

Servas International
SI Exco Meeting by Skype
Minutes
Sunday November 20, 2016 16:00 – 18:00 GMT/UTC

Version: 1

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

Pre-announced difficulty to participate: **Pablo Colangelo (PC)**

Minutes Recorder: **PP**

Chair: **JS**

Timekeeper: **DS**

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

Meeting began at 16:02 GMT/UTC.

1. Chit chat

2. Agenda Version 1 adopted as proposed

3. Adoption of minutes

a. Finalize October 16, 2016 minutes

- **Motion: Approve Version 1 of the October 16, 2016 minutes. Passed**

b. Review action items – completed; see action items listed after minutes

4. Email Decisions:

- a. 2016/10/17 Passed: To handle the outstanding ServasOnline levy payments as follows:
Australia CHF1163 - require payment - await their Oct 2016 Board meeting which will consider payment
Colombia CHF115 - non-recoverable, therefore write off
Costa Rica CHF100 - non-recoverable, therefore write off
India CHF2,224 - require payment based on the number of real hosts $287 \times 3 = 861$ (balance of 1363 non-recoverable, therefore write off)
Pakistan CHF417 - non-recoverable, therefore write off
- b. 2016/10/21 Passed: That a Work Order for Kevin Gautreau be prepared to cover "various modifications to ServasOnline" to a total of 1575 Euros (five days (7 hours a day) work at €45/hour VAT included), for the time period 2016 August 1st to 2016 December 31st. The ServasOnline Project Manager will set priorities, and define, manage and verify the estimates and work. The total amount of work done will be invoiced and paid at the end of the Work Order period.
Note that three modifications have already been done, for a quarter of hour (€11,25) each for a total of €33.75.
- c. 2016/10/24 Passed: That Mirek Wasilewski is given a budget of up to 200 Euros to spend on expenses related to documentation for the 2015 financial statements.
- d. 2016/11/19 Passed:
 - a. That SI Exco approve Miroslaw Wasilewski's cost refund claim for the expenses of preparing and sending booking materials to Bangalore on May

10, 2016 for PLN 61.55 = EUR 14.49. The booking materials were sent, as requested by the SI Treasurer and our bookkeeper.

b. That SI Exco approve Miroslaw Wasilewski's cost refund claim for the expenses of preparing and sending booking materials to Jonny Saganger on Nov. 15, 2016 for PLN 102.47 = EUR 24.21. The booking materials were sent, as requested by Jonny Saganger in his mail of Oct 16, 2016.

5. SICOGA 2018

- Korea confirmed their interest in hosting SICOGA 2018
- Colombia wrote to say that they are also interested in hosting SICOGA 2018
- Action: PP and DS will arrange a Skype call with the NS of Servas Colombia regarding hosting SICOGA 2018

6. SI Exco 2017 Face-to-face meeting

- AG distributed information about the offers to host the SI Exco meeting from Servas Czech Republic (Prague) and from Servas Spain (La Pobla de Vallbona, 20 km from Valencia) before the meeting
- **DECISION: Meet in Valencia for 4 full days, all day Mar 30 – April 2 (Thursday morning to Sunday evening). For those SI Exco members who can take more time, a local event will be planned before or after the meeting.**
- Action: AG will notify both countries of the decision to hold the 2017 Face to face meeting in Valencia
- Action: AG will work with Susana re: details for the 2017 Face to face meeting, and specifically confirm that there will be adequate internet access at the meeting room
- Action: All SI Exco will arrange their travel plans to Valencia for the 2017 Face to face meeting

7. Stretch legs

8. SI Financials

a. Recruitment of new SI Treasurer

- Several expressions of interest have been received; the deadline is November 30, 2016
- Action: JS will ensure that we have Curriculum Vitae (CV) from all of those applying to be SI Treasurer
- Action: JS will ask all applicants for the SI Treasurer position to complete the Nomination Form to provide additional information about their skills and experience
- Action: After the deadline has passed, LVS will review the applicants' financial experience to create a shortlist of qualified applicants for the SI Treasurer position
- Action: SI Exco will review the short list, have a dialogue with the applicant and then make a decision of who to appoint to the position of SI Treasurer

b. IAC Request for motion to change 2006 GA decision re: Treasurer unable to continue – deferred

c. Jan 2015-Mar 2016 Audited Accounts

- Preparation of the 2015/16 financial statements is in progress, working with the Internal Audit Committee
- **DECISION: It was agreed that the old and new SI Treasurers and old and new Internal Audit Committees (any who are present at the conference) should meet face to face at the SICOGA to ensure as smooth a handover as possible. Emphasis should be on the fact that we are all volunteers, and the objective is to support each other and keep things moving, concentrating on the big picture and keeping the organization running.**

9. Modernized SI website

- JS noted that the modernized SI website is our ‘window to the world’, containing text, photos, stories, etc. JS is currently responsible for this. Then there is the ServasOnline member administrative system, which is the responsibility of PC and Bernard.

a. Editorial process

- There is no published launch date for the modernized SI website
- A production manual is being prepared, which will address, among other things, on-going translation of posted materials
- Jean-Marc Eyot and Janek Dzierzawska are the people who make the changes to the text and image content; JS can also publish texts and modify existing texts
- Action: JS will make English the default language on the modernized SI website startup page

b. What is needed (technically) before launch

- Translation of text into English, French and Spanish needs to be completed
- It was noted that the developer company are no longer needed to maintain major features on the website, the contracted freelance resource can do it

c. Communications before launch

- Action: JS will prepare a draft communication about the launch of the modernized SI website and send it to PP for comment by Dec 4, 2016

10. ServasOnline (ServasOnline member admin)

a. Migration of member data from Dolphin and other systems

- Data from many countries is being added to the system
- Migrating countries with reliable host lists from Dolphin to ServasOnline is important
- Action: JS will contact Stefan F. regarding automating the migration from Dolphin to ServasOnline

b. Transition to ServasOnline system

- Countries will still need help to modify their current practices outside the computer system, to fit the ServasOnline processes

11. SI News Bulletin

- The deadline for submissions is December 1, 2016; publication date is December 11, 2016
- It was noted that the Distant Vote closes on November 30, 2016, and so an entry in the Table of Contents will be made, assuming the results will be available shortly after the vote closes
- Action: JS will put the Table of Contents of the SI News Bulletin in Dropbox

12. SI Exco members written reports

- Action: DS will follow up on the possible Geneva mailing address for SI

13. Other Business

- LV stated that 2016 Stamp Fees are due March 1, 2017. He will send out reminders to each country.

14. Next meeting

- **The next meeting will be Sunday December 18, 2016 UTC/GMT 16:00 – 18:00**
- Regular time: third Sunday every month UTC/GMT 15.00-17.00 (1 hour later November-March)

15. Meeting ended at 18:00 GMT/UTC

Action Items

- Action: PP and DS will arrange a Skype call with the NS of Servas Colombia regarding hosting SICOGA 2018
- Action: AG will notify both countries of the decision to hold the 2017 Face to face meeting in Valencia
- Action: AG will work with Susana re: details for the 2017 Face to face meeting, and specifically confirm that there will be adequate internet access at the meeting room
- Action: All SI Exco will arrange their travel plans to Valencia for the 2017 Face to face meeting
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- Action: SI Exco will review the short list, and then make a decision of who to appoint to the position of SI Treasurer
- Action: JS will make English the default language on the modernized SI website startup page
- Action: JS will prepare a draft communication about the launch of the modernized SI website and send it to PP for comment by Dec 4, 2016
- Action: JS will contact Stefan regarding automating the migration from Dolphin to ServasOnline

Jan 17, 2016 Action Items not completed:

- Action: JS and PP will work with Amir to complete step 1 related to a new SI Registration system – in progress, Amir is preparing a proposal

April 08 - 12, 2016 Action Items not completed:

- Action: AG will bring a proposal to SI Exco re: links with FEE and inviting travelers to offset their travel through FEE – in progress
- Action: JS and PC will take the lead in preparing a ServasOnline Transition Manual and checklist – will consult France, Canada, Sweden and Britain to identify what information is needed

August 14, 2016 Action Items not completed:

- Action: JS will work with the Swiss lawyer related to an SI Registration contract, and inform SI Exco

October 16, 2016 Action Items not completed:

- Action: PC will ask Servas France how they managed the hosts without easy internet access, without email addresses, or without unique email addresses for different household members, when converting their data to ServasOnline
- Action: PC will consult and recommend on how to handle Servas members who do not have internet or email accessibility

Appendix 1 SI President's Report

Jonny's short report to Exco

2016-11-18

Action report 2016-10-14-2016-11-18

Modernized/new website on servas.org and ServasOnline

Modernised/new website:

I have been executing the plan of action for the transition from the current website on servas.org to a modernized website on servas.org.

Now the modernized website is almost ready to become Servas International's new window to the world, with new relevant texts, photos and other illustrations.

Final proof reading of the landing page/front page is being done at this moment.

There is still a need for creation and changes of menus, sub-menus and sub-submenus.

This will be handled as soon as possible.

ServasOnline

I'm keeping a dialogue with Bernard Andrieu (project manager for ServasOnline project), Pablo Colangelo and others in the ServasOnline Team about the migration of member information from the Servas Dolphin system, the Servas Whale system and other systems to ServasOnline.

I had arranged for a meeting with a ServasOnline Team meeting with focus on admin and migration matters in November, but the meeting was postponed.

New time and date:

Sun 4 Dec	17:00 –	ServasOnline admin meeting UTC/GMT 16.00-18.00
2016	19:00	

SI in cooperation with university in Chile

I have signed an agreement between SI and Instituto de Literatura y Ciencias del Lenguaje at Pontificia Católica de Valparaíso, Viña del Mar in Chile regarding translations english-spanish.

Communications

* I've planned for Table of Content, ToC, for the publishing of SI News Bulletin No 4 Vol 4 2016 in December.

SI registration and SI domicile

- I have unsuccessfully tried to contact a legal expert in Switzerland regarding the registration of SI as an NGO and for the establishment of a domicile.

Search for new SI treasurer & treasurer backup

I have distributed an advertisement for a new SI treasurer. I have received six answers from applicants. Closing date for applications is November 30.

A process to analyze the applications will then be started.

Miscellaneous

* Day-to-day business (email communications, preparation of agenda for SI Exco meeting, monitoring Servas Facebook pages and groups)

I have executed/not executed the following action items that I was assigned by Exco

October 16, 2016 Action Items

Done

- Action: JS will ensure that the 2014 Audited Accounts are posted on the new website before the new website is launched
- Action: JS, AG, LVS and PP will continue to search for a solution to the resignation of the SI Treasurer

Not done :

- Action: JS will prepare the communications for the launch of the new website

September 18, 2016 Action Items

Done

- Action: More information to be provided to inform proposals to address LV's resignation (JS).

August 14, 2016 Action Items

Done:

- Action: JS will ask if the Servas description section can be moved above the News section on the home page
- Action: JS will find out who can make changes to the ServasOnline menus
- Action: JS and PP will contact the Internal Audit Committee related to the SI Treasurer's resignation
- Action: JS will contact the other SI Treasurer candidate and the Nominations Committee after consulting with the Internal Audit Committee related to the SI Treasurer's resignation

Ongoing

- Action: SI Exco will email anything they would like to see on the home page to JS
- Action: JS will initiate requests to SI Exco for text for the home page when it is needed
- Action: JS will manage the preparation than distribution of the communication, since PP will be on vacation
- Action: JS will work with the Swiss lawyer related to an SI Registration contract, and inform SI Exco

July 24, 2016 Action Items

Done:

- Action: JS will respond to Servas Italy, indicating that it is not possible to begin a pilot as soon as 2017, and that they are urged to work with the group established at the 2015 GA (NS Servas Germany identified as the lead person)
- Action: JS will request that the Chilean university translate the agreement, and will arrange for it to be signed in both Spanish and English

Ongoing

- Action: JS will arrange to have the time period of the contracted resource to support ServasOnline changed to be June-Dec 2016
- Action: JS and PP will confirm where all data on the existing www.servas.org website will be accessed after the launch for the new website by Aug 16, 2016
- Action: JS and PP will ensure that a communication is sent to all key people before the launch of the new website
- Action: JS will ensure that information about ServasOnline being under development will be placed on the new website

- Action: JS will prepare and send a signed copy of the SI Statutes (to DS)
- Action: JS will send a letter related to LVS's role in SI by Aug 1, 2016

June 19, 2016 Action Items

Done:

Action: JS will collect articles, text, illustrations, etc. which will be published in the SI Exco bulletin or through other channels

Action: All SI Exco will review what they have sent to the latest version of SI News, and decide with JS how to publicize it in another way

Will do 2016-07-22:

- Action: JS will clarify points in the ServasOnline May 2016 Status Report with Bernard, and report to SI Exco
- Action: JS will discuss the points raised related to ServasOnline with Bernard, and report to SI Exco

Not done:

- Action: JS and PP will add 'review of action items' to the next agenda, allowing sufficient time for discussion

* on **April 8-12, 2016:**

Executed action items:

- Action: JS will write and send a message regarding ServasOnline transition, focusing on expectations management

Not yet executed:

- Action: JS will set up calls to larger countries related to ServasOnline transition

Jonny needs more instruction to execute the following:

- Action: JS to create document re: SI Committee decisions
 - Action: JS will find a native English speaker for the SOLSYS team

Feb 21, 2016 Action Items not completed:

- Action: JS will find a native English speaker for the SOLSYS team

May 15, 2016 Action Items:

- Action: JS will send final SICOGA 2015 minutes to PP (Done)

a. SI News

- Indications are that the next issue will be ready soon
- Action: JS will contact Terry to see what is happening with SI News (Done - contact reestablished)

* On hold:

1. Ethical fund and bank '

Jonny Sångänger

President

Servas International 2015-2018

Appendix 2 SI Vice President's Report

Ann Greenhough VP Report for Exco Skype meeting on 20th November 2016

20th October to 6th November – on holiday

Since returning I have focused on:

Making Connections

Further message sent to key-list. There are now approaching 20 countries that have indicated they would like to be included in the project. I made a request for help with producing guidelines for hosts and travellers planning extended stays together with a standard format for an agreement prior to a visit.

Next steps will be to compile list of countries ready for the Making Connections page on the new website and approach individual countries about more detailed information about what they are offering.

Search for new SI treasurer

Work with others within Exco is on-going.

Venue for next face to face meeting

I have been in discussion with Servas CZ and Servas Spain about the possibility of hosting a meeting for agreed dates from 28th March to 3rd April.

Summary produced about the 2 options for discussion at Exco Skype meeting.

Material for new website

I have worked with the youth team on preparing material for posting on the new youth page.

Priority for action:

1. Circulate a message to national secretaries with Spanish translation to give an update about Exco's position of the future of the AC role.
2. To work with others, on DC, Youth Team and Innovation project, to bring together material in various development areas that can then be introduced onto the SI website in the coming months.
Topics include: Youth, Families, Making Connections, Special Interest Networks, Environmental projects and publicising the commitment to ethical travel.
3. Continue development of links with FEE

Appendix 3 SI Peace Secretary's Report

Servas International Peace Secretary October 15 to November 19, 2016

Servas at the UN

Servas UN new business cards project with Radha Radhakrishna and Alan Stone

Requesting annual reports from current SI UN Representatives ahead of renewal of UN accreditation

Writing article for Servas website on Servas participation in HRC 33rd session in Geneva in September 2016

Publishing UN and other Peace related info on Servas International Facebook closed group (for Servas members only)

Maison des Associations address in Geneva : Still awaiting an answer

Servas at UN NYC: Cooperating with Jeanne Devine, acting Main Representative, making sure the team is well progressing. Skype meeting planned first week of December.

Activities related to Peace other than UN

Servas Peace Day celebration in Phoenix Arizona: people took photos and wrote article (Jeanne Devine): where to publish it?

Servas 2017 Peace Calendar project going on (with Alvany Santiago)

IPRA International Conference: presentation with Alvany Santiago (Peace commission)

Exchanging information with various National Peace Secretaries about Servas contribution to peace. Asking for reports on activities.

Others

Usual activities and communications as EXCO member about various issues, and decision-making.

Appendix 4 SI General Secretary's Report

SI General Secretary Report: October 17 – November 20, 2016

Accomplished:

- Distant Vote November 2016
 - Voting is now in progress; ends Nov 30, 2016
- www.servas.org transition: Waiting to review and finalize communications to National Groups with JS
- GA 2018
 - Confirmed Korea's offer to host SICOGA 2018
 - Email sent to all Member Groups; Colombia also expressed interest by Nov 15, 2016 deadline
- Continue to receive 2015 annual reports – 58 of 77 received by November 20, 2016
- Participating in meetings regarding SI Treasurer resignation and ServasOnline
- Sent out SI Exco Action Chart for updating
- Continued communication with Prossy
- Maintaining contact with SI Archivist
- Continuing to track time spent on Servas activities since the face-to-face meeting to get an idea of the time commitment replied

Action item update:

Jan 17, 2016 Action Items:

- Action: JS and PP will work with Amir to complete step 1 related to a new SI Registration system – discussions underway

Feb 21, 2016 Action Items:

- Action: PP will send a call for volunteers for the SI Archives Consulting Group – sent as part of SI Exco bulletin – no response; completed

April 08 - 12, 2016 Action Items:

- Action: PP will follow up with the Job Descriptions and Statutes committee – spoke to Amir (convenor) awaiting response from the committee

May 15, 2016 Action Items:

- Action: SI Exco will try using the SI communications checklist, and give comments to PP – no comments received

July 24, 2016 Action Items

- Action: JS and PP will ensure that a communication is sent to all key people before the launch of the new website – in progress

Short Term Priorities:

1. Day to day SI Exco and General Secretary correspondence and pressing issues
2. Integrating the current www.servas.org content with ServasOnline
3. Moving forward on GA 2018
4. Support SI Archivist to move forward effectively

Key Concerns/Issues:

1. Transition to ServasOnline, including process for travelers and hosts connecting during the transition, ICT responsiveness, link to Key Dolphin

Appendix 5 SI Host List Coordinator's Report

SI HLC 2015-2018 Working Report #13

PABLO H COLANGELO
hostlistcoordinator@servas.org
Skype: Pablo Colangelo
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Oct 17th to Nov 20th 2016

- Assist Key people from the following countries regarding Dolphin issues: Argentina.
- Assist Key people from the following countries regarding Servasonline issues: Spain, South Africa, Indonesia, Georgia, Hungary.
- Servasonline report: Servas India and South Africa basic information were imputed one by one (for the case of India) and imported from the Excel spreadsheet that the NS had prepared (in case of South Africa). Importing south africa from the spreadsheet had taken several days and world (maybe more than inputting members one by one) because it was the first time for me using this tool and understanding how the system works.
- ServasOnline Manual were distributed to those countries requesting it such as Hungary and Indonesia.
- Next countries to be included in ServasOnline will be Greece then Uruguay according to their request of help towards migrating to the new system. As per they did not filled the spreadsheet for migration the process should be done manually imputing one host data at a time.
- There is a need to know if there will be possible or not using dolphin database to export those countries with reliable host lists directly from Dolphin to ServasOnline as per this process is taking all of the time I usually devoted to volunteer for servas and even more time than that for instances which don't let me have some more time to follow all the email conversations and being in contact with all the NS and HLC as I would like to. So considering the huge work load that represent the migration I will be sending ServasOnline information only to those whom request it and keep up with the migration at my pace country by country according to request I had received or the priority I point on the previous month report.

Important tasks to be done next:

Seek a youth volunteer for the position of SI HLC

- Find out what happened with the interviewed host in Cuba, he is willing to become a member of Servas and he still waiting for someone to confirm him what to do. He is in permanent contact with me through Facebook messenger. and Whatsup
- Check making connection link upon Ann request, and its forwarding in dolphin as it seems not to be working well
- Check bouncing back email address from key list sent by Ann
- Transfer Greece and Uruguay Basic Hosts data to ServasOnline

Appendix 6 SI Treasurer's Report

Treasurer's Report for the Exco meeting of 20th November 2016

1. The Audit Committee has sent a revised Documents list for their audit review of 2015 accounts. I have asked the book keeper to prepare the Draft Financial Statements along with Notes to Accounts to be given to them for review. Any corrections or modifications to the same will be completed with the approval of the Internal Audit committee and the accounting journal entries passed. The book keeper will scan and send out the expense claim vouchers along with the support documents, which are asked for. It would not be possible to send out the scan copies of all expense claims since this pertains to the NZ GA where the air travel funding for various delegates were done.
2. The Audit Committee have asked for certain clarification in respect of Servas Netherlands stamp payment for 2013 and 2014, which is being looked into by the book keeper and he will revert back with the confirmatory details.
3. Invoices for Iweb Technologies received. I would require the details of the contract entered with this service provider to ensure that the payments are made in relevance to the contract entered with them. I had written to them for details but till date no information has been received. Penny is helping in getting the relevant details from Michael.
4. Stamps distribution for 2017 has started and this will continue till January/February next. The stamp payments for 2016 will start coming from 1st March onwards along with the unused returned stamps for giving the member countries due credit for the same.
5. The status of 2014 Financial Statements for Distant Voting to be known.
6. Whether any further explanatory statement need to be given for the Revised 3 Year Budget which was scaled down after in consultation with the EXCO and Audit Committee.
7. I have the accounting records of the SI which I collected from the Book keeper. What should I do with the box of records?
8. The selection of the Treasurer should be one who can start work from day one and who has more or less the skills detailed out in the advertisement. It would be very difficult for a non-accounting person to adapt to this position unless he has inherent passion for accounting. He should be mature and responsible and be able to guide Exco for their decision making.
9. The SOL program and website: why should putting data content to the website cost. If so, it becomes an expensive proposition and it would need more maintenance expenses for SOL website. In which case, who will be the team leader and who will give the respective costs of the various functions involved therein.
10. I will not be available from December 2nd till 12th owing to my preoccupation with son's marriage.

Appendix 7 ServasOnline Status Report

A few words to provide an update on the ServasOnline project:

Ten countries are now on ServasOnline, Canada is one of them. New-Zealand is coming very soon.

As far as I'm concerned, lot of job to help countries and to better the website (fixes, bugs, enhancements, developments) and to teach/answer to the users and pilot countries.

Bernard Andrieu
ServasOnline Project manager
2016-10-13