for the SOL project is ServasOnlineSystem (SOLSYS), since the project is complex and consists of many parts. SOLSYS includes:

- \* A public website, including a restricted area accessible to authenticated Servas members only.
- \* An online application for updating contents of the public website (Content Management System).
- \* An online application for the Members Administration, with its distinct url.

In parallel with the procurement process the SOL team worked on the establishment of the support functions for the new website, searched for volunteers who would like to work during the start-up period and once it has been launched and is up and running on a day-to-day basis.

The SOL SCMT has during the most recent six months strengthened its communications channels and other ties with the SI Internet and Communications Team (SI ICT) as well as with the Dolphin Team. In the SI ICT team Mark Hahn and Michael Silbert, both from Canada, are the key persons and

the Dolphin Team consists of Rita Dessauvage from Belgium and Pablo Colangelo from Argentina.

SOL SCMT also intensified the search for a web master who will be in charge of the content for servas.org group. The group also looked for people who could work together with the web master. Ideally the group of web master assistants will come from around the world. Hopefully the new website will be administrated by persons on different continents around the world.

In December 2014 the SOL SCMT currently consisted of the Servas members Bernard Andrieu (Project Manager), Frederic Morizot, Stefan Fagerström and Jonny Sångänger (project sponsor and SI Exco representative).

The Servas International Conference and General Assembly (SICOGA) 2015 is Exco's formal deadline to have completed a prototype for the high priority SOLSYS project.

Exco is convinced that the new website is needed in order to prevent loss of existing members and to keep recruitment of new members on an acceptable level.

The website on the Internet domain servas.org was on December 31 an intermediary solution.

While waiting for a modernized website on the domain [servas.org](http://servas.org) Servas has increased its digital visual and vocal presence on the Internet since August 2012. The tool for this has been social media, with Facebook as the main channel. But Facebook has very definite limits, since it doesn't exist in many parts of the world.

SI officers are administrating one official Facebook page for Servas International. Here news, stories and information on the activities of Servas around the world are published.

The Facebook page "Servas International" is a promotional page for the Servas International organisation. People do not "join" a FB page, rather they "Like" it as a way to promote it among their FB friends. This page is administered by Stefan Fagerström, Alan Stone, Jonny Sångänger and Jaime Alberto Romero is an editor.

A Facebook page, or as they're sometimes called, fan page, are like advertisements or promotions for a business, service, celebrity, or organisation, et cetera. They are, in effect, much like individuals personal Facebook account pages. People can post to them, but they are not meant for discussions.

You find the Servas fan page for Servas International here: [www.facebook.com/Servas.International](http://www.facebook.com/Servas.International))

In addition there are two Servas International Facebook groups. A Facebook group is essentially for discussion. The Facebook groups "SERVAS" and "Servas International" are Groups.

The Facebook group "SERVAS" is a public discussion group. It's open for anyone to join, membership in a Servas Country is not required. It currently has 3 317 members (June 2015). The group is administered by Alan Stone, Stefan Fagrström, Jonny Sångänger and Pablo Colangelo. Any member can add a member but an admin must approve them.

The open SERVAS Facebook group is for people who are interested in Servas International including travelers and hosts, members and potential members of Servas in their country.

You find the group here: <https://www.facebook.com/groups/servas/>

The closed Facebook Group SERVAS INTERNATIONAL is for people who are a member of a national SERVAS-group. The Facebook group "Servas International" is a closed discussion group, meaning you must be approved by the admin and you should be a recognised member of Servas. It currently has 762 (June 2015) members. It is administered by Arnoud Philippo and Ana Soler Plá.

You find the group here: [www.facebook.com/groups/117649068294944/](http://www.facebook.com/groups/117649068294944/)

There are several twitter accounts under the name Servas and that have been started by individual members in different countries. Not all accounts are being updated.

The official Servas International twitter website you find here: <https://twitter.com/ServasI>

The page is being maintained by Tim Phillips, regional Servas coordinator in Servas Britain.

The Servas President twitter page you find here: <https://twitter.com/Servaspresident>

This web page is maintained by me as president of Servas International.

#### STRENGTHEN SERVAS' IDENTITY

In order to fulfill the SIGA2012 decision on the "Future of Servas" EXCO has followed up and continued historic and new initiatives to determine a common understanding of current beliefs regarding Servas' vision and mission.

EXCO's conclusion is that Servas' vision and identity needs to be clarified and strengthened. A cornerstone in this project is to outline a Servas identity that is better defined than the one we have today. We're aiming at keeping what is good in today's image of Servas, and what is well functioning. But we're determined to modernise the internal and external image of Servas, the actions and the old fashioned ways of working.

During a face-to-face meeting in Portugal in November 2014 EXCO decided to adopt the logo text and slogan "Peace and understanding through travel and hosting".

The mission title is "Building peace and understanding across cultures".

The logo text, the slogan and the mission title were initially created during a face-to-face meeting in Great Britain in September 2013. EXCO created the following texts based on a variety of available Servas historic sources:

*Proposed Mission: Servas promotes trust, tolerance, open-mindedness and respect, so that people can live in peaceful coexistence. Our members value understanding of different cultures, gender equality and diversity in ethnicity, ideology, sexuality and nationality.*

*In times of increased movement of people and globalisation, there is a growing need to promote understanding across borders and cultures.*

*Hospitality and cultural interaction are the essential tools for achieving conditions for people to live in peace // unity // concordance.*

*Proposed Core Values: Trust, Tolerance, Open Mindedness, Respect.*

EXCO is instrumental in an ongoing discussion with the aim to find a common understanding of a diversified and sophisticated Servas definition of the term "peace". When this goal is reached Servas will have an important pillar in our efforts to give Servas a more stringent identity.

During a face-to-face meeting in March 2014 EXCO took a decision to choose a logo to promote the SI brand. This is an important step in our strategy to strengthen Servas identity. Historically there's a myriad of different Servas logos/brands around the world. This is an impediment to the needed increase of global public knowledge about the Servas brand. The lack of brand knowledge blocks the growth of the organisation.

One of the versions of the recommended logo looks like this:



You find more information about the history of the logo, a color and a design guide here <http://www.siidst.servas.org/>

On this website you can also download all the tools you need to create a version of the logo that is designed for your own country.

Exco would like to show sincere gratitude towards Alan Stone and Stefan Fagerström for their devoted work on the creation of the new SI logo. At the end of 2014 around 25 SI member countries had followed the Exco recommendation

to adopt the new logo. Alan Stone and Stefan Fagerström continue to support the project as the Servas International Image & Design Support Team (SIIDST).

EXCO hasn't found volunteers who could fulfill the SIGA2012 decision to establish a Servas Planning Group, SPG. Thanks to an initiative from EXCO a SPG group was formed during SIGA2012, but the group didn't become formalized despite efforts from Exco. The SPG would have the mission to, among other things, gather information regarding current common practices from Servas national groups and to lay a foundation for a broad discussion about what Servas should be in 5 to 10 years from now.

But even if the SPG group hasn't been formed, work is ongoing on the Future Project. An international event in Great Britain in June 2014 – Where next for Servas? – was focused on the issues that came up in the debate about two motions to SIGA2012 from Canada and Sweden.

## SI LEGAL STATUS

SI would benefit from more firm knowledge about its legal status and domicile in its country of residence, namely Canton of Zurich in Switzerland, as well as SI status as an international NGO.

Research into legal entities of organisations in Switzerland since SIGA 2012 confirmed Servas is appropriately classified at present, but the response to five formal questions still needs to be formally confirmed. It has been suggested that a review of Servas statutes should take place by a legal entity from Switzerland to ensure we meet all necessary requirements and not breaching Swiss law. There had also been fruitless initiatives to find out if SI could have its domicile in for example Canada and Denmark.

The registration and domicile issue is of importance since some Servas member groups need to prove that they are part of a recognized international non governmental organisation in order to register in their own countries and run activities. A clarification about the registration status would also support reporting requirements for taxes and other financial and administrative matters.

Registration status will also allow for Internet payment via credit card for Letters of introduction, LOI, as well as possible registration with the ServasOnline System (SOLSYS).

Some Servas member groups are unable to register their organisation in their own country domestic, since they cannot prove that the parent body (SI) to which they are affiliated is a registered body.

SI also faces some occasional problems in contacts with banks, although at the moment we have a full banking relationship established with a respected Swiss bank.

Since the Distant Vote in November 2011, in which EXCO was authorized to seek a suitable country in which to register SI, no suitable country has been found. As of now, SI is not registered.

For the previous and current EXCO the question of recognition and registration has been and is an ongoing project. The goal has been to have the matter resolved before SICOGA in October 2015, but Exco has only been able to make little progress.

#### OTHER PRIORITIZED MATTERS

For EXCO it has during 2014 also been of high priority to:

- \* make preparations and plans for Servas International Conference and General Assembly (SICOGA) in New Zealand.
- \* support the strengthening of the structure and network for Servas peace secretaries around the world.
- \* increase the profile and visualization of Servas presence and work inside the United Nations system.
- \* pursue the Start-up Contacts project which aims at making it easier to join Servas, reduce bureaucracy and start up Servas in new countries and restart Servas in countries where the organisation is inactive.
- \* analyse applications and make decisions about funding SI regional area meetings as well as youth and family meetings in Great Britain, China and Kirgizstan.
- \* increase Servas presence and visibility in social media like Facebook and Twitter.
- \* efforts to present SI financial documentation through transparent and timely presentations
- \* make the SI Handbook up to date

SI EXCO is also giving priority to the continuously ongoing need to make decisions about matters on a day-to-day basis. The current SI EXCO has inherited a method for internal discussion and decision making via email between our scheduled meetings.

Please find detailed information about EXCO work in the reports from the individual board members on the following pages.



## EXCO MEETINGS

During the period January–December 2014 SI Exco had 12 recorded meetings. The meetings have generally been on a fixed day every month via web based video and phone conferences (Skype). During the year Exco has met for two face-to-face meetings which lasted over a prolonged weekend. In March the board met in France and in November in Portugal.

All meetings have been recorded. The minutes are available on the website <http://servas.org/who-we-are-SI-EXCO.php>.

In peace,

Servas International EXCO

Jonny Sågänger, President (Sweden)

Ann Greenhough, Vice President (Great Britain)

Arnoud Philippo, Host List Coordinator (Netherlands)

Danielle Serres, Peace Secretary (France)

Jaime Romero, General Secretary (Colombia)

Mirek Wasilewski, Treasurer (Poland)



*SI EXCO, from left to right: Ann Greenhough, Arnoud Philippo, Jonny Sågänger, Mirek Wasilewski, Jaime Romero, Danielle Serres*



## EXPENSES OF SI EXCO MEMBERS

### EXCO members' refunds in 2014 (France refunds included)

	<b>Jonny</b>	<b>Ann</b>	<b>Jaime</b>	<b>Arnoud</b>	<b>Danielle</b>	<b>Mirek</b>
	258,73	472,82	1120,58	165,33	82,01	437,73
	264,21	206,57	52,43	303,91	139,79	224,20
	41,30	279,29		271,16	235,15	253,93
	163,68			69,70	195,54	118,62
	211,31				215,71	244,80
	72,50				4,80	
<b>TOTAL:</b>	<b>1011,73</b>	<b>958,68</b>	<b>1173,01</b>	<b>810,10</b>	<b>873,00</b>	<b>1279,28</b>

Notes:

1. All in EUR
2. In case of Mirek not all SI stamp sending neither not all other Servas expenses paid by him have been deducted.

The figures present refunds to EXCO members resulting from their individual travel (EXCO meetings, other individual travel approved by EXCO) and individual cost refunds.

Generally in each case there are basically four groups of expenses: internet and telecommunications, travel approved by EXCO, postage and small office expenses (printer cartridges and stationary included). Only in the case of SI Treasurer postage is a major item because of costs generated from sending the SI stamps 2014.

In the case of the SI Exco treasurer's refunds the operational cost of SI in the form of the costs for sending SI stamps (postage) and some IT invoices issued to SI are also included - please see the note under the table explaining this.

SI PRESIDENT JONNY SÅGÄNGER

When I had the responsibility and pleasure to give an oral statement at the United Nations Human Rights Council in Geneva in September 2014 at the United Nations in Geneva my speech had number 59. After Servas International came other NGO's like Human Rights Watch with number 60 and Amnesty International with 61. This give a perspective of the importance for Servas to have access to the UN Human Rights Council as a forum. Amnesty and Human Rights Watch use this forum because it matters what is being said there and because it's an arena where your actions matters. The Human Rights Council is a place devoted to dialogue. Representatives for governments and oppositional forces as well as NGO's can make their voices heard here. The fact that this is a place and forum for communication between people with different views and perspectives makes it a perfect environment for Servas. One of our core tasks is to encourage increased understanding of various cultures, ideologies and religions when people meet in real life, on the Internet and via other means of communications. The Servas representation at the UN in September and the special workshop that was arranged by devoted Servas volunteers was a big step forward in our plan to make Servas International better known and recognized as a peace organisation.

I went to Geneva and to the UN Human Rights Council since it's – according to the SI statutes – one of my duties to represent Servas on international bodies and to delegate this function to other suitable persons.

As the SI president I also have an overall responsibility to oversee the general operations of the organisation.

Since I was elected at the SI General Assembly in August 2012, I have tried to prioritize certain areas and modernization project:

- \* the website on SI domain servas.org
- \* the Servas identity externally and internally

During 2014 the procurement of supplier for the design phase of the project was completed by the so called SOL Steering Committee Management Team (SOL SCMT). The supplier of the design phase completed the task at the end of the year. At the end of the year the SOL SCMT started the procurement process for the development phase, which is the second phase and final phase before completion of the project and the launch of future website and the applications.

It has over time become evident that a more correct name for the SOL project is ServasOnlineSystem (SOLSYS). The project is complex and consists of many parts, for example web technology, creation of presence and appearance on the world-wide-web, a platform and an application.

The Servas community has a history of cooperation with other "like minded organisations". This kind of cooperation has traditionally been called "outreach" activities. I'm nurturing this tradition by trying to promote the development of Servas via contacts with organisations akin to similar philosophies and ideas regarding peace and peaceful coexistence. Since SIGA2012 I have made and/or have established contacts with key persons in a number of organisations. During 2014 I mainly was engaged in "outreach" activities with Friendship Force International (FFI) and Children's International Summer Villages (CISV).

I have, during 2014 taken initiatives to make some progress in the SI legal registration and domicile issues. It goes without saying that SI would benefit from a more acknowledged legal status and a place of domicile.

Exco has given me approval to work on options that consider Sweden as possible base for Servas legal registration.

A discussion during a face-to-face Exco meeting in March suggested that SI is male dominated, and the need to strive for gender equality, including at the nominations stage for the next SIGA. This made me write a motion to EXCO that resulted in a message to the Nominations Committee that it should strive hard to achieve a 50/50 balance of men and women in nominations for SI positions including EXCO at the SIGA 2015.

I have made some efforts to promote Servas via social media like Facebook and Twitter, where I have participated in online discussions about the future of the organisation.

One of my main routine responsibilities is to plan and organize for the monthly and occasional face-to-face meetings with SI EXCO, which is Servas International's board. I make a draft agenda, invite the rest of the board members to give input and shoulder the responsibility to be the convenor of the meetings.

Last but not least, my family and I receive travellers in our home in Stockholm, Sweden. During this reporting period we have had guests from, for example, China, Poland and Canada. I have been able to enjoy the hospitality of Servas hosts in France, Switzerland and Portugal, just to mention a few.

These experiences and interactions have all been rewarding, as always in Servas. They also serve a dual purpose, since they help me to "keep an ear to ground" so that I can keep track of how Servas is developing as an international organisation, and at the same time as I do my best to fulfill my responsibility to have an overall perspective.

I try to be available to answer SI officers' and individual members' questions and – when I can't answer them – I try to refer them to the persons who have the right knowledge and competence.

## THE PRESIDENT'S RESPONSIBILITY

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

- a) oversee the general operation of Servas International;
- b) preside over all meetings of Servas International or of the Executive Committee, or delegate this function to a suitable chairperson;
- c) represent Servas on other international bodies or delegate this function to other suitable persons;



*SI president Jonny Sågänger presents Servas oral statement at the United Nations Human Rights Council in Geneva, Switzerland, September 25, 2014. Photo: Susanne Schlege*

- d) keep broadly informed about the work of Servas officers;
- e) represent the interests of Servas International News Editor and Servas Archivist in the Executive Committee;
- f) be responsible for the organisation of the International Conference/General Assembly;
- g) be responsible for the agenda of the Executive Committee and the agenda of the General Assembly; and
- h) perform any other functions directed by the General Assembly.

Source: SI statutes, revised at SIGA2012

Jonny Sågänger

During 2014 I continued my work as vice president focused on encouraging Servas development at international, regional and local levels. I also supported the work of the president in taking on responsibility for a number of key tasks in preparation for SICOGA 2015.

As part of the Exco group I regularly contributed to discussions and decision-making by email or during our monthly Skype meetings and joined the two Exco face to face meetings held in 2014. In France in March 2014 key decisions were made about Servas on Line and the new SI logo. At the face to face in Portugal in November 2014 the focus was on future planning and decision-making about funding of delegates and SI officers to SICOGA 2015.

#### DEVELOPMENT

- As the Exco link person I have continued to support the work of area coordinators, the development committee and the Servas youth team.
- This has included facilitating the much delayed election for the area coordinator in South America, resulting in Pedro Puente being elected in March 2015.
- In areas with no coordinator I have supported plans for regional events including helping with applications for SI funding in conjunction with the Development Committee.

#### SERVAS INTERNATIONAL MEETING: WHERE NEXT FOR SERVAS?

As part of the Servas Future project I jointly organised this international meeting with Jean Seymour, Servas Britain. It was held at the Dalesbridge Centre, Yorkshire UK in June 2014 with 85 participants from Europe and beyond. We explored a wide range of ideas with potential to develop Servas for the future and looked at the challenges presented by the transition to Servas on Line becoming a reality.

In Appendix B a summary sets out the topics covered and recommendations made by the meeting with further information in the November 2014 SI News.

Please click [here](#) to go to APPENDIX B: WHERE NEXT FOR SERVAS? SUMMARY OF DISCUSSIONS AT THE SERVAS INTERNATIONAL MEETING HELD AT THE DALESBRIDGE CENTRE, YORKSHIRE, UK IN JUNE 2014

#### SICOGA 2015: PLANNING AND PREPARATION

- In early 2015 I concluded work on collating information about the two possible venues for the SICOGA 2015 in preparation for the Exco decision made in February 2014 to hold the event in New Zealand.
- Since then I have been part of the SICOGA 2015 planning group. On behalf of the president I have assumed responsibility for a number of key tasks.
- Prior to Exco making decisions about who should receive SI funding to the international conference, I prepared guidance about the funding requirements for national groups and those in SI roles. I then collated the information received from applicants so that decisions could be made at the Exco face to face meeting in November 2014.
- Following on, I worked with a team of volunteers in the UK to identify the most economic flight options for those to be funded for travel to New Zealand.
- As the convenor of the nominations committee in 2012 I have assisted the current nomination committee in updating forms and procedures in readiness for the 2015 SI elections.

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#### OTHER ACTIVITIES

- Coordination of the Servas youth fund has continued. The international advisory group is optimistic that there will be sufficient funding for grants to be offered to at least two young people to attend SICOGA 2015.
- In a personal capacity I joined the Servas side event at the UN in Geneva in September 2014 where I learnt more about the work of the Human Rights Council and the role of Servas UN observers.

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#### FOCUS OF SERVAS WORK UP TO SICOGA 2015

- I will continue as a member of the SICOGA 2015 organising team and will be acting as the overall conference manager to coordinate preparations.
- As a member of Exco I will also be involved in developing the programme and timetable for the conference and General Assembly.
- I have contributed a number of Exco motions for the agenda for the SI General Assembly including those based on recommendations from the international meeting at Dalesbridge.

Treasurer, SI Exco

Mirosław Wasilewski

Warsaw, July 8, 2015.

### **Activity report**

### **January 2014 - December 2014**

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#### TREASURER'S MAIN FIELDS OF RESPONSIBILITIES:

- day-to-day running of financial matters of Servas International
- keeping the financial accounts and records and arrange for auditing
- sending invoices and collect money owned to SI
- collecting financial information from member groups
- sending SI stamps and account for them
- supervising the collection of the ServasOnLine contributions
- supervising spending of SI money for various meetings financed in part or in full by SI
- controlling other SI expenses and refunds made on behalf of SI
- controlling bank accounts of SI

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#### ACTIVITIES OF THE TREASURER:

- in 2014 SI stamps were sent to all who ordered them either on formal order forms or in any other form; sending stamps for 2014 started in late 2013 and was being continued through 2014; in late 2014 sending SI stamps for 2015 started.
- contacts with Servas entities throughout the world were kept in order to prepare complete documentation on used and returned stamps, on payments for stamps, and on other expenses to be presented for booking and audit
- advances to Servas officers and Servas activists were sent and expense documentation collected, reviewed, approved and presented for booking and audit purposes; the three cases of major advances not closed: two persons from Africa had received travel grants for travel to General Assembly 2012 and did not appear there neither returned the unused grants - no new circumstances

occurred in this respect in 2014; the SI Treasurer does not keep any substantial advance anymore.

- refunds of costs for 2013 and 2014 were made to all relevant Servas Officers upon receiving required supporting documentation and according to the rules of 'Financial Operating Procedures'
- detailed reviews and verifications of costs presented for refunds, especially in case of some SI funded events, has been done resulting in prolonged discussions in some cases; not all such cases are still closed as of July 8, 2015
- clarifying of various outstanding financial items is a current on-going process, especially in the area of stamp payments
- all Treasurer's contacts with our bookkeeper and external auditor were via e-mails and post; this affects the speed and efficiency of processing the bookkeeping information
- financial year 2013 has been closed while in case of financial year 2014 the process is still going on; this process takes a long time due partly to consequences of intercontinental communication by e-mails and partly due to the need of clarifying and verifying a lot of financial details as well as a limited possibilities to contribute time and work on a voluntary basis
- the closing of the 2014 financial year is going on and required data have been supplied to the bookkeeper ; a <first cut > unreliable financial report for 2014, as a working document, has been produced; it will be available to SI EXCO and Internal Audit Committee for preliminary internal reviews and comments after a series of updates and reviews which are going on
- The Treasurer took active part in all SI EXCO activities related both to financial areas and general SI operations;
- updating the banking rights of SI EXCO elected in 2012 has been accomplished, after a long lasting and expensive procedure required by our bank in Switzerland
- From early 2013 SI Treasurer worked on organizing the process of preparing a budget proposal for years 2016 – 2019 to be presented to General Assembly 2015; a Consultative Budget Meeting to this effect took place in April 2015; the results of this work have been compiled into an extensive report (with three scenarios) for the use during SICOGA 2015

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#### EXPENDITURES OF THE TREASURER

The expenses of the SI Treasurer in 2014 related to the following :

- telecommunication expenses, postage expenses and office expenses related to the Treasurer's activities which have been refunded according to the general rules of 'Financial Operating Procedures'



- costs of the meetings in which the Treasurer participated (two SI EXCO meetings); the expenses of those meetings were refunded according to the general rules of 'Financial Operating Procedures'
- the Treasurer took an effort to minimize the refundable costs of his activities (stress on using public transportation only; using Skype instead of telephone networks whenever possible, overnight stay with Servas hosts, minimized internet expenses and stationary expenses etc.)

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#### PROBLEM AREAS:

- a complete review of all outstanding financial dues to SI is needed and has not been accomplished

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#### ADDITIONAL COMMENT FROM THE TREASURER

The Treasurer wishes to thank all who cooperate with him, especially when patience is required in explaining things, clarifying financial issues and when sometime extra time is involved in e-mail communications.

Special thanks go to LV Subramanian, the former SI Treasurer, whose help and support cannot be overestimated.

Mirosław Wasilewski,  
Treasurer, SI EXCO

Warsaw, July 9, 2015.

Founded in 1949 as a peace movement, Servas originated as "Peace Builders", and peace has remained a unique aspect of Servas membership. Peace building focuses on creating a long-term culture of peace. Peace building activities aim at building understanding and tolerance between individuals, communities and societies and establishing new structures of cooperation.

The efficiency of our work has been recognized by the United Nations, and SI received consultative status to the ECOSOC in 1973, with representatives in Geneva, Vienna and New York. This accreditation gives Servas a certain number of rights, but also responsibilities, including raising awareness of the work of the United Nations.

In 2014, in my capacity of Servas International Peace Secretary, I have been doing my best to fulfill my tasks, as presented in SI Peace Secretary Job Description. Also as a member of EXCO, I have collaborated with my colleagues to address specific issues. As a reminder, this is the SI Peace Secretary Job description:

**The Peace Secretary shall:**

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

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**A) PROMOTE THE PEACE ASPECT OF SERVAS INTERNATIONAL IN NATIONAL GROUPS AND INTERNATIONALLY:**

I wrote and gathered articles for SI News, and for the Key persons Bulletin.

Tracked information on peace related issues to be published on Servas Facebook pages to raise awareness about the peace aspects of Servas.

'Where next for Servas' International meeting in Dalesbridge (UK) in June: I presented a workshop on Servas and Peace, using Servas France Peace Committee peace posters. We visited Bradford Peace Museum, as a follow-up of the contact made with the manager in 2013.

Several Servas countries participated in activities related to *International Peace Day* project.

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## B) COORDINATE THE WORK OF NATIONAL PEACE SECRETARIES:

Encouraged nomination of a Nat. Peace Sec. in each Servas member country. As of February 24, 2015, 37 Nat Peace Secretaries are registered in Dolphin.

Using the email address created with the help of the ICT team, at [natpeacesecretaries@servas.org](mailto:natpeacesecretaries@servas.org), I have regularly communicated with Servas Nat Peace Secretaries, and urged key persons to update info about Nat Peace Secretaries.

I have completed a Nat Peace Secretaries Job description, and had it translated into Spanish and French. I regularly help new National Peace Secretaries answering questions and making suggestions about their role.

I have supported the Project *International Peace Day* September 21.

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## C) REPRESENT THE INTERESTS OF THE UN DELEGATES AND NATIONAL PEACE SECRETARIES IN EXCO

As in former years, I registered former and new representatives in three UN venues, updated related information on Dolphin and on the UN database.

In collaboration with current SI UN representatives and other key people, including Job Description Committee, I have completed SI UN Observers Job Description.

I have regularly published UN related information on Servas Facebook pages, wrote and gathered articles for SI News.

In preparation of SI participation to 65th UN DPI/NGOs Conference in NYC (August 27-29), I organized registration and attendance of Fanny Bello, former Servas Venezuela National Secretary and National Peace Secretary, now living in NYC. I also followed parts of the event through UN Web TV and published information on Servas International Facebook group page.

I prepared and presented various written and oral statements for HRC Sessions in Geneva, March, June and September 2014, and prepared a side event in September 2014. writing a statement, having it translated in several languages, sending the information to Servas community, corresponding with various members. Writing official invitation, translating, and sending to various international NGOs, some contacts were made by phone.

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## D) ENCOURAGE LIAISON WITH OTHER PEACE ORGANISATIONS, AND ARRANGE REPRESENTATION IN SUCH ORGANISATIONS WHEN APPROPRIATE:

The most accepted and strongest Peace Organisation is the UN. It's very important for Servas International to have a good representation, and particularly I advocate for a permanent SI representation at the UN in Geneva.

Also we still miss guidelines for deciding which peace organisations, apart from the UN, are appropriate. Having a representation on the ground, particularly in Geneva, where most NGOs are based, would be very helpful.

Thanks to Magnus Adams, from Servas Germany, and SI Peace Secretary assistant, we have been able to give much more visibility to SI, in particular through September 25 side-event in Geneva, attended by SI President and Vice-president, and a numerous Servas members representation. Some contacts were made with other organisations on this occasion. It was the first time such an event was organized by Servas International.

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#### F) VARIOUS TOPICS

I have regularly attended monthly EXCO Skype meetings, helped organized a face-to-face meeting in southern France in March 2014, and participated in a face-to-face meeting in Portugal in November 2014.

I have tried to advance the discussion on Israel and Palestine about « *establishing a branch for Servas in Palestine* ».

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#### PROJECTS

Give more visibility to Peace activities organized by Servas countries, and work for more activities linked with other NGOs in 2015.

Recruit more people locally to strengthen our work at the UN, mainly in NYC.

Follow-up on the side event during HRC 27<sup>th</sup> Session in Geneva in September 2014, organizing meeting in Geneva in March 2015 with former and new SI UN Observers, planned contacts with other NGOs, meeting with local Servas members.

Working on several suggestions for SICOGA 2015 in New Zealand.

Developing participation in *International Peace Day* celebrations, and in particular this year on the occasion of UN 70<sup>th</sup> birthday.

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#### RECOMMENDATION

- Clearly identify peace as a Servas key aspect, in all our communication and activities.
- Support SI UN representatives more effectively, including allocating more financial resources.

**February 24, 2015,**

A TASKS

Tasks to be fulfilled are:

1. described in the Statutes of Servas International

The Host List Coordinator shall: a. collect orders for lists and notify national groups of these orders; b. receive and distribute host lists for certain national groups as appropriate; and c. produce and distribute host lists for certain national groups as appropriate. \* with the Dolphin Database a and b are done: because some countries have paper-copies of the hostlist which can be ordered, the groups are asked to do so in January. In the same month Japan and Germany, who do not have their hostlist uploaded in Dolphin and Bolivia, Costa Rica, Denmark, Ecuador, Guatemala, Ireland, Netherlands, Spain, Switzerland and Uzbekistan, who have their hostlist uploaded in Dolphin, but do NOT allow this list to be send through e-mail to Servas-travelers are sent a message to make a survey of the reasons why. In March 2014 40 messages were send to countries with lists from February 2013 or older, with the question when they would upload a new hostlist.

2. decided at the General Assembly 2012

*August 23, no. 8:* To recommend Exco to look for any suitable system to protect Host Lists so every Host List can be sent in Electronic Form to approved travelers. Request ICT to find a better way to protect PDF files and personal data. It is proposed a maximum budget of CHF360 a year, until ServasOnLine is implemented. \* because of the priority to proceed with the ServasOnline Project, ICT was not requested.

*August 23, no.9:* To save effort, only countries with less than 70% score in the previous HL Reliability survey will be surveyed. Countries will be emailed first, and telephone calls only made to those who do not reply to the email. Any countries requesting SI funding must be surveyed, and their Host List must be at least 70% reliable and fit into the standard format defined by SI HL Coordinator. (To be part of the SI Financial Operating Procedures.) Standard Host List Format: Based on Dolphin/Whale format.

A budget of CHF300 will be needed according previous experience.

*August 24, no. 8:* Every Servas International Exco member, every committee and every elected officer is strongly encouraged to appoint an assistant between 18 and 30 at the time of the appointment whenever possible. \* Done in September 2013: Victoria Mrochko is sometimes being asked for advice.

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## B FACEBOOK-GROUP SERVAS INTERNATIONAL (FOR MEMBERS ONLY)

January 1, 2014 there are 554 members and 49 applications for membership. The members are from 69 different countries. From March 23, 2014 Ana Soler Plá, Servas-member in Spain is administrator as well. There are a few helpers who write e-mail messages to NS's for checking memberships. Pinned and unpinned postings about Servas-activities. On January 12, 2015 there are 679 members and 169 applications for membership. There is some delay verifying the memberships, it's time-consuming because people do not always use their own name, the country where they are member is not clear and the members are registered in dozens of databases. Fortunately we do not need many interventions, because the communication is normally according to the guidelines, seldom we remind people about the guidelines. Few members are requested to add a text which 'connects' their posted picture with Servas. One person was requested to delete a name of another Servas-member, because this was like a personal accusation: the name is deleted so the accusation was made anonymous.

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## C TEMPORARY WEBSITE [WWW.SERVAS.ORG](http://WWW.SERVAS.ORG)

There were few attempts to work on the content of the temporary website, but with little result, because of different reasons. In September Exco decided to create a Website Team, with the Hostlist Coordinator as convenor. The 'job-description' for the members of the Website Team: making suggestions for improvements to the design, incrementally completing the content of the website and being an internal think-tank for the development of the future permanent website (ServasOnline). In November Exco decided to delegate the responsibility for the content for the temporary website to the Website Team. Three members of Servas and one non-member are appointed as members. The convenor will communicate with the webmaster of the site.

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## D SERVAS START-UP CONTACTS

The goal of the project is to make it possible for: \* a person to be a 'member of Servas', if there is no (active) Servas National Group and no (active) Servas Member Group in the country or area where he lives; \* members of Servas in one country to create a new National Group or Member Group according to the Statutes. It was decided by Exco to adapt the Letter of Introduction to fit individual Servas members, to start a trial with 25 members who will have free SI individual membership and to ensure that new members are registered within Dolphin. The Host List Coordinator will have overview responsibility for distant interviewers and the process. Because the manpower needed for the development of Servas-Online and the lack of a budget for Dolphin, major changes in Dolphin are not possible. An investigation of Dolphin shows however that it is possible to register (day-)host and travellers in Dolphin without any

change of the database. This 'member-list' can be read and downloaded like 'normal' hostlists as well.

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#### E HOST LIST RELIABILITY TEST 2014

See A2 and **Decision (September 21, 2013) of the Face-to-face meeting in England:** AP to prepare a plan for how to do the host list reliability test and a timetable for the test. \*The plan (including timetable) is written and sent to exco on November 3, 2013. For this test is chosen for the test of e-mailaddresses. The importancy of internet and the use of e-mail is still growing and in most countries are many hosts with e-mailaddress in the hostlist. An important supposition is that *'if the e-mailaddress is not correct, one of the other data could be not correct as well'* or reworded *'if the data (except e-mailaddress) are all correct, the e-mailaddress will be correct as well'*.

From the countries whose list has to be tested on March 11, 2014 a number of 40 countries have hostlists which are uploaded to Dolphin in February 2013 or before. These countries are asked to write when they will upload a new list. 16 countries reply on time (before March 26), 23 countries do not reply before this date. One message (Mozambique) bounces. [To 8 countries whose hostlists are not to be tested the same message is sent. One message (Botswana) bounces, 4 countries reply before March 26.]

The hostlists of 80 countries are tested (had less then 70 % result in test 2010 or are a new country). There are 12 countries with 1 host and the biggest country has 275 hosts (India). Depending on the number of hosts 20, 30, 40 or 100 % of the hosts are sent an e-mail message (the more hosts the more are checked). There are 29 Servas-members who help with the test. Some countries need 'special treatment', because (for example) of the difficult communication and/or a (very) small number of (active) members. At the end of 2014 many results are there, but the result of 8 hostlist-tests are pending. Apart from sending the report to the helpers and the countries whose list is tested, a summary will be published in SI News and ideally on the new website.

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#### F VARIOUS TOPICS

##### Situation with Hostlists in 2014

In March there are only 12 countries who don't want their digital host lists to be send. This number is decreasing to 4 in February 2015. The number of countries whose paper-copies of the hostlist can be ordered with the Host List Request Form in Dolphin is decreasing as well, until 13 in February 2015. In January all countries with a hostlist except two (Germany and Japan) have their hostlist in Dolphin. In June the hostlist of Servas Germany was put in Dolphin. If needed recommendations are send to hostlistcoordinators to upload a new hostlist to Dolphin.

Jobdescription Hostlist Coordinator In the meeting in May, Exco realized that it appears that the position of the Host List Coordinator is evolving into one strongly linked to the webmaster. Because of the project ServasOnline it is recognized to revise the jobdescription of the SI Host List Coordinator to reflect the new role. Because of the progress of the project this is postponed to 2015.

Business card It was decided that the Hostlist Coordinator will do a feasibility study for production of the redesign of the Servas International business card.

SI Newsletter A short text was written about Start-Up Contacts and the Hostlistreliabilitytest for Servas International News (under 'Host List News', page 30).

(End)



SI GENERAL SECRETARY JAIME ROMERO

No report submitted.

### THE TEAM:

- Ewa Dzierzawska (Poland) - Committee Chair elected by DC members
- Aneris Cao (Argentina and Chile)
- Anna Christina Siragusa (Italy)
- Joel Kaloba (Zambia)
- Pablo Chufeni (Argentina)

### 1. THE MEETINGS

During 2014 DC had meetings every month or every two months. We also had frequent consultations via e-mails. We also used instant messages (Anna Cristina and Ewa). Aneris did minutes of every Skype meeting.

### 2. THE PHILOSOPHY

We have kept to the same philosophy i.e. developing and helping and not only funding.

### 4. THE ACTIVITIES

Our activities since January 2013

1. We have continued working with Rolande Hodel to help re-establish Servas Cameroon. She managed to organise several meetings, however, the new organisation hasn't emerged yet. Rolande wasn't able to bring some other people who were interested to the election meeting around Christmas. She wants to do it with the money Mirek sent her last year and organise an election when she goes to Cameroon in May. Roger Soh seems to be the person to lead Servas Cameroon. He's been working on the new host list.
2. We helped with the talks between the previous National Secretary of Servas Romania, Simona Dragoi and the new person willing to help develop Servas in this country – Bogdan Ionescu. Simona decided to hand over the leadership to him as the election was impossible – there were no active members. Bogdan Ionescu organised a series of meetings, acquired

new members, made a host list, prepared Servas website. Now there are 24 active members.

3. Thanks to Jan Passion of Servas US, Servas Rwanda was established in February. We have been in touch with Fidele Rutaysire who is a promising new leader. They've already had visitors from other countries, Fidele met up with Pramod Kumar during his short visit to India later this year.
  
4. January to July we were busy organising Servas Youth meeting in Kyrgyzstan together with the Polish youth team, Christina Buynova and Devendra Singh. The meeting was a success although there were hard moments as well. Three DC members were present: Anna Cristina Siragusa, Pablo Chufeni and Ewa Dzierzawska. Workwise we concentrated on Servas Kyrgyzstan and Servas Kazakhstan. A lot of things had to be discussed and explained because they almost didn't have any contacts with Servas members from other countries. Nobody (except Zhandos) had travelled abroad. Things went smoothly with Servas Kyrgyzstan (there were lots of people present at the meeting) and the new leader, Aigul Bakirova, emerged as Devendra, the founder of Servas Kyrgyzstan decided to retire. After the meeting Servas Kyrgyzstan organised an election in Bishkek and Aigul was formally voted National Secretary. The talks with Servas Kazakhstan were much more complicated because of Zhandos's, their leader, strong character. Going home we thought things had got straightened out but it later turned out that Zhandos didn't like the results. Between August 2014 and January 2015 Servas Kazakhstan held two election meetings in Almaty. Since Zhandos was absent during the first one, they called the second one and Leila Suleimenova (who was also present in Kyrgyzstan) was elected a new National Secretary. The election was carried in the presence of Anna Christina and Alexei Tereshchenko (via Skype).

At the meeting in Kyrgyzstan many countries showed a very rich cultural programme with national costumes, dancing and songs.

Pablo Chufeni led workshops on Servas youth.

One of the most active countries was Servas Korea. They offered to hold the youth meeting in 2016.

5. We cooperated closely with Amin Sudarto to help organise the national meeting of Servas Indonesia. Amin was elected National Secretary.

6. We decided to put off the regional meeting in Georgia till 2015. It's going to take place 1<sup>st</sup> – 5<sup>th</sup> May in Tbilisi.
7. Anna Cristina was present at the meeting of the Human Rights Council in Geneva.
8. Pablo Chufeni made a short film promoting Servas. The film can be seen on the Internet.
9. We cooperated closely with the Polish youth team to organise Servas meeting in Kyrgyzstan
10. We've contacted every person or Servas organisation that asked for help . It sometimes came to us via Arnoud or Jonny. The cooperation some time ended without any result or there was no response from the person who had asked. This was the case of Servas Bangladesh, Servas Yemen, Servas United Arab Emirates, East Timor.

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#### APPLICATIONS FOR DC GRANTS IN 2014:

Topsi - Wansiri Rongrongmuang , Servas Thailand – regional meeting

Ewa Dzierzawska for youth meeting in Kyrgyzstan

Rolande Hodel for Servas Cameroon

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#### THE MONEY GRANTED:

1355.10 euro – youth meeting in Kyrgyzstan

570.0 euro – regional meeting in Thailand

Servas Cameroon (Rolande Hodel) - \$120

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#### 5. NEXT YEAR (2015)

We're getting ready for the Conference and GA in new Zealand

We're going to help organise Servas regional meeting in Georgia

We're ready to assist to develop Servas structures in the countries where the help is needed.

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## 6. THE EVALUATION OF OUR WORK IN 2014

We worked extremely well as a group. It was quick and easy to make decisions as we listened carefully to one another and always came to a consensus. It's a pity Joel Kaloba wasn't with us most of the time.

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Feb. 4, 2015

Members in Communication/Contribution for this writing:

- Gonzalo Buitrago Forero (Colombia)
- Janek Dzierzawski (Poland)
- Heather Mason (USA, living in Spain)

YEAR IN REVIEW:

**INTERNATIONAL MEETING:** Continuing the tradition of Servas Youth meetings, in cooperation with Servas Kyrgyzstan, Servas Poland, and Servas Russia, the youth team organized a meeting in Kyrgyzstan which was the first meeting in Central East Asia.

The meeting was attended by 54 people, from 19 countries, including local members from Kyrgyztan, from neighboring Kazakhstan, South Korea, Argentina, Mexico, USA, Poland, Russia, Iran, India.

Janek, who was the main organizer from the youth team, represented the team at the meeting.



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SYLE PROGRAM OVERVIEW:

**2015**

Applied: 1 Italy to USA SYLE Michele

Applied: 1 SYLE-Junior from Germany to USA (note: they were not approved since USA does not participate in SYLE-Junior or hosting minors under 18 without parents/guardians present due to legal constraints)

**2014**

1 SYLE from Taiwan Ruby 23 years old

1 SYLE from Italy to England Marcello

1 SYLE from Italy to USA Ezio

1 SYLE Zafira from Jordan to Spain

1 SYLE from Italy to USA

**2013**

1 SYLE from USA to France Amy

3 SYLE-Junior from Spain to Istanbul (Pinar's daughters)

1 SYLE from Argentina to England

1 SYLE from Turkey

**MISC:**

The youth team tried out an organizing system called "Trello" to help itemize tasks.

The youth fund is being overseen by Servas Britian

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PROJECTED AIMS:

Raise funding for Servas Youth Fund, which will be managed by Servas Britian.

Begin to organize a network of regional youth team representatives, to be connected by email, which will promote Servas activities and events among youth.

Continue to offer and support successful SYLE, SYVE, and Junior-SYLE.

Plan and execute a SY International event for the next three years. (Note: For 2016 we have had an offer from Korea, US Servas has also expressed interest in hosting an event, perhaps the following year.)



**1. The "Dolphin Team" is appointed by Exco (dolphin.team@servas.org)**

MEMBERS

Rita Dessauvage (Belgium) Convenor rita.dessauvage@telenet.be

Pablo Colangelo (Argentina) pcolangelo@gmail.com

• **Task**

- Main task of the Dolphin team is to give support to those key persons needing assistance on how to use the Dolphin System (Host Dolphin and Key Dolphin)
- Dolphin team aims to educate and offer solutions which will definitely let the people learn and progress on how to take advantage of the system
- Dolphin team takes care of having an updated Key list

2. ACTIVITY DURING THE YEAR 2014

- We have made it possible for countries and their team involved in producing the host list to make a better HL using the system
- We have explained and helped uploading/downloading HL (those which are permitted to be downloaded and distributed)/ordering printed host lists (HLRF)
- We have helped many key persons solving their problems (password/upload/download/add information pages in the HL/extract lists of key persons with same position etc)
- We have explained how to surf deep in the SI structure in order to communicate with the rest of the Servas world
- We have tried to empower potential volunteers to get used to the system
- We have updated (or corrected) **the key list** every time we were informed about changes in a national board, we updated the country details as well if necessary.
- We have taught key people how to manage the key list themselves

- In 2014 there were no requests of Servas countries asking for a Dolphin Training workshop

### 3. 2015 UNTIL GA IN NEW ZEALAND

- We will continue responding the various requests related to Host and Key Dolphin (see activity in 2014)
- We will go on updating the key list as soon as we'll receive the needed information
- We are available to make a presentation of Dolphin or explain the system during the GA in New Zealand

### 4. SOME NUMBERS IN DOLPHIN

- Some countries are **frequent users of Dolphin**. Some examples of the **number of accesses** in 2014: Argentina 320, Austria 190, Brazil 320, Canada 250, USA 340, Finland 120, France 440, Germany 470, Ireland 130, Israel 300, Sweden, 550, Switzerland 410, Sweden 550, Turkey 460
- **Detailed survey of the use of Dolphin in Asia** (details of Latin America have been provided with the previous report)

South East Asia			East Asia			South Central West Asia		
	N° of times	N° of hosts		N° of times	N° of hosts		N° of times	N° of hosts
CAMBODIA	0	1	CHINA	15	40	BHUTAN	0	0
INDONESIA	28	19	HONG KONG	14	20	INDIA	90	288
MALAYSIA	36	35	JAPAN	55	281	IRAN	18	29
PHILLIPPINES	0	8	SOUTH KOREA	42	262	KAZAKHSTAN	19	23
SINGAPORE	0	12	MONGOLIA	0	1	KYRGYSZTAN	18	11
THAILAND	0	39	TAIWAN	34	78	NEPAL	0	33
VIETNAM	0	11				PAKISTAN	0	80
MYANMAR	0	1	TOTAL N° OF HOST IN EAST ASIA	682		SRI LANKA	0	17
			DOLPHIN ACTIVITY	160	times	UZBEKISTAN	0	6
TOTAL N° OF HOST IN SE ASIA	126					TOTAL N° OF HOST IN EAST ASIA	487	
DOLPHIN ACTIVITY	64	times				DOLPHIN ACTIVITY	145	times

- 38 countries have a HL of more than 2 years old (see table below)
- **17 host lists** of the 38 old lists are lists of **Member countries with voting right** (77 M countries) c
- All other countries have a HL dated 2014 or 2015

**LIST OF COUNTRIES WITH Host list OLDER THAN 2 YEARS  
(M countries in bold)**

Armenia	-	2013	6	Mauritius	-	2013	8
Bangladesh	-	2012	7	Moldova	-	2012	1
Belarus	-	2012	5	Mongolia	-	2013	1
Benin	-	2013	10	<b>Morocco</b>	<b>M</b>	<b>2012</b>	<b>21</b>
Bermuda	-	2013	1	<b>Nigeria</b>	<b>M</b>	<b>2011</b>	<b>26</b>
<b>Cameroon</b>	<b>M</b>	<b>2013</b>	<b>20</b>	<b>Pakistan</b>	<b>M</b>	<b>2013</b>	<b>80</b>
<b>Congo Brazzaville (RC)</b>	<b>M</b>	<b>2012</b>	<b>23</b>	<b>Paraguay</b>	<b>M</b>	<b>2013</b>	<b>19</b>
Congo Kinshasa (DRC)	-	2012	1	Philippines	-	2011	8
<b>Croatia</b>	<b>M</b>	<b>2013</b>	<b>20</b>	Saudi Arabia	-	2011	2
Cyprus	-	2013	1	Senegal	-	2012	2
<b>Honduras</b>	<b>M</b>	<b>2012</b>	<b>23</b>	<b>Sierra Leone</b>	<b>M</b>	<b>2010</b>	<b>12</b>
<b>Hong Kong</b>	<b>M</b>	<b>2012</b>	<b>20</b>	<b>Slovenia</b>	<b>M</b>	<b>2012</b>	<b>15</b>
<b>Kenya</b>	<b>M</b>	<b>2012</b>	<b>13</b>	<b>Sri Lanka</b>	<b>M</b>	<b>2012</b>	<b>17</b>
Kosovo	-	2010	1	Tanzania	-	2012	13
Lesotho	-	2010	1	Togo	-	2011	55
Liberia	-	2010	10	Trinidad and Tobago	-	2013	1
<b>Lithuania</b>	<b>M</b>	<b>2012</b>	<b>13</b>	<b>Uganda</b>	<b>M</b>	<b>2012</b>	<b>27</b>
<b>Malaysia</b>	<b>M</b>	<b>2013</b>	<b>35</b>	<b>Ukraine</b>	<b>M</b>	<b>2013</b>	<b>14</b>
Malta	-	2013	3	United Arab Emirates UAE	-	2011	9

Kind regards from the Dolphin Team

Pablo Colangelo & Rita Dessauvage

February 2015

MEMBERS:

Phyllis Chinn (USA), LV Subramanian (India) and Emmanuel Kakinda (Uganda)

WE AT THE AUC HAVE COMPLETED THE FOLLOWING

1. Audit of 2013 Financial Statements: AuC got the final accounts from Treasurer on 18th August and we completed the review and submitted the audit report on 4th October 2014 to the EXCO. The external auditors report was read along with the Internal audit report highlight the major findings of which are - a) high outstanding of stamp fees due from member countries seem to be of major concern. b) recovery of SOL dues from member countries to be completed so that the SOL development and implementation costs could be covered by the amount collected. c) expediting the SI registration to enable registration in various member countries and also to change over to ethical bank as per decision at Latina GA. (copy of the report enclosed at [Appendix C](#))

2. Audit of 2014 Financial Statements: The year has just ended and the AuC has asked the Treasurer the time plan by which the 2014 accounting statements would be made available to the AuC. It is suggestive that this is completed and presented at the GA 2015.

3. The AuC also developed the Servas Budget Format to collect budget information from the various committees and then consolidate into a final budget statement. (copy of the Budget Format enclosed). This was circulated to the EXCO, and the AuC. (copy of the same attached at Appendix C)

4. I got the Servas Stamps printed at Bangalore and sent it to the Treasurer owing to the good quality printing and economical costs.

5. AuC will be represented in the Budget Meeting scheduled to be held in China during April 2015.

6. AuC will present the Audit Reports at the GA at NZ in October 2015.

L V Subramanian - Convenor of AuC

Phyllis Chinn

Emmanuel Kakinda

09.Jan.2015

Dear Exco members and Servas friends

We are pleased to present the Nominations Committee report for the year 2014.

---

#### 1. COMMITTEE MEMBERS

Amir Levy - Convenor - (gm12345@gmail.com)

Jean Seymour - Member - (jean.seymour1@ntlworld.com)

Norma Nicholson - Member - (n.c.nicholson@gmail.com)

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#### 2. MAIN ACTIVITIES LIST

- Composing a Procedure and Guidelines document, which describes the main Servas International (SI) nominations and elections activities and how they should be conducted under the auspices of the Nominations Committee (NC).
- Composing a new and updated Nominations Form, to be used for all SI positions.
- Collecting information about potential candidates and getting ready for the formal call for nominations.
- Composing a letter of invitation and recruiting new members to be nominated.
- Working on the South America Area Coordinator elections.

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#### 3. FUTURE PLANS AND DESIRED ACHIEVEMENTS

- Having an efficient and productive nominations procedure as from now till the GA meeting.
- Finding the best candidates for all SI positions.
- Guiding and helping those who wish to be nominated about that is expected from them from the first stage of filling in the Nomination Form till the election time in October 2015.
- Having an efficient and productive nominations procedure for the South America Area Coordinator position.

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#### 4. IMPORTANT DEVELOPMENT BY SERVAS INTERNATIONAL EXPECTATIONS. (BOTH ON SHORT AND LONG TERM).

- Providing the ability to place all the information above on the Servas Int. web site.
- Providing the ability to create an On Line nomination form.
- Providing the ability to extract and use the nominations list information places on the web site.
- Allocating a proper budget and resources for implementing the above web items.
- Getting help from Exco in locating and encouraging potential nominees.
- Establishing methods and tools for other types of elections beside the GA ones.

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#### 5. EXPECTATIONS FROM SI EXCO UNTIL SICOGA2015

- Helping to encourage more young people to join Servas and become active.
- Helping to find proper candidates for all SI positions.
- Having in the servas.org site more information and documents, which are being required on daily bases.
- Having a daily ability of uploading information files to servas.org site in any easy way by a few who are not tech persons.

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#### 6. SUMMARY

The nominations committee members wish to thank the Exco members for their ongoing work and efforts to keep Servas running and making it a better organisation.

We will be more than happy to help and advise in case of need or request.

Norma, Jean and Amir

**Annual Report, 2014: Chris Patterson, SI Distant Vote Administrator**

Contact                      Email:                      [servasdva@pl.net](mailto:servasdva@pl.net)  
Phone:                      +64 27 430 9297  
Postal:                      PO Box 67-040, Mt Eden,  
Auckland                      1349,                      New

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MAIN ACTIVITIES DURING 2014

Distant Vote Schedule

During the year I have attempted to follow Distant Vote schedule adopted by EXCO, with

Distant Votes closing at the end of May and November in 2014. February – April 2014    DV May 2014

While there were motions in preparation for Distant Vote May 2014 (DV May 2014) early in February the wording was not finalised until early April, after the deadline for sending motions to the Voters as required by the SI Statutes. As a result it was recommended that DV May 2014 be cancelled, this was agreed by EXCO. Under the new timetable, there is only one month between the closing date for motions and the deadline for sending the motions out to voters. It was an oversight on my part not to have monitored this step in the process more closely.

July-November 2014    South America Area Coordinator Election (SA AC)

Following advice from SI Vice President, Ann Greenhough, in July initial preparations were made for the SA CA election. In the event, the election was not needed since no nominations were received.

July 2014 – February 2015    DV Nov 2014

Preparations for DV Nov 2014 and voting process started as planned, however the Distant Vote Administrator (DVA) took his eyes off the DV ball and failed to initiate the DV process in time for the voting to close as scheduled on 30 Nov 2014. To avoid cancelling another DV, the DVA recommended to the SI President and EXCO that DV Nov 2014 proceed with a delayed closing date for voting, of 20 December 2014. This allowed the timetable set out in the SI Statutes to be followed.

All four motions achieved the **double majority** necessary for them to be declared adopted

“as if they have been passed by a meeting of the General Assembly”.

The vote turnout was 68% of the seventy seven (77) Member Group countries eligible and able to vote. The results were sent to the SI General Secretary on 24 December 2014, 4 days after voting closed, with the DVA report on DV Nov2014 sent to EXCO 12 Feb 2015.

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## COMMENTS AND OBSERVATIONS

1. For me 2014 has been a hectic year, particularly the second half, as Marijke and I moved house and coped with the sudden death of Marijke's brother in a motor vehicle crash. This has meant that I have not been as pro-active in facilitating the Distant Vote process during the year as I would have liked.

2. Following the cancellation of DV May2014, I prepared a document "**DV Generic Procedures, Schedule & Actions**" and sent it to EXCO. This outlines who does what and when during the Distant Vote process and hopefully helped clarified the responsibilities and the key deadlines in the timetable.

3. The "**four months before the vote**" deadline for the submission of **motions** for a Distant

Vote is not causing any problems, although it does compress the Distant Vote timetable. As yet we have not had any motions taking advantage of the two month window for "follow-on" motions following a Distant Vote.

4. DV Nov2014 Motion #1, "Registration of Individual Members", generated quite a lot of email correspondence seeking clarification of the need and intent of the motion. This is a good example of where **discussion on motions before the wording is finalised, would be valuable**. In 2014 this has not happened, in part due to delays in the motions being available and my decision not to set up a Distant Vote discussion group. May be this is a goal for period following SICOGA2015.

5. For the last two Distant Votes there was no facility to upload information to a Servas International web site. In earlier DVs **uploading information mailed out to voters** to the web site facilitated voters accessing information and could have been used to share discussion and comments.

6. I have again endeavored to provide **Spanish translations of Distant Vote material**. My thanks to the SI General Secretary, Jaime Romero, has assisted by translating motions and checking other documents. While this translation arrangement has worked, we cannot assume the SI General Secretary will have Spanish translation skills. Thus I believe it would be helpful if the Spanish speaking Servas Member Groups undertook to nominate one or two people to provide translation support to the Distant Vote Administrator.

### Aims through to GA 2015

My work is now done, with no more Distant Votes prior to the GA. That said I am available to continue as Distant Vote Administrator.

Finally, in my report on DV Nov2014, I recommended that a short (say 1 hour) training/workshop session on the Distant Vote process and timetable be included in the SICOGA2015 program. I would be happy to facilitate this




session if required.

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#### FINANCIAL REPORT

No expenses to be claimed for reimbursement by Servas International since all correspondence is by e-mail and there is no travel required.

*Chris Patterson, 17 March 2015*



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1. COMMITTEE MEMBERS:

Julie Dotsch (convener)	(oneworld@sympatico.ca)
Marneo Serenelli	(0719160942@iol.it)
Clare Mateke	(cmateke@gmail.com)

---

2. MAIN ACTIVITIES DURING THE PERIOD JAN.01, 2014 TO DEC. 31, 2014

- i) CRC ensured that the full committee received all complaints and inquiries addressed to the committee and that all committee members' contact information was accurate.
- i) There were three complaints received (one formal one and two requesting our action/assistance). The formal complaint is still in progress. The CRC followed up on the requested action.
- ii) We continue to be available to collaborate with Marijke Batenburg (from Servas New Zealand) in the process of producing guidelines for national groups concerning handling of host – traveller conflicts.
- iii) CRC created a Guideline for Translations which will be helpful when needed during conflicts

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3. A NEW ROLE FOR THE CONFLICT RESOLUTION COMMITTEE

CRC continues to work towards a stronger mandate for all Servas Officers to respond to the Conflict Resolution Committee when a complaint is filed.

- CRC will develop a motion for the SI GA to include this stronger mandate
- CRC will also bring a motion to the SI GA that all officers will sign that they agree to the Code of Ethics (we will request the help of the SI Peace Secretary in the development), confidentiality agreement and the conflict of interest oaths (drafts of these oaths will be brought to the GA for input and hopefully ratification)
- CRC submitted a modest travel budget to SI EXCO for face-to-face mediation when needed. We will follow up on our request. Our request was for 1,500 CHF over a three year period, as needed.

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#### 4. WHAT THE COMMITTEE PLANS TO ACHIEVE FROM JAN.01, 2015 TO OCT.01, 2015

- i) Continue to assist with the complaints already in progress
- ii) Remain alert and ready to respond to new requests for help in resolving conflicts
- iii) Continue to respond to requests to collaborate with Marijke in drafting guidelines for national committees in how to avoid or manage their own conflicts, particularly between hosts and travellers.
- iv) Post ready-to-use information and guidelines on the Servas website such as:
  - Names and contact details of the CRC
  - Job description, terms of reference and procedures of the CRC, including handling formal and informal complaints
  - Official Complaint Form (downloadable)
  - Tips on how to avoid conflict and how to handle conflicts of a larger scope.

---

#### 5. MOST IMPORTANT ISSUES FOR SERVAS INTERNATIONAL TO DEVELOP

- i) Short term
  - In SIGA 2015 vote on proposed guidelines/terms of reference for the CRC
  - Present drafts of oaths for consideration, e.g. conflict of interest, confidentiality, code of ethics
  - Consider the travel budget request submitted by the committee for face-to-face mediation through a CRC committee member (for serious difficult to resolve conflicts), e.g. 1,500 CHF.

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#### 6. SI EXCO'S FOCUS

- Ensure that guidelines relating to conflict provided by the committee are made available
- Ensure that all members of EXCO are aware of the procedures for handling conflict, the role of the CRC and the need for confidentiality
- Ensure that all members of EXCO refer national groups to the CRC when they are experiencing conflicts

Submitted Feb.04/15

---

1. THE “MEMBERSHIP COMMITTEE” (MC) IS APPOINTED BY EXCO

○ **Members**

Rita Dessauvage (Belgium) Convenor rita.dessauvage@telenet.be

Harald Seiffert (Germany) ohaseiffert@t-online.de

Vacancy for a third member

- **Task:** The MC has to look into the membership status of the Servas groups before the GA, as required by the statutes of SI (see at the end)

---

2. ACTIVITY DURING THE YEAR 2014

In 2014 there hasn't been investigations to review the status of the member countries

- There were **no requests of Servas countries** to get the member status or recommendation from Exco, from a Servas International Area Coordinator or from someone else.
- Although we asked for we didn't receive **the annual reports 2012 and 2013** and there was no possibility to consult them as they aren't posted on a site.
- We don't have a list with **the countries that submitted (or not) their annual report** (a must for Member countries)
- As the annual reports are an important tool for the membership committee it's difficult to work without this documents
- We are as well waiting for the **results of the reliability test of the host lists**
- We have the general result of the **Distant Vote** but we don't know which countries have taken part in the DV (criterion that could be taken in consideration for Membership)

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3. 2015 UNTIL GA IN NEW ZEALAND

- We will contact as soon as possible the countries that might fulfill the conditions to get the Member status and verify the actual situation

- We will look which countries don't fulfill any longer the conditions to keep the Member status
- We will make recommendations for the GA so that the GA get insight in the situation in some countries before voting on their member status.

---

#### 4. CONCLUSION

The Membership Committee is hoping to receive asap the following documents

- annual reports
- distant vote details
- host list reliability

Up to now we only have the host lists stored in the HLSA of Dolphin as basis for our work.

---

#### 5. EXTRACT FROM THE CURRENT SI STATUTES (AS AMENDED AT LATINA, ITALY, IN 2006)

##### *Membership:*

1. Any National Servas group containing ten or more personally confirmed hosts (including day hosts) and three contact persons may become, or be reinstated as, a member group of SI by a majority vote of the General Assembly.  
A group may be proposed for membership by
  - a. direct application by the group; or
  - b. recommendation from a Servas International Area Coordinator; or
  - c. invitation from the General Assembly.
2. The obligations of a member group to Servas International consist of, and are limited to, paying fees, doing annual host list updates, submitting annual reports, and of following the regulations and procedures as decided by the General Assembly according to Section IV, 3f of the statutes.
3. A member group may lose its membership of SI by majority vote of the General Assembly if
  - a. it has been without a functioning national secretary for two consecutive years; or
  - b. it has fewer hosts than in subsection 1) above for two consecutive years; or
  - c. it does not fulfil its obligations for two consecutive years.

Kind regards from the Membership Committee

Harald Seiffert & Rita Dessauvage

February 2015

This report describes the Job Description and Statutes Committee main activities in the year of 2014. It is structured in five points. We start presenting the committee members, then the year achievements, the evaluation of our 2014 plans, present the activities plan for 2015. We conclude presenting suggestions to SI EXCO to improve Servas in general and enclosed is the statutes amended as Siga 2012 in Appendix D.

---

#### 1. COMMITTEE MEMBERS:

- 1.1. Chris Jones - Servas Canada. E-mail: chrisinvic44@gmail.com;
- 1.2. Jack Huang - Servas China. E-mail: jack.r.huang@msn.com;
- 1.3. Alvany Santiago - Servas Brazil. E-mail: alvanysantiago@gmail.com;

Obs. With the important contribution of Penny Pattison (Canada).

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#### 2. ACHIEVMENTS – JANUARY TO DECEMBER 2014:

- 2.1.1 Conclude reviewing the minutes of the G.A. for suggested changes to the Job Description and Statutes.
- 2.1.2 Wrote drafts of new Job Descriptions and circulate them for comments. The drafts from the National Peace Secretary and UN Observers were concluded by Danielle Serres, Peace Secretary.
- 2.1.3 Prepared a final draft of the Job Description and Statutes and handed it off to the Nominations Committee in order to begin their work;
- 2.1.4 Wrote a year report and sent it to SI Exco

---

#### 3. EVALUATION OF OUR 2014 ACHIEVEMENT PLANS.

1. A  
 ppointment of young member assistant to the Committee in accordance with the Decision 8., p. 6 Siga 2012: "Each member, every committee, when possible, should appoint a young member as an assistant." In this regarding Alania Caroline from Servas Brazil is willing to contribute. Alania has a nice experience to travel and to host travelers in Brazil. She is my Business Student and joined Servas officially this year.
2. Finish the job description for Peace Secretary and UN observers; Develop the job description for the Youth committee.

---

#### 4. ACHIEVEMENT PLANS FROM THE 1ST OF JANUARY 2015 UNTIL THE NEXT SIGA

##### **in New Zealand in October 2015.**

- 4.1. Be prepared to assist where and when requested (usually points of clarification);
- 4.2. Prepare a report for the G.A.
- 4.3. Follow up the new SI Host List Coordinator Job description to reflect the ServasOnline role – Arnoud Philippo (Host list coordinator) will send a proposal based in his activities.

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#### 5. SUGGESTIONS - MOST IMPORTANT FOR SERVAS INTERNATIONAL TO DEVELOP:

##### 5.1. On short term:

New homepage –done;

Make Servas International more visible at the internet;

Attract new members and develop members to volunteer in the administration positons.

##### 5.2 On long term:

Aggregate new members and also  
volunteers; Conflict resolution  
workshops;

Build partnerships with other similar organisations.

## SERVAS INTERNATIONAL NEWS

(aka SI News, International Newsletter)

---

### MEMBERS:

#### **Terry Squire Stone, Editor**

newsletter@servas.org

terry.stone@yahoo.com

30 6947 288 156

#### **Alan Stone, Design & Production**

stonecreatives@mac.com

30 22650 41650

Galaxidi 33052 - Greece

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### ANNUAL REPORT FOR 2014

Again this year two issues of Servas International News were produced. But these were two huge issues:

1. April/May 2014 – 22 pages
2. Nov/Dec 2014 – 34 pages

The size of the newsletter is growing for a possible number of reasons:

- no firm deadline, so we keep adding items as they trickle in
- better distribution, more interest
- more general community activity

There are no problems or changes anticipated.

Annual Budget: \$300.00



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## HOW THE NEWSLETTER IS PRODUCED

After putting out a “call for articles” by email and social media, we then sit back and wait for submissions. When we have a critical mass we then go into design and layout mode. There is a lot of back and forth communication between story authors and us about syntax, bylines, captions, word count, etc, although we try as a general rule to not get in too deeply in editing the copy. Many times English is a second language for members and something would be lost in correcting every little split infinitive. We ask that authors take complete responsibility for their copy regarding accuracy and proofing.

Design, layout and production for SI News is done using Adobe Creative Cloud Software: Photoshop, InDesign, Illustrator on a Macintosh computer. (Alan requests that Servas help offset his expenses for the Adobe Creative Cloud - a total of \$600 per year - by contributing half the annual cost (\$300.00). Since we are both “retired” from doing this kind of work, we wouldn't be subscribing to the Adobe Creative Cloud except for our involvement with the newsletter and feel it would be fair to split the subscription cost of the software with Servas. And, of course, Alan is available to help with any other graphic design projects for Servas whenever the situation requires it. For example, he's currently working with the current new Servas logo project.)

After about of month of pushing pixels around to fit stories and other content to the layout format, the newsletter is ready to be sent out to the membership.

A PDF file of the completed issue is uploaded directly to the Servas web site where it's available for download. Then an email promotional announcement is created and sent via email to Michael Silbert for distribution to all National Secretaries (those who have email addresses). National Secretaries are, in turn, expected to forward those notices to all of their national members (who have email addresses) or otherwise notify their members of the existence of a new issue. We do not produce a printed copy of SI News other than for our own records. File copies, including fonts and images used in each issue is bundled and made available for any Servas member country who wishes to prepare the issue in their language. Also notices of a new issue of SI News are posted on the appropriate Facebook discussion groups and the SI fan page along with a web link to the download page.)

The number of issues produced during a calendar year and the publication date is usually determined by how many stories/articles are submitted for publication. When there is a suitable volume for at least a 8 to 10 page issue we begin planning a layout using our own judgment on the order and layout of articles. We are pretty much unsupervised, but always remain open to input from the Servas President who reviews the final draft.

Items we consider suitable for publication are anything that we think is of interest to the International Servas audience; International and country meetings/events, announcements and reviews, travel stories, recent events, internationally pertinent discussions, web news, ads, letters, etc. We don't reprint other country newsletters, or strictly personal issues. But, so far, everything submitted has been appropriate for publication.

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#### CONCERNS OVER THE LONG & SHORT TERM:

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#### DISTRIBUTION OF SI NEWS:

There is still a major concern that we advise keeping an eye on it: how to verify that the majority of members are being notified of a new issue. For example, are all Nat Secs getting notified? Are all Nat Secs notifying their members? We also can't tell how many really care about SI News or actually read it. The feedback has been 100% positive from those who have read it but, then, Servas members typically aren't the complaining type. In the past, when we had placed the downloadable PDF issues on our Greek Servas web site Alan was able to track the number of downloads for each issue by month. Now that it's on the Servas web site we have no idea if that can be done, who would be able to do it, but it would be a good thing to know.

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#### DISTRIBUTION METHOD

Prior to our involvement over three years ago SI News was distributed in printed form. It's now produced electronically for download two or three time per year. By the time members receive it the stories are some what dated and announcements may not be timely.

Presenting content monthly or weekly as an interactive web page, filled with Tweets, instant notices, message boards, forums, calendars, etc. would make it much more beneficial to members and many of the travel stories and event recaps may even work well as promotional items to site visitors. But to do that we need to decide if we are going to go "really public" with the newsletter. Maybe there are two active web pages; one public, the other not. Maybe this can be discussed at the GA?

---

CONTENT ISSUES:

As the news from the world gets hotter and even more potentially controversial, I expect that some of these issues will filter into the newsletter. I'm surprised actually that we haven't had more political stuff submitted. If the timber of the newsletter threatens to change, I'm sure we will be in consultation with the President of Servas for guidance. And again, this can be discussed at the upcoming GA.

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SUGGESTIONS:

I can see room for improvement on my side. I need to be more aggressive in encouraging submissions, especially in order to take the newsletter in new directions. Also, I need to discuss with Exco about whether it would be good to promote/send the newsletter to other organisations, groups, media. Or should it remain "private"? Just a thought.

**Can time be allocatted at the GA to have a discussion on all things PR, newsletter, promotion/graphics, so we can get some direction/advice/inspiration?**

I greatly enjoy working on the newsletter and as long as I ply Alan with ice cream and cookies (and beer!) he seems to enjoy it too.

We feel SI News is a valuable contribution to, and an important communication tool for Servas and we take the responsibility for it very seriously.

Sincerely,

Terry Stone

Editor

Dong-whan Song

Gangnam-gu Seolleung-ro 72 gil 6-9 302-ho,

Seoul Korea

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[dongwhany@gmail.com](mailto:dongwhany@gmail.com)

In mid of July, I invited the National Secretaries and members of Servas East Asia to join the bike tour in Korea. It was hold by Servas Korea and Servas Peace Rider's(SPR) on Oct 2<sup>nd</sup> ~ Oct 5<sup>th</sup>, 2014 (3 nights & 4 days), but no one came to Korea.

So, this year(2015), I would like to hold the meeting of the National Secretary of EA.

I discuss with Servas Korea for the fund (air ticket).

The people(oriental) are afraid to be open and take strangers to their homes.

The most important objective is to motivate the National Secretaries to find more hosts in their countries, organize group of young people to keep in touch with each other.

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## 1. CHINA

My opinion is that Servas China, is very active, good collaborator sending information, responds all messages, very responsible, keep communication with the committee.

Chinese citizens, it is not easy to host with people from oversea countries, because the government regulations do not allow it do so.

The first national assembly of Servas China was held on November 14<sup>th</sup> to 16<sup>th</sup> in Liuzhou city, Guangxi Province.

Notice the list of the new management team of Servas China.

- a. National Secretary: Mr. Jack R.Huang
- b. Deputy National Secretary: Ms. Tiffany Jinghong Zheng
- c. Host list Manager: Ms. Yuchen Jiang

- d. Treasurer: Ms. Dongyun Liu
- e. Area Coordinators: Mr. Jim Jianping Luo (North China), Ms. Cindy Xinyi Zhang (East China), Ms. Laura Daqing Zeng (Central China)

The term of office of this team will be from November 2014 to November 2017.

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## 2. HONG KONG

Servas Hong Kong has nearly 20 members, their housing condition is not very good, so 18 are day hosts and 2 are hosts.

In my opinion, Hong Kong is a problem that the system is operating in a troika system, not represented by a single Secretary.

Three representatives are in charge of communication, membership and interview, and homepage or website.

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## 3. JAPAN

There are about 280 members registered with Servas Japan, and have 7 regions.

They discussed partial revision of the regulations, how to recruit more members, and so on.

Some members claim that we should collect more young members.

Japan has reduced the number and the most of members are especially the elderly.

In this year(2015), The National conference will be held in Kyushu at the middle of March.

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## 4. MONGOLIA

There are 4 members registered with Servas Mongolia.

They worked as hard as they could to recruit new members making use of every chance they took.

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## 5. KOREA

They start new Project, '**Discover Korea**' since 2014 and it will be the extension of country pilgrimage program.

- a. Discover Korea at Yeosu, hosted by Gyeonggi region on 31 May ~ 1 June 2014.
- b. Discover Korea at Jeju, hosted by Jeju region at Jeju Island on 1 November ~ 2 December.

The Board meeting was held four times(18 Jan, 19 Apr, 31 May, 28 Dec) last year.

Servas Korea annual conference was held in Jeju Island on 1 November ~ 2 December.

Participate:

- a. Servas World Youth Meeting in Kyrgyzstan on 27 July ~ 2 August.
- b. SI UN Side-Event for "International Peace Builders" on September 23<sup>rd</sup> ~ 30<sup>th</sup>.
- c. Servas Japan, Nagoya(Mar. 15<sup>th</sup> ~ 16<sup>th</sup>) and Kyushu(Sep. 27<sup>th</sup> ~ 28<sup>th</sup>) Meeting.
- d. Servas China Annual Conference on Nov 14<sup>th</sup> ~16<sup>th</sup> in Liuzhou city, Guangxi Province.

SPR(Servas Peace Rider's) bicycle tour from Mokpo to Changwon(370Km) on October 2<sup>nd</sup> ~ 6<sup>th</sup>.

Servas Korea experience(Host and Traveler) was introduced on July 15<sup>th</sup> by KBS(Korea Broadcasting Service) TV program.

As a result, the member was increased.

In 2015, The annual national assembly will be hold in November, the board meeting four times(Jan, May, Sep and Nov) and Discover Korea at least 2 times(one in Gangwon-do and another one in Seoul).

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## 6. TAIWAN

The annual national assembly of Servas Taiwan was held in Maoli city, on April 26<sup>th</sup> to 27<sup>th</sup> 2014.

The Board meeting was held three times(16 Feb, 29 Jun, 28 Dec) last year and Servas gathering twice(18 Oct, 29 Nov) share Servas experience.

In 2015, The annual national assembly will be hold in March, the board meeting in June and December and Servas gathering at least 2 times(one in Taipei and another one outside Taipei).

Guatemala, 15 de Febrero, 2015.

Name and email address: ADELA SEGURA

[adelasegura@gmail.com](mailto:adelasegura@gmail.com)

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#### MAIN ACTIVITIES DURING THE PERIOD JANUARY- DECEMBER 2014.

The main activity is to keep communication with National Secretaries of the area, specially resending notices, newsletters, invitations, or other kind of interesting notices for members and Nat. Secretaries.

Remember to NS to make their reports on time, translating from English to Spanish or giving instructions for especial events ej. Distant Vote, Stamps requests, modify status in Dolphin system, Annual reports, or instructions when they ask to learn how to do something.

Send reports and information to Ann Greenhough, about especial situations

Like quotations for travel to New Zealand, information about Nat. Secretaries in special situations, invitations, activities in other countries, etc.

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#### SERVAS MEXICO

I think Servas Mexico, is the most organized, maybe because they have more hosts, volunteers and more travelers, more possibilities to travel, and they are very active, one group with good collaborator, they always answer all messages, are very responsible, keep in touch with all members. They are very enthusiastic and good hosts. Their host lists are up to date, and make reunions, last year they elect a new NS, and also for Christmas they made one Posada ( Night reunion to pray and enjoy Christmas time food) , that was one happy opportunity to meet and enjoy time together.

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#### SERVAS GUATEMALA

In Guatemala, Jose Roberto, the new NS is enthusiastic, always keeps communication with the committee and hosts, re- send all important information and notices and newsletters to Servas members, responds all messages. They have changed the old Logo for the new one.

Last year we called for some reunions, sometimes difficult and few people assist, because there are hosts who live far from the city they don't have time and it is expensive for them to assist to reunions.

Guatemala always make promotions in social groups, send pamphlets and invite people to people to joining to Servas, and made reunions to invite people trying to find new hosts and young members, and found some interesting people who joined .

The permissions for download Host List to the Dolphin system system was made, and called the atencion to Costa Ecuador, Bolivia, and Honduras to do same.

Some of our members are changing their status to Day Hosts, not many incoming travelers, some outgoing travelers every year.

Last year, 2014, we participated as volunteers in the 6<sup>th</sup>. Utopia "Live with us, stay with us" in Antakia, Turkey, with Mehmet Athes, it was a great experience to share with leaders of other countries and children from the village, we visited Servas members in Istambul, and other cities in Turkey, Spain, etc.



Breaking Piñata in the Guatemalan Day.





Group of 22 volunteers from different countries and Turkey.

<https://www.facebook.com/photo.php?fbid=821362067899676&set=pcb.821365171232699&type=1&theater>



<http://atesnaar.blogspot.com.tr/2014/09/the-utopia-of-peace-village.html>

For Christmas, we made one visit to a home-school with 48 orphan girls, we made for them a small party, give each girl one bag with stuffed animals, candies, pencils, pins for hair, and give some snacks. We chat with them about their spectations in the future, and they give ideas about what they want to be when they grow: police, lawyers, doctors, teachers, etc, etc,

**.... it was very interesting for us.**



#### SERVAS HONDURAS

The former National Secretary was too busy and travels too much to work for Servas, , there were not communication and lack of reports, etc. that's why I asked him to call for elections or appoint to another person who will be more enthusiastic to volunteer for Servas, he called to Vicky Manzanares who was the former leader for Young people and she accepted to be the new National secretary. It has been a change. She keeps communication very often to know and learn how to volunteer for Servas, she has been up to date the host list for Dolphin, send important notices to hosts, answer the messages, but it is difficult to make reunions, very few incoming travelers, no outgoing travelers.

Vicky Manzanares, the new NS is doing her best to make Servas Honduras better and recover some host who lost interest for Servas because there was no communication before.

They participated in the program "Dile si a la Vida" to promote Servas and find more hosts.





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#### SERVAS COSTA RICA

Is always very active, they answer to the messages, and resend information and newsletters to hosts, the Nat. Secretary and committee organize social work and reunions to keep their members interest and in communication, they are good hosts. Costa Rica is visited for many travelers; they have enthusiastic people, and good hosts.



Hola Amigos, Los y las invito a tomarnos un cafecito con tamal. En mi casa.  
Fecha: sábado 13 de diciembre, Hora: 3 p.m, Carmen Mora.

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#### SERVAS PANAMA

The NS is enthusiastic and is always looking for the opportunity to find more members and keep them interested in Servas, resend all notices and newsletters, have reunions with the members and committee, answers all the messages, not many outgoin and incoming travelers, enthusiastic and very responsible.

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#### NICARAGUA AND EL SALVADOR ARE INACTIVES

I keep looking for someone who wants to make a group, but after a short time they retire.

I think is better to retire the countries for a while, and keep looking for volunteers to re-organize the countries again.

I always have communication with Ann Greenhough, Vice president, about this problem.

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#### WHAT DO YOU PLAN TO ACHIEVE FROM NOW UNTIL THE NEXT GA

As always, motivate the National Secretaries to find more hosts and young people in their countries, keep Facebook of Central America.

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#### WHAT YOU THINK IS MOST IMPORTANT FOR SERVAS INTERNATIONAL TO DEVELOP:

\* **on short term**, to develop the youth branch, to encourage people to participate in the youth and adult Syle meetings.

\* **on long term** : To find leaders to reorganize the groups in Nicaragua and El Salvador.

As I told you, this countries are difficult to motivate, because the people don't travel often, don't speak English, sometimes don't have access to internet, and are afraid to be open and take strangers to their homes.

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#### IF THERE'S ANYTHING YOU WOULD LIKE SI EXCO TO FOCUS EXTRA ON ON UNTIL SIGA2015

We would like to have an area reunion like other parts of the world, to meet the people,

Maybe to have a little budget to help in expenses to visit the Nat. Secretaries of the countries in the area, encourage the Develop Comitee to help to the countries with not outgoing travelers, because we don't have income, we pay for our communication, office work , organize activities, etc. .

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#### WHAT YOU THINK IS MOST IMPORTANT FOR SERVAS INTERNATIONAL TO DEVELOP:

We insist that "We would like to have the opportunity to make one Area Reunion, we asked for it to the Develop committee several years ago, we have not have one since more than 15 years ago.

We need to encourage people of Servas to stay interested to volunteer and be host and traveler.



Out of the 57 countries in Africa, Servas is active in 27 countries. There is an urgent need to hold a Servas Africa Area Meeting. This will help us hold elections, learn from each other, understand better and feel more related to Servas policies and goals.

A proposal was sent to South Africa to be our host in 2016 but we have not yet come to a conclusion.

Currently, I have not received all reports from all active countries; some National Secretaries have told me that there were no visitors, no travelers, and no accounts.

Again, Servas Malawi is doing well compared to other countries in Africa with updates with news flash from there region. With reference to Servas Malawi, before the Servas International General Assembly in New Zealand, I plan to have our first news letter for the whole African continent. I want to work with Demelza and others in active Servas national groups on this. The news letter will not only be about Servas but even other peace activities taking place in African countries.

In some African countries, not every one has electricity or internet access, but thanks to technology, every home in most Africa countries has a mobile

phone. Smart phones with cheap internet are now becoming available at low costs in some countries. This is going to improve our internet communication.

These members funding was confirmed for them to attend the next Servas GA, Kelestso – Botswana, Clare – Zambia, Solomon – Ethiopia, Moses – Uganda. A part from the mention members, no one applied for funding except Sierre Leone, there application was turned down because they did not refund the deposit as they did not come to Poland in 2012. Guinea Bissau and South Sudan are interested in joining Servas, I sent a starter kit to for National Group establishers to South Sudan.



Robert Mitchell

The major accomplishment regarding the Servas International Archives, which are held by the Hoover Institution, on the campus of Stanford University, Palo Alto, California, U.S.A., is the removal of 23 archive boxes of material that never should have been given to the Hoover Institution. After U.S. Servas had to vacate its office in New York City in the aftermath of the attack on the World Trade Center, what was stored there was simply “dumped” on the Hoover.

The bulk of the material removed were U.S. Servas office files, including, but not limited to, personnel records (including social security numbers), financial records, invoices, a ream of blank paper, blank note cards, etc. More problematic were confidential files regarding complaints. Remember that these archives are open to the public for purposes of research, and it is unethical, as well as making Servas potentially liable, to have these documents there. These boxes were to have been sent to U.S. Servas offices in Arcada, California, where the office staff can decide what to do with them.

This process took almost two years to accomplish. I had gone to the Hoover personally to look at the archives, hopeful that I could at least compile an index of the documents (there was not a functional one). What I saw was a mixture of valuable materials and items as bizarre as dolls and gifts. I had to negotiate long-distance with the staff members (I live 2000 miles away) to deaccession the above mentioned materials. It should be noted that once items are given to an archival repository it is difficult to get them removed. A long process ensued, which included the appointment of a staff member to go through the more than one hundred boxes (each about 0.5 cubic foot) and determine which items fell outside the collections policy of the Hoover Institution. The initial staff member was promoted to another unit, and a replacement had to be found.

I had inquired about the feasibility of digitizing some of the remaining documents but the Hoover Institution has no funds available for that purpose.

One of the first tasks of the new Archivist would be to index the contents of approximately 80 archival boxes and post the index on the SI website for researchers to use. It also would be helpful if the Archivist could get permission to organize the documents and files, although this is problematic. (When using the archives, each piece of paper or other item must be returned to its exact same location, no matter if it is out of context or not.)

A related issue is how to accommodate the wishes of the Servas members who have personal archives of Servas documents, including pictures, memoirs, publications, etc., and who wish that they could be preserved after they are gone. There needs to be some “gatekeeper” who can make sure nothing inappropriate is transferred to the Hoover Institution. The Hoover is quite willing to accept more materials related to SI and to the various national Servas organisations.

I have given some examples of what issues should be confronted in the short term. In the long term I think it is the responsibility of SI EXCO to determine what function and status the archives should have. I can remember the

contentious discussions at SIGA2012 in Poland on the topic of the budget for the Archivist. It is my opinion that those discussions reflected a generally ahistorical contemporary milieu, one that does not value the stories reflected in historical documents.

I requested, after SIGA2012, that members send materials that they would like to be included in the archives. I got no response.

Perhaps it is enough that there are a few printed histories of Servas extant. Furthermore, the repository at the Hoover Institution is secure and available to any researcher who wishes to access materials from the early days of Servas. Therefore, they can exist as they are without any cost to U.S. Servas or SI. The staffs at the Hoover are cordial and helpful.

SIEXCO should remind national branches of Servas that they should insure their own country's historical records are being kept for posterity.

I also suggest that it should be the policy of SI that any national Servas organisation, or indeed any person, be allowed to submit to SI a digitized copy of any document they think important so that it can be posted to the SI website. There are contemporary postings of SIGA minutes and such, but there could be pages devoted to personal accounts or memories of the pioneers of Servas. This would eliminate the need for physical storage of documents.

I have no desire to run for re-election as SI Archivist for at least two reasons. It would be most desirable to have a person who has had experience in the archival field to take on this position. Secondly, it would be most effective if that person lived in, or proximate to, the Bay Area of northern California.

In peace,  
Robert Mitchell (USA)  
SI Archivist, February, 2015



## INFORMATION AND COMMUNICATIONS TEAM (ICT) REPORT

August 2012 – Dec 2014

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### MEMBERS:

Michael Silbert (convenor)

Mark Hahn

Penny Pattison (joined the team Nov 2014)

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### ICT RESPONSIBILITIES:

(From ICT report to 2009 GA)

ICT is responsible for Information and Communications Technology and Systems of Servas International. ICT main activities are: overview of the Server, engineering of the SI WEB Site and of the Servas International Data systems including Dolphin development.

ICT is also responsible for approving computer-related and software and hardware purchases of SI.

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### MAIN ACTIVITIES:

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#### 1. MANAGED THE PROBLEM OF THE SERVAS SERVER BEING HACKED BY EXPLOITING SOME INSECURE WEB PAGES.

- See Report to SI Exco dated Jan 24, 2014 (Appendix A), especially the Recommendations
- Checked Dolphin, and reinstated access to it
- Worked with many countries and, where appropriate, brought up the country websites that are hosted on the Servas server
- Reinstated the servas.org email addresses and distribution lists
- Made siexco.org available only through userid and password authentication, to constrain access to it
- Continuously advised SI Exco on the status of the Servas servers
- Responded to many individual queries about the situation

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#### 2. MANAGED THE RENEWALS AND PAYMENTS FOR SERVAS SERVER AGREEMENTS AND SERVAS-RELATED DOMAINS.

- Almost completed transfer of Servas server billing to the SI Treasurer
- Monitoring of expiry of various things related to the server (e.g. SSL wildcard certificate)
- Provided budget line requirements to SI Treasurer to be used with the Budget Committee preparing the draft budget for the 2015 General Assembly.

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### 3. WHEN REQUESTED, SET UP NEW AREAS OR RECONSTITUTED EXISTING LOCATIONS ON THE SERVER

- Provided space for the new [www.servas.org](http://www.servas.org) webpage
- Set up space for 2015 Conference Infotree
- Provided space and infrastructure for ServasOnline to the extent requested

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### 4. ONGOING HANDLING OF AD HOC PROBLEMS AND REQUESTS

- Hotmail rejecting servas.org emails
- Creation of servas.org email addresses and updates to forwarding from them
- Phishing attack on Servas users (naming Jonny, SI President and Tiur, ex-NS of Indonesia)
- Advice on how to handle various technical issues

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### 5. UPGRADING SERVER HARDWARE

- Successfully negotiated with server provider for up-to-date replacement server to replace existing server at no additional cost to SI

It should be noted that almost all of the *Recommendations for Moving Forward* found in Appendix A of this document have not been implemented.

2014-01-24

EXECUTIVE SUMMARY

Problem: Someone hacked one of our servers by exploiting some insecure web pages.

- The server contains an accumulation of obsolete and unmaintained code/packages. ICT can update some aspects of the server, such as the operating system, apache (web server) configuration, as well as versions of PHP (used by websites) and Ruby (a programming language often used in web applications). What ICT cannot do is update any customized sites.
- Given the amount of obsolete and vulnerable stuff, it is not practically possible to identify the specific vulnerabilitie(s) that were used *this time*.
- Not only was the server being used for the unauthorised purpose that was reported to us, we discovered that it was also being used for other unauthorised purposes (e.g. mining bitcoins).
- Restoring the server to its previous state with the identified problems fixed would undoubtedly lead to a repeat situation but with different vulnerabilities being exploited.

Proposed Solution: Bring the services up in stages with new services being operational only after having had all known vulnerabilities addressed.

«««««»»»»»

REASONS FOR THE OUTAGE

On 2013-12-18, we received an abuse report from a co-operative federation in Korea indicating that *our* primary server was being used to probe *their* servers and other online systems for potential vulnerabilities. We verified that the report was valid and, as a consequence, took our primary server offline. Our secondary server was offline at the time and would have been subject to the same problems.

INVESTIGATION OF POTENTIAL VULNERABILITIES

We immediately began a probe of our systems to determine how they had been compromised so that they could be used for unauthorized purposes such as the one that had been reported.

While identifying the specific vulnerability is important to resolving *this* particular incident, it is practically unable for us to do so due to the user content on the server. The operating system and all of its components are secure, however there are unfortunately no quick and easy fixes for the many vulnerabilities in user-controlled content that we've been trying to work around. We have reported on this general problem previously, identified and eliminated the most egregious vulnerabilities and tried to work around others so as not to dislocate or cause difficulties for the volunteers who have developed and maintained various pieces of our web presence. However, the approach we have taken has proven itself untenable. We are now in a position where some fundamental changes have to be made or else we will almost certainly experience more frequent and more severe problems than we have to date.

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## DISCOVERIES AND OBSERVATIONS

When we gained full administrative control and replaced the sole Servas International server at the beginning of September, 2010, we restored the new server from a backup of the old server. After ensuring that the new server was operational, we did an informal audit of what had been restored. At that time we found that there was essentially no documentation for the applications and code found on the server and there was an extensive amount of unknown code and a number of databases that we were unable to relate to any of the mainstream applications with which we were familiar. Rather than risk the possibility of causing problems by removing any of this code, we left things as they stood with the hope of finding out what we needed to know over time.

While we've maintained this "soft-handed" approach to the present, it is clear that we can no longer do so. What we've experienced is akin to sharing a workshop or laboratory with others. If every user labels the things they're using and cleans up after her/himself, sharing can work well. However, if people use things and don't label them and don't clean up after themselves or don't put things away, sharing does not work well. In the end, things can become so problematic that someone has to step in and take the lead in cleaning up the environment or the facility becomes unusable.

We are now at such a point. Our servers host a number of sites: [servas.org](http://servas.org), [siexco.org](http://siexco.org), etc. These sites, which are managed by different people with differing levels of expertise and using different applications contain unmaintained scripts (i.e. sets of instructions to get the server to perform various actions in order to do different things). Some of these scripts are very old and very well known. As scripts become well known, unscrupulous individuals discover inherent weaknesses in these scripts. If the scripts are not updated and maintained, they

can be used maliciously to infiltrate a server and use it for their own purposes as has happened in this instance.

While there are a lot of extraneous, unmaintained and obsolete scripts on our servers, there are also scripts that are current, useful and reasonably maintained. Services that are absolutely core to the operation of Servas International are at least modestly maintained. This, for example, is why the core webserver was quickly brought back up to [at least] display an outage message and why dolphin was the first major application to be brought back online.

Along with unknown code dating back up to seven years, the three other major sources of vulnerability are extremely out-of-date and unpatched versions of **joomla**, **drupal** and **mediawiki**. All three provide content management functionality that underlie major pieces of our web services.

Our main website, [www.servas.org](http://www.servas.org), and all of its related pages are dependent on an out-of-date version of joomla --- version 1.0.12 (25-December-2006). This is an old, unpatched version with known vulnerabilities.

One might ask, "Why not just replace the old version with the latest version?" Unfortunately, since the old version has been customized and there are pieces of code that are version dependent, replacing the old version with the newest version almost certainly would cause the website to stop working. This is the dilemma that we've faced with the hope that either an individual or small group of individuals could be found to update this website. Unfortunately, this has not happened.

Our 'second' website, [www.siexco.org](http://www.siexco.org), hosts all of the records and documents related to the running of our organisation. According to our understanding, it is intended as the definitive source that can be used by Servas national groups and members worldwide as a reference for Servas International Executive Committee discussions, decisions, policies and activities. This site is built on an significantly out-of-date version of mediawiki --- version 1.13.2 circa October, 2008 --- that appears also to be customized. As such, it is likely not possible to just replace the out-of-date version with the latest version that's available.

Servas International also provides national groups with the option of hosting their websites on the Servas International servers. National groups that take advantage of this option have the ability to use joomla or drupal or like packages for content management services. Since there is a wide range of experience across the volunteers who manage national websites and there is no practical way of ensuring that all of these websites are developed and maintained in ways that minimize risk to the overall operations of the server, this opens the door to

numerous potential problems. We certainly do not want to prevent website developers from using Joomla, Drupal or other frameworks. There is no value in security if the websites that are secured are no longer worth visiting. We are looking to strike a balance between providing adequate protection against known risks and enabling dynamic and exciting presentation of valuable content.

We have already had brief discussions with three national groups: two that are not using frameworks such as Drupal or Joomla (Canada, Hungary) and another that is (Austria). All three national websites are now up and running. The national website of Austria was reviewed and updated before being brought back online, ensuring that it does not pose a risk to the other sites and services running on the shared server.

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## RECOMMENDATIONS FOR MOVING FORWARD

At present, there are two people providing ITC technical services. These services are focused on the design and maintenance of the IT infrastructure. What we are doing is similar to providing a "house" that people can decorate, decide on what each room is used for, who is allowed into the house, etc. If someone decides they want to remove a wall, we can indicate, if asked, if the wall is load-bearing and if removal would compromise the integrity of the structure. Decorating and furnishing the rooms is not our responsibility. Our responsibility is limited to ensuring the integrity of the structure and providing utility/middleware packages [like water and electricity outlets].

With this understanding, the following recommendations are made from an ITC-tech perspective.

- 1. In conjunction with 'resurrecting' the Servas servers, only code that is both known and owned will be reinstalled.** It is sometimes said that "out of adversity comes opportunity." This is a golden opportunity to dump code and data that no longer has an owner or is not linked to any known application.
- 2. Update the hardware of our secondary server.** Our secondary server is currently offline due to a hardware problem. Newer server hardware is available at the same monthly rate as we've been paying for our current server so such an update would be cost neutral on an ongoing basis. The only potential cost associated with such a change would likely be a small, one-time charge for the changeover. Switching to an updated server would be very helpful. The extra RAM would enable us to run separate instances of various parts of our system rather than having to have separate servers for each instance. [Think of how you might use four small rooms rather than one large room the combined surface area.]
- 3. Replace the current [servas.org](http://servas.org) website with a site that uses an up-to-date, content delivery framework.** The current [servas.org](http://servas.org) website

is, effectively, dead yet SoL appears to be a long way off (to the best of our knowledge). One possible suggestion would be to replace the obsolete site in three stages.

The first stage would be to quickly develop a temporary replacement site with minimum functionality to replace the current server outage message. The second stage would involve speeding up the process with the procurement of the new design and architecture for [servas.org](http://servas.org) (or possibly an integrated servas/siexco replacement). The third stage involve transitioning from the second stage site to a functional ServasOnline site.

Again, this is just a suggestion on our part and not a formal recommendation.

- 4. Review the current [siexco.org](http://siexco.org) website and decide how to deliver its content in a way that uses an up-to-date, content delivery framework.** Since we are not aware of the extent and nature of any customization of wikimedia framework, we could take a quick look to determine if it is possible to take the current content and see if it can be delivered using a modern instance of the wikimedia code. Failing this, it is up to SI Exco to determine the appropriate delivery context for this content.
- 5. Continue to do general system monitoring on a regular basis to identify potential problems as quickly as possible when they arise.** The fact that all systems exposed to the Internet eventually incur some vulnerability is a fact of life. For this reason, general system monitoring for potential incursions must be maintained. The earliest marker for this past incursion was on 2013-12-13, it was noted and reaction started on 2013-12-15 and the safe core system was brought back online on 2013-12-25.
- 6. Consider adopting a single, supported content management framework for use on Servas servers.** With the proliferation of content management frameworks (e.g. joomla, drupal, medialwiki) that provide the same or similar services, the complexity of server services increase for no significant gain. It is challenging enough to obtain volunteer support for one framework. It is almost impossible to obtain *reliable, consistent* and *ongoing* volunteer support for a multiplicity of such frameworks.
- 7. Identify a responsible party for each site that is running on a Servas server.** One of the problems we are currently facing is there are websites or major components of our services for which there is no known responsible party. It would have been very helpful, in retrospect, if we had had up-to-date contact information for each of the national websites the way we did for dolphin, for example. Not only would this have been helpful in a crisis situation, such channels could be used proactively for other constructive purposes.

## APPENDIX B: WHERE NEXT FOR SERVAS?

SUMMARY OF DISCUSSIONS AT THE SERVAS INTERNATIONAL MEETING HELD AT THE DALESBRIDGE CENTRE, YORKSHIRE, UK IN JUNE 2014

### **1. IN-DEPTH AND LONGER-STAY EXPERIENCES**

How can Servas promote more in-depth experiences and extended stays for the benefit of both travellers and hosts? What mechanisms would help achieve this?

#### **Discussion**

An enthusiastic debate looked at how in-depth experiences and longer stays could enhance encounters between travellers and hosts and promote peacebuilding activities within Servas.

It was felt that the long-established principle of hosts offering short term hospitality to travellers in their own homes should remain at the centre of Servas.

However some hosts are happy to offer extended hospitality of a few days or longer so that a traveller can take time to become involved in a specific activity in their neighbourhood.

Servas is uniquely placed to offer such possibilities for travellers to look outside of the usual tourist attractions and explore the communities they visit in a more meaningful way.

There is much potential for Servas to promote such opportunities that go 'beyond the two nights stay'.

There are already some notable examples, such as the children's project in Turkey each summer, where Servas members can get involved in community activities.

#### **Recommendations**

1. Volunteering, work experience, language learning, sharing special skills and knowledge, involvement in local peace activities could each be a focus for either a short or longer stay.
2. All Servas activities that extend beyond a two nights stay would be best promoted under one 'umbrella'.
3. Given the particular needs of young people, SYLE should continue to be about language learning for those under 30 although could be included under the same umbrella.
4. The idea of language learning with a purpose should be encouraged for all ages possibly through exploring a special interest, acquiring new skills or volunteering.



5. A mechanism is needed to coordinate information about Servas opportunities for more in-depth experiences and longer stays when traveller meets host.
6. A 'resource exchange' on the new SI website would publicise such activities. The aim would be to bring together interested travellers with those hosts who can offer a variety of opportunities for extended stays or more in-depth visits.
7. The resource would post information provided by individual hosts and travellers as well as being a link to the website of any country listing specific in-depth or longer stay opportunities.
8. The aim would be to encourage the exchange of ideas and experiences between a traveller and their host family and community with the emphasis on informal local networks known to the host.
9. Members of all ages should be able to take up opportunities offered through the resource exchange unless there is a specific reason to restrict to one age group.
10. National groups should be encouraged to identify a lead person to promote opportunities in their country and to be a link to SI resources and information.
11. When going beyond a two nights stay, detailed advanced planning for visits is essential especially if it involves hosts making specific arrangements. As with SYLE both host and traveller should make sure there is a clear understanding about expectations for the visit.
12. In the future, links in online host entries will be able to give more detailed information for travellers about a host's interests and local community than is possible at present. The SOL team has confirmed this would be technically possible.

**Where next?**

- a) Ann Greenhough to contact all national groups inviting them to identify a lead person to develop the idea of in-depth and longer stay opportunities and to be a link with SI. By December 2014
- b) Also to investigate how a resource exchange project can be included within the new website design. By December 2014.

c) Publicity in the next SI news and on Facebook.

**2. SPECIAL INTEREST NETWORKS**

Developing special interest networks using opportunities offered by SOL and the new website.

**Discussion**

Once host entries are online there will be new possibilities to connect members who share a common interest. The new website and use of Facebook and Twitter also offer opportunities to connect people.

**Recommendations**

1. Servas on Line, the new website and Facebook all provide the technology to connect members who share particular interests.
2. Linking people with shared interests has potential to enhance both individual and group experiences in Servas.
3. The proposed Environment Network and its offshoot, the Woodland Group, can provide a template for other specialist interest groups
4. A tree project before the GA would be one way to publicise the ideas behind the Environment Network.
5. Servas families should have their own page on the new website to connect families and promote Servas as a family friendly organisation. Likewise a youth page should replace the obsolete Servas youth website.

**Where next?**

- a) A Servas Environment Network and Woodland group to be publicised and led by Brian Heagney, Servas Britain.
- b) An article by Brian for the next SI news.
- c) More thought to be given to launching a project focused on trees as a symbols of peace prior to SIGA 2015
- d) Look at linking with the project to plant 100 million trees for peace by 2017 supported by the UN. <http://treeday.enoprogramme.org/treelympics-2014>
- e) Ann Greenhough to investigate how special interest networks can be best included on the new website. December 2015.

<p><b>3. ETHICAL TRAVEL</b></p> <p>Should Servas have a policy on ethical, sustainable travel and concern for the environment?</p> <p>.</p>	<p><b>Discussion</b></p> <p>The Tree – a graphic illustration was created to focus on issues around ethical travel and the environment.</p> <p>'Travel peacefully and walk lightly on the earth.'</p> <p><b>Recommendations</b></p> <ol style="list-style-type: none"> <li>1. As Servas members we should be aware of the social and environmental impact of our travels.</li> <li>2. We should respect and protect the vulnerable communities and fragile environments that we visit as an essential element of peaceful travel.</li> <li>3. As a peace organisation Servas should make explicit its commitment to ethical travel and concern for the environment.</li> <li>4. We should consider including such a commitment in the Servas mission statement and actively promote it on the new website.</li> </ol> <p><b>Where next?</b></p> <ol style="list-style-type: none"> <li>a) Ruth Allen, NS Servas Britain, to circulate information about the UK based organisation focusing on ethical travel, Tourism Concern, with links to similar organisations in other countries.</li> <li>b) She will also consider submitting a motion to SIGA 2015 setting out a Servas commitment to ethical travel.</li> </ol>
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<p><b>4. SERVAS ON LINE</b></p> <p>How can Servas on Line and the new website help to attract new members and develop new initiatives and projects?</p>	<p><b>Discussion</b></p> <p>Matthew Pashkovskii from the SOL team gave an update about progress on Servas on Line. It will provide a modern communication tool able to manage members' data and communication on line as well as promote Servas via a new SI website. There was much interest in the project and a number of technical issues were raised by those with IT expertise. Detailed questions were prepared which were discussed in a later session with Matthew, joined via skype with Jonny Sägänger, SI president.</p> <p>The issues included concerns about how the SOL system would be managed once in place, how data from the Dolphin storage area would be migrated to the new system and how each national group would manage its own member's data. It was also asked how much additional functionality would be available once the change to SOL was complete.</p> <p><b>Where next?</b></p>
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	<ul style="list-style-type: none"> <li>a) Servas Germany and Israel will assist the SOL team in the pilot stage of Servas on Line becoming operational.</li> <li>b) The debate about outstanding issues concerning technical details for SOL will continue.</li> </ul>
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<p><b>5. PLANNING THE TRANSITION TO SERVAS ON LINE</b></p> <p>How should national groups be preparing their members for the move to Servas going online?</p>	<p><b>Discussion</b>  During discussions about SOL there was a growing awareness of the challenge faced by Servas at all levels if there is to be a successful transition from paper host lists to a fully on-line system. As well as making sure each national group has a good understanding of the technical and IT requirements it was felt a significant shift in culture within Servas will be needed.</p> <p><b>Recommendation</b>  Involving national groups in planning for the transition should begin immediately if such significant changes are to be both understood and welcomed by individual Servas members and national groups around the world.</p> <p><b>Where next?</b></p> <ul style="list-style-type: none"> <li>a) Ulhas Joshi, host list coordinator, Servas India, offers to convene a group of members in his region to consider the challenges of going on line and explore ways to respond to what will be required. Such a group could work with the SOL team to offer feedback about the impact of the changes as they occur.</li> <li>b) Members of Servas Britain and Portugal also offered help in looking at ways to explain to ordinary members and inexperienced national groups what is to happen and how the changes might be best managed at a local level.</li> </ul>
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<p><b>6. CULTURAL PROGRAMES AND MEETINGS WITH A THEME</b></p>	<p>Claudia Sagi shared her experience of organising meetings in Israel in 2013, focussed first on the environment and later at Christmas time. She offers support and advice to anyone wanting to organise similar cultural events based on a theme. Carla Kristensen has organised Iberian meetings between Spain and Portugal. She is also available to share experiences and link with others involved in organising cross border meetings.</p>
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<p>Encouraging countries to organise international meetings and programmes focussed on cultural themes and other topics.</p>	<p><b>Where next?</b></p> <ul style="list-style-type: none"> <li>a) Claudia Sagi, Servas Israel, is to create guidance in a 'toolkit 'of ideas for organising international meetings. She will also act as a focal point to gather together information of running such meetings and keep a record for future use. During 2015.</li> <li>a) Ann Greenhough will update the Development Committee about the outcome of the discussion. By October 2014.</li> </ul>
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<p><b>7. FUTURE DEFINITION OF SERVAS MEMBERSHIP AND FEE STRUCTURE</b></p> <p>How do we define membership of Servas for the future? What impact will Servas on Line have on membership structure and fees?</p>	<p><b>Discussion</b></p> <p>Currently there are significant differences between national groups in the way membership and fees are structured. In the transition to Servas going on line some standardisation will be needed whilst also protecting the independence of national groups. In order to maintain the current level of activity, SI will continue to rely on revenue raised through either stamp fees, as at present, or some equivalent system. After much debate it was agreed that membership should be defined on an individual rather than household basis, it should continue to be approved through an interview and include options of host or day host and /or traveller. However there were some concerns about the consequences of individual membership along with a perceived threat to the autonomy of member groups. It is clear that the issues to be addressed remain complex and fundamental to the structure of the organisation. These will need more detailed discussion at all levels.</p> <p><b>Recommendations</b></p> <ol style="list-style-type: none"> <li>1. Exco should clearly set out the options for any change in membership and fee structure and encourage wide debate about which model would best serve the needs of the organisation once the move to Servas on Line system is in place.</li> <li>2. Any new membership and fee structure should be simple and make it easy for potential members to join the organisation without delay.</li> </ol> <p><b>Where next?</b></p> <p>Conni Geisendorf will consider submitting a motion to the GA on behalf of Servas Germany with a</p>
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	proposal for a future membership and fee structure.
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<p><b>8. SERVAS AND PEACE.</b></p> <p><b>SERVAS AT THE UNITED NATIONS.</b></p>	<p><b>Discussion</b></p> <p>Danielle Serres, SI peace secretary led a session on Peace in Servas focused on the peace posters created by the Servas France peace committee. They have already been translated into several languages.</p> <p>During another session Danielle described Servas activities at the UN and introduced a new UN observers' job description. There was interest in knowing more about the Servas role at the UN and how members can get involved.</p> <p><b>Where next?</b></p> <p>a) The peace posters will continue to be available to national groups for translation into other languages.</p> <p>b) Danielle will provide information to any member interested in knowing more about how to be involved in the work of Servas at the UN.</p>
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<p><b>9. SERVAS INTERNATIONAL YOUTH FUND</b></p> <p>Working towards a permanent international fund aimed at increasing young people's participation in Servas activities.</p>	<p><b>Discussion</b></p> <p>First steps have already been taken to create a SI Youth Fund, based initially in a Servas Britain account. There is the potential for it to become a permanent trust fund, able to attract donations from individual Servas members, national groups and outside organisations. Allocation of grants from the fund will be done by an international advisory group.</p> <p>Its purpose is to make it possible for young people to take part in international Servas activities who would otherwise not have enough resources of their own. It is planned to provide the first grants to support at least two young people to attend the SIGA 2015.</p> <p>There was support for the idea of providing the means to widen participation from young people from all Servas regions. Suggestions were made about how to raise money for the fund. Eg An auction of donated items at the GA; encouragement to members to make equivalent to one euro donation as part</p>
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	<p>of their annual membership fee; older member leaving a bequest to the fund or making a donation in someone's memory.</p> <p><b>Where next?</b></p> <ul style="list-style-type: none"> <li>a) Jean Seymour, Ann Greenhough and Dianne Peterson will continue to develop the project as members of the international advisory group supporting it. Rekha Phadke, Servas India to join the advisory group.</li> <li>b) The advisory group to follow up suggestions for fund-raising.</li> <li>c) Announcement to be made by the end of 2014 to encourage young people to make an application for a grant to attend SIGA 2015.</li> </ul>
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<p><b>10. PREPARING FOR SIGA 2015</b></p> <p>Using technology to connect with those unable to attend the meeting.</p> <p>Thinking ahead to logistical requirements for SIGA 2015.</p> <p>Looking at reducing language barriers at international meetings.</p>	<p>Amir Levy, Servas Israel took charge of technical arrangements. Some of those who could not be at the meeting were able to join in discussions. Connections on Skype included two discussions with Jonny Sångänger, SI president, an introduction to the organisers of the next GA in New Zealand, and with Lily Kerekes, Servas Mexico about environmental projects.</p> <p>A first attempt was also made to use skype conferencing to provide language translation for those present at the meeting.</p> <p><b>Where next?</b></p> <p>Amir Levy will make suggestions to the SIGA 2015 organisation team about GA preparations including technical requirements for improving communication links such as skype.</p>
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	<p>The participants attending the meeting were a diverse cross section of Servas members. A number of national secretaries and those in SI roles were present. Servas India had ten representatives together</p>
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<p><b>11. MID-TERM INTERNATIONAL MEETINGS</b></p> <p>Reflections on the benefits of the Dalesbridge meeting at a mid-point between SI General Assemblies</p>	<p>with others from non- European countries. The large presence from the European region was perhaps inevitable given the meeting was in the UK and largely self-funding.</p> <p>Some of the benefits of having a Servas International meeting mid-way between General Assemblies were identified as :</p> <ol style="list-style-type: none"> <li>1. Time outside of a formal decision-making setting to reflect on the core values and philosophy of Servas as a peace organisation and to consider where Servas should be going next. An opportunity to explore new ideas among a varied group of Servas members both with and without formal Servas roles.</li> <li>2. A chance for active members to be updated on major changes within Servas, in particular progress on Servas on Line, and for them to give feedback and make contributions to the SOL project.</li> <li>3. Information sharing with those interested in understanding more about how Servas works.</li> <li>4. Encouragement to new people to become involved in the running of Servas at a national, regional and international level.</li> <li>5. A venue for those already involved in SI tasks to meet face to face and to plan for remaining work up to the GA.</li> </ol> <p><b>Recommendation</b></p> <p>The option of a similar international meeting between SIGA 2015 and SIGA2018 should be considered. It could coordinated with other planned face to face meetings for key SI tasks. For example Exco, the audit, nominations and development committees.</p>
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<p><b>12. THE NEW SI LOGO</b></p>	<p>There was positive feedback about the new SI logo which was thought to present an appealing up-to-date image for Servas.</p>
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<p><b>13. TWITTER</b></p>	<p>Tim Phillips, Servas Britain gave an introduction to Twitter. He showed how Twitter could be an</p>
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	<p>alternative way of circulating information between members and to publicise Servas outside the organisation. For those unsure about using Twitter he suggested a first try by browsing without registering. It would be possible for the Servas stream on Twitter to be published on the new SI website if that was thought useful.</p>
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<p><b>14. LINKING SERVAS WITH OTHER ORGANISATIONS</b></p> <p>Promoting activities that support vulnerable people around the world</p>	<p><b>Discussion</b></p> <p>Chris and Marian Slader Servas Britain, presented their voluntary work which gives long-term practical support to a children’s organisation in Romania. They were first introduced to the project through a Servas Romania member. Over time they have built close personal links with the staff and children there.</p> <p>Servas has the potential to make meaningful connections between members and many organisations around the world who meet the needs of vulnerable people.</p> <p><b>Where next?</b></p> <p>Chris and Marian Slader will offer support and advice to anyone interested in discovering volunteer opportunities through Servas. Article for next SI news.</p>
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<p><b>15. WORLD HERITAGE SITES</b></p>	<p>There was a visit to the nearby industrial model village at Saltaire which is one of more than a thousand world heritage sites. Rob Martin and Molly Kenyon invited everyone to discover sites in their home regions or nearby to Servas hosts when travelling.</p> <p>‘A World Heritage Site is a place (such as a forest, mountain, lake, island, desert, monument, building, complex, or city) that is listed by the United Nations Educational, Scientific and Cultural Organisation (UNESCO) as of special cultural or physical significance ‘</p> <p>‘Heritage is our legacy from the past, what we live with today, and what we pass on to future generations. Our cultural and natural heritages are both irreplaceable sources of life and inspiration.’</p>
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**Compiled by Ann Greenhough, SI Vice President. October 2014**





*Vasudev Pai & Co.*

Chartered Accountants

**AUDITOR'S REPORT  
TO THE MEMBERS OF  
SERVAS INTERNATIONAL, ZURICH, SWITZERLAND.**

**Report on the Financial Statements**

We have audited the accompanying financial statements of SERVAS INTERNATIONAL (SI), Zurich, Switzerland which comprise Balance Sheet as at 31<sup>st</sup> December 2013, the Statement of Income and Expenditure for the year then ended and a summary of Significant Accounting Policies and Other Explanatory information.

**Executive Committee's (EXCO) Responsibility for the Financial Statements**

The EXCO is responsible for the preparation of these financial statements that give a true and fair view of the financial position, financial performance of the SI in accordance with the accounting principles generally accepted in India. This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation and presentation of the financial statements that give a true and fair view and are free from material misstatement, whether due to fraud or error.

**Auditor's Responsibility**

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with the Standards on Auditing issued by the Institute of Chartered Accountants of India. Those Standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Organisation, preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Organisation's internal control. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of the accounting estimates made by the EXCO, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.



S-401, Manipal Centre, Dickenson Road, Bangalore - 560 042. Ph. : 25581163, 2509 2099



**Opinion**

In our opinion and to the best of our information and explanations given to us, **subject to our comments in Para (e) below and its consequential effect, if any, on Statement of Income & Expenditure and Balance Sheet for the year 2013 thereon which cannot be quantified**, the said accounts read together with the Notes to Accounts give a true and fair view in conformity with the accounting principles generally accepted in India:

i) in the case of the Balance Sheet, of the State of affairs of Servas International, Zurich, Switzerland as at 31st December 2013

And

ii) in the case of the Statement of Income and Expenditure, the excess of Income over Expenditure for the year ended on that date.

**Report on Other Legal and Regulatory Requirements**

We report that:

- a) We have obtained all the information and explanations, which to the best of our knowledge and belief were necessary for the purposes of our audit;
- b) In our opinion, traditional books of accounts viz., Cash/ Bank books, Journal Register and Ledger Accounts only, have been kept by Servas International, Zurich, Switzerland so far as it appears from our examination of these books;
- c) The Balance Sheet and Statement of Income and Expenditure dealt with by this report are in agreement with the books of accounts.
- d) Although Servas International is a non profit organization, it generates revenue by issuing stamps which are used by Servas members on tour.
- e) **Attention invited to the following:**
  - ii. **Non compliance of technical clearance from ICT as referred in Note No. D. 5 (b);**
  - iii. **Recoverability of receivables from SI Countries towards stamps as referred in Note No. D. 6 (c) and SOL as referred in Note No. D. 6 (d);**
  - iv. **Recoverability of advances from former/ present Officers / Executive members, Refer Note No. D. 8 (a);**

for VASUDEV PAI AND CO.  
Chartered Accountants  
Firm Registration No. 004560S

*J. Vasudev Pai*

T VASUDEV PAI  
M.No.20906



Place : Bangalore, India.  
Dated: 01.12.2014



**SERVAS INTERNATIONAL**  
Beckhmmmer 32, 8057 Zurich, Switzerland.

**SCHEDULE - 9**

**SIGNIFICANT ACCOUNTING POLICIES & NOTES FORMING PART OF ACCOUNTS FOR THE YEAR ENDED 31.12.2013:**

**A. Corporate Information:**

Servas International (Servas or "the Organisation") is a worldwide, non-profit and non-governmental organization, a co-operative network of hosts and travelers. The Organisation aims to provide and improve personal contacts between individuals of diverse cultures and backgrounds.

**B. Basis of presentation of Financial Statements:**

**a) Basis of Preparation:**

The Organisation is incorporated in Switzerland, maintains its books of account and prepares its statutory financial statements in accordance with the Generally Accepted Accounting Principles (GAAP). The financial statements have been prepared from statutory financial statements of the Organisation and presented in Swiss Francs (CHF) with adjustments and reclassifications for the purpose of fair presentation.

**b) Measurement Currency and Reporting Currency:**

Measurement currency of the Organisation operating in Switzerland is Swiss Francs (CHF).

**C. Significant Accounting Policies:**

**1) Recognition of Income and Expenditure:**

All items of income and expenditure which have material bearing on the financial statements are recognized on accrual basis.

**2) Fixed Assets:**

Fixed assets are stated at cost less depreciation.

**3) Depreciation:**

During the year, the Depreciation has been provided at Straight Line Method on fixed assets considering the life of the assets, at the rates herein below mentioned:

Web Designing – Dolphin Project	-	33.33%
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Depreciation on additions/ deletions accounted on pro-rata basis

**4) Foreign Currency Transactions and Translation:**

Transactions in foreign currencies during the year have been translated at the exchange rates prevailing at the dates of these transactions. Balance Sheet items denominated in foreign currencies have been translated at the exchange rates prevailing at the balance sheet date. Exchange gains or losses arising from settlement and translation of foreign currency items have been included in the income or expense accounts as appropriate. The foreign exchange rates used by the Organisation as of the balance date are as follows:

<u>Currency</u>	<u>CHF</u>	<u>Currency</u>	<u>CHF</u>
USD	0.89024	CAD	0.83224
GBP	1.46792	INR	0.01438
EUR	1.22562	PLN	0.29534

**5) Use of Estimates:**

The preparation of financial statements in conformity with International Accounting Standards requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and the disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of expenses and revenues during the reporting periods. Actual results could differ from those estimates.



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**D. Notes on Accounts**

**1. Development Fund:**

During the year, the Development Committee has approved the reimbursement of CHF1365/- towards Seminar Fees and Travel cost for Youth Seminar at Alicante, Spain.

**2. SOL Project Fund:**

In GA Meeting held at Argentina during 2009, it has been agreed to contribute towards Servas On Line (SOL) Project @ CHF 1/- per member per year. Subsequently at the meeting held at Spinea, Italy during FY: 2010 the working Committee has formulated the idea of developing, designing, programming & creating software foundation for SOL Project to implement the Servas OnLine Ideas.

Since the contribution is towards Capital Expenditure and which is also in the nature of fixed contribution from Servas Countries, hence accounted on accrual basis, during the year and credited to SOL Project Fund.

The actual expenditure incurred specifically for SOL Project will be treated as Capital Work-in-Progress and will be capitalized on successful implementation of the said Project.

However, it was also decided at the Poland GA that no further demands would be made on the Member Country except the demand for SOL Project Fund already made up to 31.12.2012.

**3. Other Liabilities:**

The Other Liabilities of Servas consist of reimbursement of expenses to its Officers and suspense amount of CHF 1000/- credited to the Bank Account.

**4. Provision for General Assembly (GA) Expenses:**

As per clause no. 2.26 of Financial Operating Procedure (FOP), provision has to be made for GA expenses split over for 3 years. Accordingly, provision has been made for GA expenses as per budget allocation for the FY: 2013.

**5. Fixed Assets:**

- (a) The fixed assets represent the Laptops, Bell Projector & Dolphin Project (Web Designing Software).
- (b) *The technical clearance certificate from ICT towards successful implementation/ functioning of Dolphin Project (Web Designing Software) is still not on records, even though the cost of Project has been fully depreciated/ charged off.*
- (c) Capital Work-in-Progress includes the actual expenses incurred towards Servas On Line (SOL) Project. *The status of the said Project has yet to be confirmed with regard to its functionality and technical clearance.*

**6. Receivables/Contribution – Stamp Fee / SOL Project:**

- (a) Receivables include stamp fee net of returns and contribution towards SOL Project.
- (b) The stamp returns and unused stamps have been accounted based on the confirmation from the Treasurer.



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- (c) **Stamp dues for FY: 2008, FY: 2009, FY: 2010, FY: 2011 & FY: 2012 amounting to CHF 35/-, CHF 308/-, CHF 400/-, CHF 633/- & CHF 5672/- respectively are still pending for recovery on which we are unable to form an opinion on its recoverability.**
- (d) **SOL dues for FY: 2010, FY: 2011 & FY: 2012 amounting to CHF 965/-, CHF 866/- & CHF 2638/- respectively are still pending for recovery on which we are unable to form an opinion on its recoverability.**

**7. Cash in Hand:**

Represent the following currencies in the personal custody of Hon. Treasurer and as confirmed by him as at 31.12.2013:

Currency	Balance in hand	Amount equivalent to CHF
EUR	8702.29	10412.00
PLN	429.03	126.00
CHF	28752.89	28752.89
<b>TOTAL</b>		<b>39290.89</b>

**EXCO confirms that due to pending banking formalities, the change of authorized signatories as approved in GA Poland of 2012 to operate the Bank Accounts have not been implemented. The EXCO has taken note of the present practice of holding the funds of Servas by the Treasurer in his personal bank accounts since the GA Poland of 2012, even though it is in violation of the FOP and ensure that the same will be resolved on priority.**

**8. Advances to EXCO Members & SI Officers:**

- (a) **Includes overdue advances amounting to CHF 1442.29 which are yet to be recovered.**
- (b) In the opinion of the EXCO, these advances were given in the ordinary course of Servas activities and are recoverable.

**9. Prepaid Expenses:**

Represent an amount of CHF 1234/- being the printing cost of stamps (CHF 30/-), Web Hosting Expenses (CHF 1100/-) & Web News Bulletin Fees paid (CHF 104/-) pertaining to the financial year 2014.

**10. Tax Deducted at Source Receivable:**

Represent the cumulative Tax deduction on interest receipts amounting to CHF 2035.18 which is pending to be claimed from Tax Authorities.

**11. Income Recognition:**

**Stamp fee collections from Servas Countries:**

Servas International is a non-profit organization, and issue stamps which are used by Servas Members on tour.



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During the year, stamp fees have been collected on the following principles as confirmed by the EXCO.

Up to 10 Stamps	-	Free of Cost
11 - 50 Stamps	-	CHF 10/-
51 - 300 Stamps	-	CHF 15/-
301 - 550 Stamps	-	CHF 18/-
551 Stamps and above-	-	CHF 20/-

For the accounting year, SI has recognized its stamp fee collections net of returns from Servas Countries, on accrual basis.

**12. Statement of Budget:**

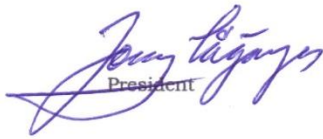
Represent the actual income & expenditure as compared to the budget for the relevant period.

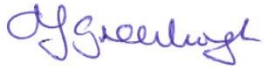
**13. Commitment and Contingencies:**

According to the information obtained from the Audit Committee of Servas, there was no law suite pending in favour or against the Organisation as of 31.12.2013.

For and on behalf of  
Executive Committee

As per our report of even date  
for VASUDEV PAI & CO.  
Chartered Accountants  
Firm Registration No. 004560S

  
President

  
Vice-President

  
Miroslaw Wasilewski  
TREASURER  
SERVAS INTERNATIONAL  
Treasurer

Secretary

Place :  
Dated :

NOV. 16, 2014

Place : Bangalore, India.  
Dated : 01.12.2014



SAN LUIS,  
ODEMIRA,  
PORTUGAL

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**SERVAS INTERNATIONAL**  
BECKHAMMER 32, 8057 ZÜRICH, SWITZERLAND

**BALANCE SHEET AS AT 31st DECEMBER, 2013**

PARTICULARS	SCH	AS AT 31.12.2013 (Amount in CHF)	AS AT 31.12.2012 (Amount in CHF)
<b>SOURCE OF FUNDS</b>			
a) CORPUS FUND			
i) Accumulated Surplus		365 670,73	288 766,86
Add : Surplus/ (Deficit) for the year		37 665,15	76 903,87
		403 335,88	365 670,73
b) DEVELOPMENT FUND	1	21 463,85	22 828,85
c) SERVAS ON LINE (SOL) PROJECT FUND	2	42 675,00	42 675,00
d) CURRENT LIABILITIES			
i) Other Liabilities:	3		
EXCO members		981,74	418,88
SI Officers		107,38	107,38
Advance Receipts		1 000,00	1 215,00
		2 089,12	1 741,26
ii) Creditors for Expenses:			
Expenses payable to External Auditor		-	126,20
External Audit Fees payable		1 353,00	1 390,00
Web Server Hosting charges payable		-	500,00
UN CoNGO fees payable		360,00	-
Book Keeping Charges payable		902,00	457,00
		2 615,00	2 473,20
e) PROVISIONS			
i) Provision for GA Expenses		35 000,00	-
		<u>507 178,85</u>	<u>435 389,04</u>
<b>APPLICATION OF FUNDS</b>			
a) FIXED ASSETS	4		
Capital Work-in-Progress-SOL Project Expenses		188,00	3 422,71
		6 679,65	6 679,65
		6 867,65	10 102,36
b) CURRENT ASSETS	5		
i) Cash in hand		39 290,89	50 617,64
ii) Business Account		156 570,88	87 789,49
iii) Savings Account		181 038,96	180 867,51
iv) Receivables		118 699,00	99 917,00
		495 599,73	419 191,64
c) LOANS & ADVANCES	6		
i) Advances to Executive Committee Members		-	2 695,71
ii) Advances to Servas Officers		1 442,29	1 442,29
iii) Prepaid Expenses		1 234,00	33,00
iv) Tax Deducted at Source Receivable		2 035,18	1 924,04
		4 711,47	6 095,04
		<u>507 178,85</u>	<u>435 389,04</u>

For and on behalf of Executive Committee

As per our report of even date

*Jerry Lazarus*  
President

*O. Gierulow*  
Vice President

For VASUDEV PAI & CO.,  
Chartered Accountants  
Firm Registration No. 004560S

*Miroslaw Wasilewski*  
TREASURER  
SERVAS INTERNATIONAL

*J. Vasudeva Pai*

T. VASUDEV PAI  
M.No. 20906



Secretary

Place :  
Date :

NOV 16, 2014

Place : Bangalore, India  
Date : 01.12.2014

SAN LUIS,  
ODEMIRA,  
PORTUGAL

(7)



**SERVAS INTERNATIONAL**  
BECKHAMMER 32, 8057 ZURICH, SWITZERLAND

**STATEMENT OF INCOME & EXPENDITURE FOR THE YEAR ENDED 31st DECEMBER 2013**

PARTICULARS	SCH	AS AT 31.12.2013 (Amount in CHF)	AS AT 31.12.2012 (Amount in CHF)
<b>INCOME</b>			
a) Stamp Fees received (Net)		89 465,00	78 183,00
b) General Assembly 2012 collections (net)	7	-	26 563,00
c) Interest received on Bank Deposit (Tax Deducted at Source: CHF 111.14, PY: CHF 177.75)		339,47	507,86
d) Donation Receipts (in memory of J Patterson)- USA		-	235,00
		<u>89 804,47</u>	<u>105 488,86</u>
<b>EXPENSES</b>			
a) Operational Expenses	8		
i) Meeting Expenses			
Executive Committee meeting		5 804,72	7 734,28
Regional Meeting Expenses		-	1 181,33
Budget Meeting Expenses		-	779,63
Youth Meeting Expenses		1 703,00	4 827,00
		7 507,72	14 522,24
ii) Printing Cost - SI Stamps		33,00	75,69
iii) Postage & Courier		267,21	305,00
iv) Web Server Hosting Expenses		2 996,00	5 043,42
v) UN (CoNGO) Membership Fees paid		360,00	360,00
vi) Book Keeping Expenses		445,00	457,00
vii) Miscellaneous Expenses		90,35	54,80
viii) Depreciation		3 234,71	5 372,65
b) Bank Expenses		586,05	712,45
c) Forex Loss / (Gain)		951,28	996,74
d) Auditor's Expenses		668,00	685,00
		<u>17 139,32</u>	<u>28 584,99</u>
Income over Expenses		72 665,15	76 903,87
Provision for GA Expenses		(35 000,00)	-
Surplus / (Deficit) for the year		<u>37 665,15</u>	<u>76 903,87</u>

For and on behalf of Executive Committee

*Jay Rajan*  
President

*J. Vasudeva*  
Vice President  
Miroslaw Wasilewski

TREASURER  
SERVAS INTERNATIONAL  
Treasurer

As per our report of even date

For VASUDEV PAI & CO.,  
Chartered Accountants  
Firm Registration No. 004560S

*J. Vasudeva*

T. VASUDEV PAI  
M.No. 20906

Place : Bangalore, India  
Date : 01.12.2014



Secretary

Place :  
Date :

NOV. 16, 2014

SAN LUIS,  
ODEIRA,  
PORTUGAL

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**SERVAS INTERNATIONAL**  
BECKHAMMER 32, 8057 ZURICH, SWITZERLAND

**SCHEDULE TO BALANCE SHEET AS AT 31st DECEMBER, 2013**

PARTICULARS	AS AT 31.12.2013 (Amount in CHF)	AS AT 31.12.2012 (Amount in CHF)
<b>SCHEDULE - 1</b>		
<b>DEVELOPMENT FUND</b>		
Opening Balance	22 828,85	22 828,85
Less: Reimbursement from Fund		
Alicante Youth Meeting Expenses- Seminar Fees and Travel	(1 365,00)	-
Costs as per Committee approval		
	21 463,85	22 828,85
<b>SCHEDULE - 2</b>		
<b>SERVAS ON LINE (SOL) PROJECT FUND</b>		
Opening Balance	42 675,00	28 297,00
Add : Contributions received	-	14 378,00
	42 675,00	42 675,00
<b>SCHEDULE - 3</b>		
<b>OTHER LIABILITIES</b>		
<b>a) Executive Committee</b>		
i) Exco Members - Jonny Saganger, President	225,74	-
ii) Exco Members - Ann Greenhough, Vice President	289,00	-
iii) Exco Members - Miroslaw W, Treasurer	98,00	418,88
iv) Exco Members - Danielle Serres, Peace Secretary	12,00	-
v) Exco Members - Ewa Dzierzawska, Member	357,00	-
	981,74	418,88
<b>b) SI Officers</b>		
i) Amt to AC, Pacifica - Michael Johnson	107,38	107,38
	107,38	107,38
<b>c) Advance Receipts</b>		
From SI-Czech	-	123,00
From SI-Sweden	-	92,00
Suspense Receipts	1 000,00	1 000,00
	1 000,00	1 215,00
	2 089,12	1 741,26



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PARTICULARS	AS AT 31.12.2013 (Amount in CHF)	AS AT 31.12.2012 (Amount in CHF)
<b>SCHEDULE - 5</b>		
<b>CURRENT ASSETS</b>		
<b>a) Cash in hand</b>		
i) Cash Account with Miroslaw W, Exco Treasurer, Poland	39 290,89	50 617,64
<b>b) Business Account</b>		
i) CHF Current Account No. 239330-21-1 with Credit Suisse, Zuerich	115 601,05	69 737,83
ii) USD Current Account No. 239330-22-1 with Credit Suisse, Zuerich	30 696,76	15 683,99
iii) Euro Current Account No. 239330-22-3 with Credit Suisse, Zuerich	<u>10 273,07</u>	<u>2 367,67</u>
	156 570,88	87 789,49
<b>c) Savings Account</b>		
i) Swiss Francs Savings Account No. 239330-20-1 with Credit Suisse, Zuerich	181 038,96	180 867,51
<b>d) Receivables</b>		
i) Stamp Fee dues	110 807,00	85 850,00
ii) SOL dues	<u>7 892,00</u>	<u>14 067,00</u>
	118 699,00	99 917,00
	<u>495 599,73</u>	<u>419 191,64</u>
<b>SCHEDULE - 6</b>		
<b>LOANS &amp; ADVANCES</b>		
<b>a) Advances to Executive Committee</b>		
i) Advances to Former Treasurer - Omer Ozkan	-	2 695,71
		<u>2 695,71</u>
<b>b) Advances to Servas Officers</b>		
i) Adv to SI Officer - Hilda Burer, UN Rep	150,95	150,95
ii) Adv to SI Officer - Muhammad Naseem, Pakistan	89,34	89,34
iii) Adv to SI Officer - E F Meamble, Cameroon	601,00	601,00
iv) Adv to SI Officer - Sahadatu, Sierra Leone	<u>601,00</u>	<u>601,00</u>
	1 442,29	1 442,29
<b>c) Prepaid Expenses</b>	1 234,00	33,00
<b>d) Tax Deducted at Source Receivable</b>	2 035,18	1 924,04
	<u>4 711,47</u>	<u>6 095,04</u>



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PARTICULARS	AS AT 31.12.2013 (Amount in CHF)	AS AT 31.12.2012 (Amount in CHF)
<b>SCHEDULE - 7</b>		
<b>GENERAL ASSEMBLY 2012 COLLECTIONS (NET)</b>		
<b>a) Collections</b>		
i) Hotel Stay fees collected	-	47 695,00
ii) Transport Charges collected	-	2 016,00
iii) Grant received - Germany	-	3 002,00
iv) Grant received - Switzerland	-	1 500,00
	-	54 213,00
<b>b) Expenditure</b>		
i) Hotel Expenses paid- EXPLORIS Conference Centre	-	42 163,00
ii) Traveling Expenses reimbursements	-	49 656,00
iii) Transport Charges paid	-	5 325,00
iv) Miscellaneous Expenses	-	5 506,00
	-	102 650,00
Less: Provision for GA Expenses (FY: 2010 & 2011)	-	(75 000,00)
	-	(27 650,00)
	-	26 563,00
<b>SCHEDULE - 8</b>		
<b>MEETING EXPENSES</b>		
<b>a) Meeting &amp; Other Expenses related to EXCO activities reimbursed</b>		
i) Internet & Telephone	1 170,65	819,12
ii) Travel Expenses	4 575,07	6 460,16
iii) Food Expenses	-	297,00
iv) Miscellaneous Expenses	59,00	158,00
	5 804,72	7 734,28
<b>b) Regional Meeting Expenses</b>		
i) Travel Expenses	-	1 055,00
ii) Meeting Expenses	-	126,33
	-	1 181,33
<b>c) Budget Meeting Expenses</b>		
i) Food Expenses	-	114,93
ii) Travel Expenses	-	652,86
iii) Miscellaneous Expenses	-	11,84
	-	779,63
<b>d) Youth Meeting Expenses</b>		
i) Seminar Fees	1 242,00	-
ii) Food Expenses	-	2 994,00
iii) Travel Expenses	923,00	2 930,00
iv) Miscellaneous Expenses	903,00	403,00
	3 068,00	6 327,00
Less: Grant received	-	(1 500,00)
Less: Amount reimbursed from Development Fund during the year	(1 365,00)	-
	1 703,00	4 827,00



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SERVAS INTERNATIONAL  
 BECKHAMMER 32, 8057 ZURICH, SWITZERLAND.

SCHEDULE - 4

FIXED ASSETS AS AT 31st DECEMBER, 2013

Sl. No.	Description	Opening Balance as on 01.01.2013	Additions for the year	Disposals during the year	Balance as at 31.12.2013	Depreciation Amount	Net Block as at 31.12.2013
		CHF	CHF	CHF	CHF	CHF	CHF
1	Office Equipments	36,00	-	-	36,00	-	36,00
2	Dolphin Project (Web Designing)	3 386,71	-	-	3 386,71	3 234,71	152,00
		<b>3 422,71</b>	-	-	<b>3 422,71</b>	<b>3 234,71</b>	<b>188,00</b>
3	Capital Work-in-Progress - SOL Project Expenses	6 679,65	-	-	6 679,65	-	6 679,65
		<b>6 679,65</b>	-	-	<b>6 679,65</b>	-	<b>6 679,65</b>



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## APPENDIX C.2: INTERNAL AUDIT REPORT FOR SI ANNUAL ACCOUNTS FOR THE YEAR ENDING 31<sup>ST</sup> DECEMBER 2013

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### Internal Audit Report for SI Annual Accounts for the year ending 31st December 2013

The Internal Audit Committee made a review in accordance with Financial Operating Procedures (FOP) and generally accepted accounting policies, of the following statements presented by the Treasurer, Mirek Wasilewski to the Audit Committee on 18<sup>th</sup> August 2014:

- A. Income & Expenditure Statement of SI for the year ended 31<sup>st</sup> December, 2013.
- B. Balance Sheet of SI as of 31st December, 2013.
- C. Supporting Schedules and details to Accounts
- D. Notes to the above Accounts.

The internal audit committee finds that the accounting and representation of transactions in the above statements have been fair and true in stating the finances of Servas International, subject to the following observations:

1. The identity of the remitter of CHF 1000 to the SI Bank account on 21/5/2012 still remains unknown despite our reporting in Internal Audit of 2012 (vide point 3). The Audit Committee suggests that the Treasurer take up the matter with the Bank authorities to ascertain the source and nature of remittance and thereafter account for the same.
2. There has been no addition to SOL project costs during the year 2013 and no progress report on the same. The Audit Committee requests the EXCO to issue a status report on SOL's development till date and the expected time frame within which it will become operational. The entire value of the earlier Dolphin Program has been fully amortized in the books except for CHF 152 as of 31<sup>st</sup> December 2013.
3. Annual membership fee for UN Congo for the year 2013 has not been paid. The Audit Committee suggests that provision for 2013 be made based on 2012 payment. No provision is necessary in case SI has decided not to continue its membership.
4. The Treasurer in response to his holding substantial Servas funds, informed the Audit Committee that the authorized signatories of the current EXCO members elected at Poland GA has not been as yet registered with SI bankers despite having sent the requisite application to them. The Treasurer confirms there has been no communication from the bank in this regard. This being a serious lapse, indicates that the Servas Finances has been operating since Poland GA on the sole personal bank account of the Treasurer and that none of the present EXCO members have been signatories to the bank payment process. The Audit Committee requests the EXCO to review the situation and take up matters with Bank to ensure that the new authorized signatories are incorporated to ensure smooth banking facilities prior to GA at New Zealand.
5. The Treasurer still continues to hold custody of CHF 39283.99 of SI funds in his cash and personal bank accounts as of 31-12-2013 despite our Point 5 in the Audit Report of 2012. The Audit Committee requests EXCO to review this and take immediate remedial measures to restore this amount to Servas' Bank account after making the bank account operational by all the signatories as indicated in Point 4 above.
6. The Stamp fee revenues for the year 2013 have increased as compared to the previous year but the dues from some countries are of concern which shows defaulting since two years like France, Italy and Netherlands. For the purposes of this report, amounts over CHF 1000 have been reported:

France	16183 of which 533 due from 2011
Britain	1897
Italy	12369 of which 2719 due from 2012
Netherlands	1350 of which 710 due from 2012
Australia	2573
Canada	3891
Denmark	2597
Germany	9650

*M. Subramanian*

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New Zealand	1920
Spain	1105
Sweden	2313
Switzerland	1300

It is to be noted, that SI may be constrained to debar the defaulting countries from voting at the ensuing GA as per the Point 2 of the Article 12 of the Statutes which states "Every member who has paid his annual fee has the right to vote, according to the criterion of the electoral regulations."

The Audit Committee requests EXCO to review this list with the Treasurer for follow up for the recovery of the past years' stamp dues and the same be deducted from the future payments made to the delegates of the defaulting member countries. The Audit Committee is willing to offer support to the Treasurer in this regard for recovering the overdue stamp payments at the earliest.

7. Interest received from Bank Accounts amounting to CHF 339 for the year is CHF 339 has been lower as against CHF 508 of last year.

8. Advances due from Servas Officers amounting to CHF 1442.29 remain unchanged as of last year. The Audit Committee requests EXCO to review the possibility of recovering these dues. If not, then EXCO may approve for a write-off of these amounts after exhausting recovery process.

9. The comparative statement of the Budget versus Actuals for the year 2013 reflect no expenses incurred by some committees like Job Description, Conflict Resolution and Archivist although budget allocations were made to them. The Audit Committee requests the EXCO: (a) to review the working of the various committees and decide to do away with inactive committees. (b) to make the budgeting process an integral part of the working committees so that they are able to know how much is their budget and how much they have already spent of the allocation made to them thereby ensuring optimum value for the money spent.

10. The audit committee requests that EXCO give a status update on SI Registration and the country where it is going to be registered.

Signed: L V Subramanian - Convenor  
Phyllis Chinn - Member  
Emmanuel Kakinada - Member



Dated





Charges												
Postage	postage and courier expenses	X			X				X			X
	Skype call charges, internet											
Telephone & Internet	communication	X	X	X								X
	Travelling for meeting or specific											
Travelling Expenses	assigned work	X	X	X					X			X
Miscellaneous Expenses		X	X	X	X	X	X	X	X	X	X	X
Web Server Hosting Expenses	Web Server contracts for Servas websites				X							
	Dolphin (now maturing ) SOL ( to be implemented)				X							
Programmers cost	nature of support expenses to be approved.	X		X								
Professional Support Expenses	formal registration work and legal counsel	X										
Legal Expenses for SI Registration	Treasurer with EXCO	X										
Membership to Other Organisations	As per Accounting Standards rates											
Depreciation	- auditor	X										
	Treasurer after discussion with											
Bank Expenses	banks	X										
	Treasurer with EXCO vide GA											
Auditors Expenses	approval	X										

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### Total Expenses

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The following positions individually chart out their activities and allocate expense for it and then consolidate under EXCO

President

Vice President

General Secretary

Treasurer

Host List Coordinator

## **Servas International Statutes (2012)**

SERVAS INTERNATIONAL, a non-profit federation incorporated under Articles 60 to 79 of the Civil Code of Switzerland, and in conformity with Swiss law, with legal seat currently at Zurich, Switzerland, hereby adopts the following statutes, repealing all previously adopted statutes:

### **I Definition**

Servas International is an international, non-profit, non-governmental federation of national Servas groups, encompassing an international network of hosts and travellers. The purpose of the network is to help build world peace, goodwill and understanding

by providing opportunities for personal contacts among people of different cultures, backgrounds and nationalities.

### **II Membership**

1) Any national Servas group containing ten or more personally confirmed hosts (including day-hosts) and three defined contact persons, may become, or be reinstated as, a member group of Servas International by a majority vote of the General Assembly. One host is defined as one household sharing the same home address. A group may be proposed for membership by

a) direct application by the group; or

b) recommendation from a Servas International Area Coordinator or Committee; or

c) invitation from the General Assembly.

2) The obligations of a member group to Servas International consist of, and are limited to, paying fees, doing annual host list updates, submitting annual reports, and of following the regulations and procedures as decided by the General Assembly according to Section IV, 3f of the statutes.

3) Except under special circumstances, a member group will lose its membership in Servas International by majority vote of the General Assembly if

a) it has been without a functioning national secretary for two consecutive years; or

b) it has fewer hosts than in subsection 1) above for two consecutive years; or

c) it does not fulfil its obligations for two consecutive years.

### **III Officers**

Servas International Officers are individuals who are elected or appointed as the members of Executive Committee and convenors of committees. Servas International shall have at least 6 and no more than 25 officers. Six of these officers shall be elected by the General Assembly: President, Vice President, General Secretary, Treasurer, Peace Secretary and Host List Coordinator. These officers constitute the **Executive Committee**. The Servas International News Editor, and a Youth Leadership Committee of three to five individuals from at least three different continents shall also be elected by the General Assembly. Each of the remaining officers may be elected or appointed by the General Assembly, or appointed by the Executive Committee, as determined by the General Assembly. The term of office for all officers ends no later than three months after a General Assembly.

### **IV General Assembly**

1) The General Assembly of Servas International shall consist exclusively of one delegate from each member group. These delegates have the right to vote and to speak. The officers of Servas International have speaking rights only. The General Assembly may also grant speaking rights (which may be restricted to specified agenda items) to other individuals.

2) The General Assembly shall meet at regular intervals as decided by each General Assembly. In addition to this, the General Assembly may be convened at any time when requested by at least one fifth of member groups. In such an event, at least three months' written notice, including agenda, time and place, must be given to each member group.

3) The General Assembly shall:

- a) review and adopt the minutes of the last General Assembly as published or corrected;
- b) review and vote on reports of Servas International's office holders;
- c) review and vote on the audited accounts and the auditor's reports;
- d) decide upon the programme of activities of Servas International;
- e) adopt a budget showing projected expenditure up to the next regular General Assembly;
- f) decide upon fees, regulations and procedures of Servas International;
- g) elect the Executive Committee;

- h) elect other Servas International officers, or delegate this responsibility to the Executive Committee;
- i) elect members of committees or working parties for special tasks deemed necessary by the General Assembly, or delegate this responsibility to the Executive Committee;
- j) elect an auditor, or empower the Executive Committee to pay for independent professional auditing. The auditor shall verify, annually, the accounts of the Treasurer and shall submit a report to the Executive Committee. These reports shall be submitted for adoption to the next General Assembly;
- k) determine which members of the Executive Committee shall be empowered to sign on behalf of Servas International. Two signatures shall be required.

4) An item may be submitted for inclusion on the agenda only by a national group (represented by its national secretary), or by members of the Executive Committee. All items submitted by member groups must be sent to the President at least six months before the General Assembly to be placed on the agenda of the coming General Assembly. The agenda must be distributed to member groups in writing at least three months before the General Assembly.

5) Decisions of the General Assembly, in addition to being recorded in the minutes of the meeting, shall be abstracted from the minutes and a list of such decisions sent to each national Servas group.

6) Decisions can be made only on items published in the agenda.

7) Decisions made by the General Assembly are binding on the activities and priorities of Servas International.

## **V Executive Committee**

1) The Executive Committee is responsible for the day-to-day running of Servas International between one General Assembly and the next. Its decisions and actions should be in accordance with decisions made by the General Assembly. Its expenditure is limited to the budget adopted by the General Assembly.

2) The Executive Committee shall appoint those Servas officers who have not been elected by the General Assembly.

3) If the post of any Servas officer becomes vacant between General Assemblies, the Executive Committee may appoint a replacement. If the vacancy is for a

member of the Executive Committee other than President, the remaining members may make the appointment.

4) Within financial limits, the Executive Committee shall meet as often as deemed necessary by the Executive Committee.

5) The Executive Committee is empowered to make decisions either

a) by a majority vote at a meeting of the Executive Committee; or

b) by a majority vote by correspondence, provided that all members of the Executive Committee are given the opportunity to participate in the decisions.

## **VI Voting at Meetings**

1) All decisions of the General Assembly or the Executive Committee (except votes on the dissolution of Servas International, or an amendment to, or replacement of, the Statutes) shall be taken by majority vote of the persons voting. In the event of a tie,

the President shall cast the deciding vote.

2) Voting procedure shall be made clear to all delegates before voting takes place. The right exists for any delegate to ask for a secret vote on any issue.

3) Only delegates from member groups which have met all of their financial obligations to Servas International within six (6) months of the due date are allowed to vote.

4) In order to retain its voting rights at the GA, a member country must have published a host list not older than 2 years and must have submitted an annual report for at least one of the two previous years.

5) A delegate attending the General Assembly in more than one capacity shall have only one vote, except in the case of proxy voting in elections.

6) Only those delegates attending the General Assembly in person shall be permitted to vote.

7) The voting process shall include three voting options for each motion, "support/yes", "against/no" and "abstain". "Abstentions" shall not be counted as a vote for or against the motion, except as required in Sections IX Dissolution and X Amendment of Statutes.

8) The minutes shall record the number of delegates voting for, voting against, and abstaining.

## **Elections**

- 1) Nominations for election at the GA to be accepted until immediately before the start of the voting.
- 2) Elections for Servas officers shall be by secret vote.
- 3) The GA will allow proxy voting for elections at GAs to enable member countries not present at the GA to participate in the election process.
- 4) If, in the election of officers, there are more than two candidates for any position, and none of these receives more than half of the votes, the two candidates receiving the highest number of votes shall stand in a further election in which all voters vote again.
- 5) If, in the election of officers, there is only one candidate for any position, the candidate will automatically take office.

## **VII Distant Voting.**

- 1) The member groups of Servas International may make decisions affecting Servas International between meetings of the General Assembly using the following Distant Voting process.
- 2) Each member group of Servas International shall have one vote on each motion to be decided by the Distant Voting process. Votes may be cast by post mail or electronically using a verifiable voting process.
- 3) The Distant Voting process shall not be used to amend the Statutes or to vote on the dissolution of Servas International.
- 4) In each calendar year between each General Assembly at least one Distant Vote shall be held to vote on the annual accounts, auditor's report and any changes to the budget.
- 5) The Distant Voting process may be used to vote on:
  - a) matters to be decided before the next meeting of the General Assembly;
  - b) a motion to suspend or remove from office any officer of Servas International;
  - c) the election of officers to fill Executive Committee or other Servas International vacancies by secret vote;
  - d) motions arising from decisions of the General Assembly.
- 6) No later than two months after a General Assembly the Executive Committee shall publish a schedule of proposed Distant Votes up to the next General Assembly. The closing date for the votes shall be determined as follows:

- a) the first Distant Vote cannot be earlier than six months after the General Assembly;
- b) the next Distant Votes shall be at least four and no more than eight months after the preceding Distant Vote;
- c) the last Distant Vote cannot be later than six months before the next General Assembly.

A scheduled Distant Vote shall be cancelled if no motions have been received.

- 7) A motion for inclusion in the next Distant Vote may be submitted to the President when requested by at least one tenth of the member groups (represented by their National Secretaries), or by any member of the Executive Committee. All motions submitted by member groups must be sent to the President at least four months before the scheduled closing date for the vote to be included in a Distant Vote.
- 8) In addition to Clause 7, the General Assembly may specifically authorise a committee or working group to prepare and submit motions to be voted on by the Distant Voting process.
- 9) The Distant Voting process shall include three voting options for each motion, "support/yes", "against/no" and "abstain", and that abstain votes shall not be counted as a vote for or against the motion.
- 10) Resolutions to be decided by the Distant Voting process as well as the voting procedure to be used must be distributed to member groups in writing at least three months before the closing date for the vote.
- 11) Motions shall be declared adopted as if they have been passed by a meeting of the General Assembly if they get a double majority:
  - a) when the majority of the votes cast are "support/yes",
  - b) AND when the "support/yes" vote is at least four tenths of the number of member groups allowed to vote in the Distant Vote.
- 12) The procedures for the conduct of the Distant Voting process shall be governed by the Servas Regulations for Distant Voting. The Servas Regulations for Distant Voting may be amended or replaced by a majority vote of the General Assembly."

### **VIII Duties and Responsibilities of Officers.**

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

If any S.I. Officer violates her or his duties or brings Servas International into disrepute as determined by the majority of the member groups, then Executive Committee is authorized to replace or otherwise initiate action against such an officer.

1) The President shall:

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

2) The Vice-President shall:

- a) perform the functions of the President in the absence or incapacity of the President;
- b) be responsible for the development and strengthening of national Servas groups;
- c) keep broadly informed about the work of the Area Coordinators, and represent their interests in the Executive Committee; and
- d) perform such other functions as shall be delegated by the President or General Assembly.

3) The General Secretary shall:

- a) handle the correspondence of Servas International;
- b) collect information from national groups;



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

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

4) The Treasurer shall:

- a) keep the financial accounts and records of Servas International and arrange for auditing;
- b) send out invoices and collect money owing to Servas International;
- c) submit an annual financial report to the Executive Committee; and
- d) collect financial information from member groups.

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

5) The Peace Secretary shall:

- a) promote the peace aspect of Servas International in national groups and internationally;
- b) coordinate the work of national Peace Secretaries;
- c) represent the interests of the UN delegates and national Peace Secretaries in the Executive Committee; and
- d) encourage liaison with other peace organisations, and arrange representation in such organisations when appropriate.

6) The Host List Coordinator shall

- a) manage the standard presentation of traveller (Letter of Introduction) and host (host listing) information
- b) manage the process of host list exchange, based on each country's rules;

- c) monitor the publication dates of host lists and encourage regular updates;
- d) work with the Vice President and Development Committee to help with the host list issues; and
- e) represent the interests of the national Host List Coordinators in the Executive Committee

7) Convenors Shall

- a) be responsible for the teamwork of their respective committees; and
- b) implement the decisions of the General Assembly relevant to their field of responsibility.

### **IX Dissolution**

- 1) Dissolution of Servas International shall be effective upon a vote of the General Assembly carried by a two-thirds majority of the eligible voters present.
- 2) After payment of outstanding debts of Servas International, and within a period determined by the General Assembly, any surplus funds shall be transferred to another non-profit organisation, or organisations, interested in building world peace, as selected by a majority vote at the General Assembly dissolving Servas International. If that General Assembly cannot agree on such a non-profit organisation or organisations, it shall give specific authority to a committee of at least 5 persons to select the non-profit organisation or organisations.

### **X Amendment of Statutes**

The Servas International Statutes may be amended or replaced at a General Assembly by an affirmative vote of at least two thirds of the eligible voters present, provided that notice of the proposed amendment or replacement is given to the delegates at least three months before the General Assembly at which it will be voted on.

As amended at Piaski, Poland August 2012.

Servas International



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